

STATEMENT OF WORK

ADDENDUM #1

A. OBJECTIVES

This Statement of Work (SOW), hereinafter referred to as the “Agreement,” outlines the full-body x-ray scanner, installation, software, training, and ongoing services to be provided by the potential Contractor to the Department of Corrections and Rehabilitation (CDCR).

To be considered for this Request for Quote (RFQ), the potential Contractor must agree to the terms and conditions stated in this RFQ. Potential Contractors who submit their terms and conditions will be disqualified.

The CDCR considers the terms “shall,” “will,” and “must” mandatory. The terms “may” or “can” are optional and at the discretion of the CDCR.

B. BACKGROUND (IF APPLICABLE)

California Code of Regulations (CCR) Title 15 § 3287 Cell, Property, and Body Inspections requires incarcerated persons to submit to body inspections using contraband and metal detection devices, including but not limited to full-body x-ray scanners. The same section requires such inspections of incarcerated people when they leave a visiting area, upon conclusion of a family visit, upon returning to a yard or facility from vocational or educational classes, upon entering or exiting a secure perimeter, and prior to placement into restrictive housing.

15 CCR § 3287 also specifies the allowable radiation dose per scan, annual radiation exposure limit per incarcerated person, and requirements for tracking annual radiation exposure.

Additionally, 15 CCR § 3287 incorporates the American National Standards Institute’s *Radiation Safety for Personnel Security Screening Systems Using X-Ray or Gamma Radiation* (ANSI/HPS N43.17-2009) by reference.

C. PERIOD OF PERFORMANCE

This Agreement shall be effective on June 26, 2026, or upon the date the Purchase Order is signed, whichever is later, through June 25, 2031.

D. SCOPE OF SERVICES

The Contractor shall provide two full-body x-ray scanners, management software, installation, training, technical assistance, warranty, repair services, and ongoing preventative maintenance services to the CDCR. The Contractor must comply with

the minimum requirements for full-body x-ray scanners and provide the services described below. Failure to comply with the requirements will result in the Contractor's bid response being rejected and deemed non-responsive.

1. Mandatory Requirements: Full-Body X-Ray:

- i. Start time: Less than three minutes to be ready to scan.
- ii. Duty Cycle: Designed to be left powered 24 hours per day, 365 days per year.
- iii. Scanner Dimensions: No larger than 40" length x 80" width and 95" tall.
- iv. Restricted Zone: The restricted zone, as defined in ANSI/HPS N43.17-2009, must be no larger than 80" length x 160" width.
- v. Scan Method:
 1. The subject being scanned must remain stationary. The subject shall not be moved by the scanner, for example via the belt or the moving platform.
 2. ~~The X-ray beam shall pass horizontally perpendicular to the body, across the entire body of the subject being scanned.~~
The X-ray beam shall pass perpendicular to the body, across the entire body of the subject being scanned, moving either horizontally or vertically
- vi. Scan Speed: The scan must be completed in less than five (5) seconds when operating at a 0.25 microsieverts (μSv) dose level.
- vii. Scan Dose:
 1. The scanner must be capable of being configured to operate only on the dose settings allowable under 15 CCR § 3287.
 2. The scanner must have a range of dose settings available from a 0.25 microsieverts (μSv) per scan to an 8.0 microsieverts (μSv) per scan.
- viii. Camera: The scanner must include an integrated camera that takes a picture of the subject to be scanned. The subject's face must be clearly and accurately represented in the picture. The picture of the subject must be included in the scan results output.
- ix. Workstation: The X-ray scanner must include an operator workstation with all required hardware and software operating the X-ray scanner.
 1. The X-ray scanner workstation must be IEEE 802.1x compatible.
- x. The full-body X-ray scanner must comply with all relevant sections of ANSI/HPS N43.17-2009.

2. Minimum Requirements: Software:

- i. The software provided must include the following capabilities, at a minimum:

1. Ability to create and edit subject profiles for incarcerated people. Profiles must, at a minimum, include the incarcerated person's first and last names and their CDCR number.
2. Ability to track the accumulated annual radiation exposure of scanned subjects. Annual exposure shall be tracked per subject as a rolling 12-month total.
3. Software shall prevent scans of subjects who have reached the total annual exposure limit. The total annual exposure limit is specified at 15 CCR § 3287. The total annual exposure limit must be configurable.
- ii. Ability to retrieve historical scans of subjects to compare to the current scan results.
- iii. Shall attach the picture of the face of the subject being scanned, taken at the time of the scan, to the resulting scan image report.
- iv. User Management
 1. The software must allow at least three levels of user accounts with configurable role-based access control.
 2. Configurable roles must include, at a minimum, the ability to create new user accounts, manage or deactivate accounts, export scan images, and change system settings.
- v. Software shall include a separate desktop application for users with appropriate account levels to perform their activities at their desk on a CDCR staff workstation, rather than at the scanner workstation.
 1. The CDCR will provide all network connectivity between the X-ray scanners and the desktop application.
 2. The CDCR will provide the desktop workstation on which the desktop application will be installed and run.
 3. The workstation provided will run the latest version of Windows and will be kept up to date by CDCR.
- vi. Software shall include a separate Centralized Management System (CMS) which provides the following capabilities, at a minimum:
 1. Shall provide a point to which all provided X-ray scanners and the provided desktop application clients connect.
 2. Shall maintain a repository of scan images generated from all connected X-ray scanners.
 3. Shall maintain the scan and accumulated dose history for each incarcerated person's profile.
 4. Shall maintain activity logs of system activity including, scanning activity, user logins, system changes, and account creation.
 5. Shall be capable of integrating with the CDCR incarcerated population management system to import new subject names and identification numbers automatically.
 6. The CDCR will provide and maintain the host servers and host databases required by the CMS software.

7. The CDCR will provide and maintain network connectivity between the components of the CMS, the X-ray scanners, and the desktop application software.
 8. The CDCR uses Windows Server operating systems and Microsoft SQL Server. The Contractor must ensure that the CMS software remains compatible with the latest versions of Windows Server and Microsoft SQL, including all official patches and updates, throughout the Period of Performance.
 9. The Contractor shall not use or access CDCR X-ray scan images or data except for troubleshooting issues reported by the CDCR program manager or designee.
- vii. Reports
1. Software shall allow Users with assigned role-based provisions to generate and export the following reports, at a minimum.
 - a. Subject Dose Report: The software shall provide the total annual dose for each subject profile, calculated as the accumulated dose in the previous 12 months from the date of the report.
 - b. Activity report: The software shall provide an audit log for all activities that occurred on the system for a selected period of time.
 - c. User Report: The software shall provide an audit log of specific user's activity for a selected period of time.
- viii. The Contractor shall provide all firmware upgrades, maintenance hotfixes, and software updates for the X-ray scanner, the operating software, the client software, and the CMS software during the period of performance.
3. The Contractor must provide three letters of reference addressing the Contractor's ability to provide parts and repairs.
4. Training:
- i. The Contractor shall provide all manuals necessary for the operation of the scanner.
 - ii. The Contractor shall provide all user manuals necessary for the included software.
 - iii. The Contractor shall provide one-time onsite training for operators. The training shall be made available for at least two days to accommodate the schedules of onsite staff.
 1. The CDCR will provide an onsite classroom with a projector and screen for the instructor's use.
 2. The CDCR will not provide network connectivity for the instructor.
 3. The training shall meet the Personnel Training requirements described in ANSI/HPS N43.17-2009.

- iv. The Contractor shall provide one-time onsite training for local trainers. One training session must be provided during the second watch (0600-1400).
 - 1. The CDCR will provide an onsite classroom including a projector and screen for use by the instructor.
 - 2. The CDCR will not provide network connectivity for the instructor.
 - 3. The training shall prepare the participants to act as local trainers who will provide operator training to other CDCR staff.
- v. The contractor shall provide training materials for use by local trainers, including but not limited to, presentation materials and a written test with an answer key.

5. Installation

- i. The Contractor and the CDCR Program Manager will plan and prepare for the installation of the X-ray scanners prior to delivery.
 - 1. Preparation may involve site visits to inspect and evaluate proposed location for the X-ray scanner installation.
 - 2. The Contractor will work with the CDCR Program Manager to develop an installation schedule. The CDCR Program Manager will coordinate all onsite CDCR resources required during installation, including staff escorts, gate clearances, and institution program schedule changes.
 - 3. The Contractor shall notify the CDCR of the electrical and network infrastructure required at each X-ray scanner installation location upon award.
 - 4. The CDCR is responsible for providing the electrical and network infrastructure required by each X-ray scanner prior to installation.
- ii. The Contractor shall deliver and install the X-ray scanners at the locations chosen by the CDCR.
 - 1. The installation of each X-ray scanner must comply with all relevant sections of ANSI/HPS N43.17-2009.
 - 2. The CDCR is responsible for any additional signage, markings, or postings required that are not a part of the X-ray scanner or workstation itself, such as the postings required by the California Department of Public Health (CDPH).
- iii. The Contractor shall calibrate and test each X-ray scanner upon installation. The X-ray scanner must be calibrated to meet the Limited Use standard described in ANSI/HPS N43.17-2009 or newer versions. The X-ray scanner must be fully functional prior to acceptance.
- iv. The Contractor shall perform a radiation survey of each X-ray scanner upon installation and provide the documented survey results to the CDCR Program Manager prior to final acceptance.

- v. The Contractor shall demonstrate full scanning functionality of each X-ray scanner prior to final acceptance by the CDCR.
- 6. Initial Configuration of Software
 - i. The Contractor shall advise the CDCR and assist, as necessary, in successfully implementing and configuring the CMS software within the CDCR enterprise environment.
- 7. The Contractor shall provide a Help Desk hotline phone number for X-Ray Scanner Operators.
 - i. Help Desk shall be available 7 days per week – 6:00 AM to 6:00 PM
 - ii. Help Desk must provide troubleshooting and technical question assistance to operators.
 - iii. The Help Desk must not schedule repair calls or service visits. All repair calls and service visits must be coordinated through the CDCR Program Manager.
- 8. The Contractor must have service technicians who will perform repairs, preventive maintenance, radiation surveys, and other extended warranty services.
- 9. The Contractor must be capable of performing remote diagnostics and troubleshooting of the X-ray scanners via network access.
 - i. The CDCR will work with the Contractor to establish remote access to the X-ray scanners via the CDCR network.
- 10. The extended warranty on all parts is effective for the Period of Performance as identified in Section B of this Agreement.
 - i. The extended warranty must cover all parts, repair labor, and travel required to keep the scanner fully operational.
 - ii. The extended warranty must cover annual radiation surveys and preventative maintenance.
- 11. Annual Surveys, Repairs, and Preventive Maintenance Services
 - i. The CDCR Program Manager or selected representative will be the single point of contact for all ongoing services described herein.
 - ii. The CDCR Program Manager and Contractor will plan all site visits at least two weeks in advance whenever possible. The CDCR Program Manager will be responsible for coordinating all onsite resources required for site visits, including staff escorts and gate clearances.
 - iii. Radiation surveys must be performed annually on each X-ray scanner in accordance with CDPH regulations.
 - iv. Preventive maintenance must be performed annually as described by the manufacturer. Any preventive maintenance resulting in

downtime must be coordinated with the CDCR Program Manager or selected representative to minimize operational impact.

- v. Repair requests will be documented in a mutually agreeable format and submitted by the CDCR Program Manager to the Contractor via email.
 - 1. Whenever possible, the Contractor shall perform remote diagnostics and troubleshooting to confirm the need and scope of repairs prior to scheduling a visit.
 - 2. The Contractor shall respond to the repair request with a proposed visit schedule within 48 business hours. The CDCR Program Manager will confirm the proposed schedule and begin coordinating onsite resources required for the visit within 24 business hours.
 - 3. When the Contractor's proposed visit schedule is not agreeable to the CDCR, the Contractor and the CDCR will work together to find a mutually agreeable schedule within 3 business days.
- vi. All annual radiation surveys, repairs, and preventive maintenance work must be documented in a mutually agreed format and provided to the CDCR via email within 48 business hours of completion.

12. Ongoing Software Maintenance

- i. The Contractor must update all software components of the X-ray scanner CMS.
- ii. The Contractor must update the X-ray scanner workstation operating system and software as updates becomes available.
- iii. The Contractor must supply updated files for the user client software to the CDCR. The CDCR is responsible for applying all user client software updates to CDCR end user workstations.
- iv. The CDCR is responsible for updating and maintaining the host servers and database servers that run the X-ray scanner CMS software.
- v. All software updates or changes deployed by the Contractor must be coordinated and scheduled with the CDCR Program Manager.
- vi. Software updates or changes that impact on the availability of the x-ray scanners or CMS must follow the Information Technology Change Control Board procedure described below.

13. Information Technology (IT) Change Control Board (CCB)

- i. The CDCR operates a weekly IT CCB. The CCB reviews and approves proposed changes to IT infrastructure and services, such as software updates, system patching, configuration changes, and more.
- ii. The Contractor shall utilize the CDCR standard Change Request Form, Attachment A, to document the requested change.

- iii. Change requests must be submitted by the Contractor to the CDCR Program Manager by 12:00 PM each Friday to be heard at the next IT CCB meeting. The IT CCB meets every Wednesday at 11:30 AM.
- iv. The CDCR Program Manager will present the Change Request Form during the Wednesday IT CCB meeting. Approval is typically granted during the meeting.
- v. The changes requested cannot begin until the IT CCB approves them. The CDCR Program Manager will notify the Contractor of approval once it has been received at the IT CCB meeting.

E. AGREEMENT COMPLETION CRITERIA

The CDCR Program Manager or a selected representative, will perform status monitoring and acceptance of detailed hardware, software, and activities as outlined in Section C, Scope of Services.

F. AGREEMENT CONDITIONS

- 1. The CDCR's normal business hours are 8 A.M. to 5 P.M., Monday through Friday, except for [State Holidays](#).
- 2. CDCR and the Contractor staff are mutually obligated to keep open and regular channels of communication to ensure the successful execution of this contract. Both parties are responsible for communicating any potential problem or issue to the CDCR Technical Program Manager and the Contractor staff, respectively, within forty-eight (48) hours of becoming aware of said problem.
- 3. The Contractor certifies that appropriate systems and controls shall be in place to ensure State funds will not be used in the performance of this Agreement for the acquisition, operation, or maintenance of computer software in violation of copyright laws.

G. TRAVEL

No travel pay will be allowed under this Agreement.

H. CONTACT LIST

CDCR PROGRAM MANAGER

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