

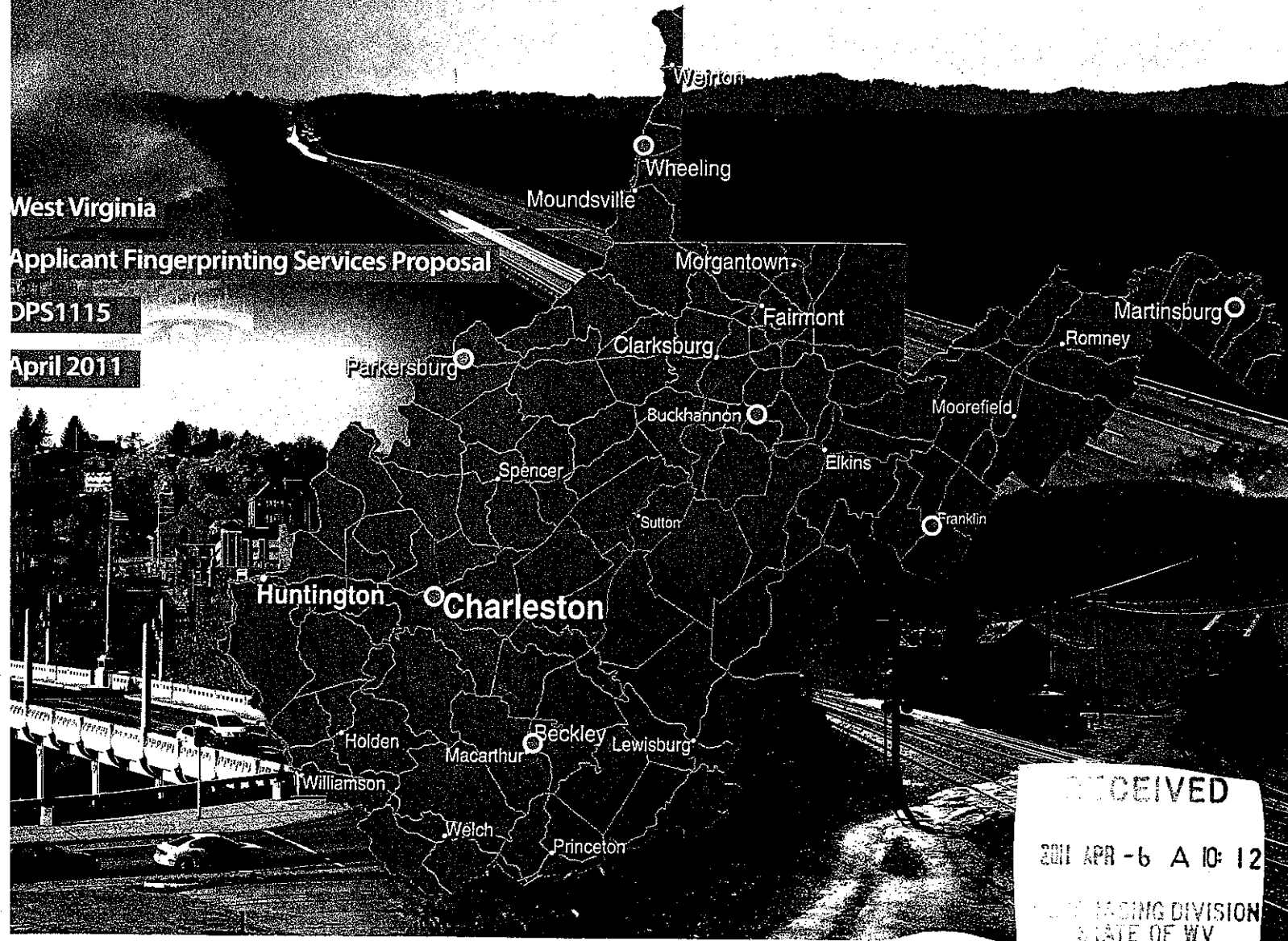
WEST VIRGINIA

West Virginia

Applicant Fingerprinting Services Proposal

DPS1115

April 2011



 **SAFRAN**
Morpho



113 S. Columbus Street, Suite 400
Alexandria, VA 22314
Fax – 704-706-9549

4 April 2011

State of West Virginia
Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

Ref: MorphoTrak response to RFQ DPS1115 for Applicant Fingerprinting Services

Dear Department of Administration:

MorphoTrak, Inc. appreciates this opportunity to respond to RFQ DPS1115 for Applicant Fingerprinting Services. MorphoTrak offers the State a low risk, highly secure solution that will meet the State's objectives for an exclusive service for fingerprinting applicants for non-criminal purposes. Our employees are eager and committed to providing the State with a fully compliant, innovative and effective applicant fingerprinting service network that will serve the citizens of West Virginia.

The Applicant Fingerprinting Services project is important to us, and we are committed to providing you with the highest level of service and corporate commitment. We will work side-by-side with your staff to provide advanced technology and to ensure your complete satisfaction with both the system and with us as your partner.

Our proposed system meets requirements for a reasonable price, excellent performance, and superior customer support for both the State and the applicants, reliable system operations, and a long-term committed partner/provider. Below are a few additional value points to support your award decision:

- ◆ **Product Commitment:** MorphoTrak's solution provides the flexibility and scalability for the State to grow the applicant services network in size, scope and functionality as your needs evolve.
- ◆ **Local Resource:** Our primary customer service engineer is located at the West Virginia State Police Headquarters in Charleston and expertly maintains the State's Automated Fingerprint Identification System (AFIS). He will be a valuable project team member, assisting in the integration of the Results Processor and providing its ongoing maintenance and support. Plus, our Customer Support Center will handle issues for both the AFIS and applicant systems. This gives you a single number to call and there aren't support delays as separate vendors try to decide which system is causing an interface issue.
- ◆ **Highest Value:** We understand your needs and have proposed a compliant and realistically-priced system, with extra benefits and value to better serve citizen's needs.



- ◆ **Highest Value:** We understand your needs and have proposed a compliant and realistically-priced system, with extra benefits and value to better serve citizen's needs. We offer the State the highest value system for the most realistic price for the contractual term of one (1) year. With subsequent contract periods and increased processing volume, MorphoTrak will be able to provide an even better overall offering.

MorphoTrak, Inc., a U.S. incorporated company with headquarters in Alexandria, Virginia, has been the leading provider of systems integration, large identity management systems and biometrics for over 35 years. MorphoTrak is part of Morpho and the SAFRAN group of companies, world leaders in defense security, identification management and multi-biometrics. MorphoTrak has over 130 U.S. government customers that are direct beneficiaries of the experience and expertise of this global organization.

If you have any questions regarding our proposal or any issues arising there from, please do not hesitate to contact our primary point of contact for the project, David J. Klug, whose contact information is as follows:

David J. Klug
Senior Manager, State & Local Government
113 S. Columbus Street, Suite 400
Alexandria, VA 22314
Office: 703-797-2678
Mobile: 630-551-5417
Email: david.klug@morphotrak.com

MorphoTrak acknowledges receipt of the Addendum 1, understands and accepts all State contract terms, and confirms price validity for 180 days.

We look forward to the opportunity to serve the State of West Virginia.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jean-Yves Guedon', written over a horizontal line.

Jean-Yves Guedon
Senior Vice President, Business Units
MorphoTrak



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
DPS1115

PAGE
2

ADDRESS CORRESPONDENCE TO ATTENTION OF
**TARA LYLE
 304-558-2544**

RFQ COPY
 TYPE NAME/ADDRESS HERE

VENDOR

DEPARTMENT OF PUBLIC SAFETY
 4124 KANAWHA TURNPIKE
 SOUTH CHARLESTON, WV
 25309 746-2141

SHIP TO

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
03/25/2011				

BID OPENING DATE: **04/06/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.</p> <p>..... SIGNATURE</p> <p>MorphoTrak COMPANY</p> <p>..... DATE</p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p>END OF ADDENDUM NO. 1</p>						
0001	1	JB		680-48		
FINGERPRINTING EQUIP. AND SUPPLIES (INCLUDING LASER)						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE	DATE April 4, 2011
TITLE Sr. Vice President	FEBN 33-0154789	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



Proposal to:
West Virginia State Police

For:
Applicant Fingerprint Services



00-10-11-27
April 4, 2011

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Contact Information

The following information is for Nick DeLuca, who has been the New Jersey customer's Project Manager for many years, but has planned to retire on March 31, 2011. He can be reached through the project's alternate contact, John Fortunato.

Name – Nick DeLuca

Title – Project Manager, New Jersey Applicant Livescan Project

Business Address – New Jersey Department of Law and Public Safety, Office of the Attorney General, P.O. Box 081, Trenton, NJ 08625

Alternate contact:

Name: John Fortunato

Title – SFC – Civil Identification Unit

Business Address – New Jersey State Police, Civil Identification Unit, 1040 River Road, Building 15, West Trenton, NJ 08628-0068

Phone - 1-609-882-2000 x2448

Email - lpp4964@gw.njsp.org

Annual Fingerprint Volume – Approximately 335,000 - 360,000 records submitted for background checks per year

Description of Services

- ◆ Call Center scheduling is available Monday through Friday, 8:00 am to 5:00 pm and Saturdays, 8:00 am to 12:00 Noon via a toll free number. Scheduling is available in both English and Spanish. Assistance is also available for the hearing impaired. Automated Frequently Asked Questions (FAQs) and directions to static sites are also available through the toll free number and can be accessed at any time.
- ◆ Web Site scheduling is available at www.bioapplicant.com/nj. The web site is available all hours and includes access to additional services such as FAQs and directions to the static sites.
- ◆ Live scan fingerprint processing is provided via 17 fixed sites strategically located throughout the state, facilitating service within 20 miles of an applicant's place of residence or employment
- ◆ Centralized card scanning service is available for processing ink and roll cards submitted by out of State applicants
- ◆ Fee collection services are provided for State, Federal and vendor fees
- ◆ Record transmission
- ◆ Record archive

Title – EHI Director

Business Address – 11209 Metric Boulevard, Building H. Austin, TX 78758

Phone Number – (512) 491-1839

Email Address – Noel.villarreal@hhsc.state.tx.us

West Virginia State Police

In 2007, MorphoTrak was awarded a contract to provide the new state AFIS. The MorphoTrak solution modernized the methods for identifying both criminal and civil cases. Our solution was designed to meet current goals as well as ensure architecture flexibility for future growth and expansion. MorphoTrak delivered a Printrak™ Biometric Identification Solution (BIS) to accommodate processing of fingerprints, palmprints, latents, signatures, and mugshot photos. The system includes a primary and secondary system with Live Scan Stations, Latent Stations, PrintScan Stations, and a BatchScan Station supporting 1000 ppi.

Contact Information

Name – Captain Michael Corsaro

Title – Deputy Chief of Staff

Business Address – 725 Jefferson Rd., South Charleston, WV 25309

Phone Number – (304) 746-2177

Email Address – mcorsaro@wvsp.state.wv.us

Tri-States AFIS: Maine, Vermont, New Hampshire

Maine, Vermont and New Hampshire have joined together to efficiently share AFIS services. The Maine State Police (MSP), New Hampshire Department of Safety (NHDOS), and Vermont Department of Public Safety (VDPS) collectively purchased a Printrak AFIS Series 2000 from MorphoTrak in 1997. The system was expanded and upgraded most recently in 2008. The BIS AFIS is compatible with existing AFIS workstations and Live Scan Stations as well as future models. The AFIS central site is in Manchester, New Hampshire, with smaller central sites located in Augusta, Maine and Montpelier, Vermont.

Services provided by the Tri-States AFIS include the following:

- ◆ Over 30 networked live scan sites
- ◆ Entry, processing, search and storage of fingerprints and palm prints
- ◆ Entry, processing, search and storage of palm and fingerprint latent images
- ◆ Interface to the existing local Records Management System for NHDOS
- ◆ New interface to the MSP Computerized Criminal History
- ◆ Upgraded interface to the existing Computerized Criminal History
- ◆ Interfaces to the FBI IAFIS

2.4.2 *Provide a Customer Service Center to serve as a single point of contact.*

Vendor Response: **Comply.**

MorphoTrak will provide a Call Center as the single point of contact for applicants needing to schedule appointments or pre-pay for services. Section 2.5.1 below provides further details. MorphoTrak also has a Customer Service Center that is available 24/7, 365 days a year to address system maintenance issues. Section 2.5.8 below provides further details.

2.4.3 *Provide electronic fingerprint Capture Service Locations (sites).*

Vendor Response: **Comply.**

MorphoTrak will provide both fixed sites and mobile services. We will ensure that applicants can schedule appointments within 10 days and will not need to drive more than 50 miles. We will also provide on-site services for groups of 25 or more pre-paid, pre-scheduled applicants. Sections 2.5.3a and 2.5.3b below provide additional detail.

2.4.4 *Provide automated results process capability.*

Vendor Response: **Comply.**

MorphoTrak will supply and install the hardware and software that will provide the results processing capability within established WVSP and FBI guidelines for access and distribution of background check results. The system will include a web application front end that will allow WVSP to access results and a database server to store and access the applicant information. Section 2.5.4 provides additional details.

2.4.5 *Provide billing system.*

Vendor Response: **Comply.**

MorphoTrak's solution will include the management of all aspects relating to the collection and reconciliation of applicant background check application fees, supporting a choice of online or onsite applicant payment alternatives. We will also remit the appropriate fees back to the WVSP and FBI. Sections 2.5.1c (Fee Collection) and 2.5.7 (Billing) below provide additional detail.

Addendum 1 – Staffing

- ◆ Call Center – MorphoTrak will utilize our existing Call Center operation. We will add operators as required to be able to confidently handle West Virginia's applicant volumes. Our current staff have years of experience and will ensure any new hires are fully trained. The existing staff will become familiarized with the site locations, fees, and other issues of concern to the applicants of West Virginia.

Technical and Biometric Experience	
New Jersey Department of Law & Public Safety <i>Project Manager & Director of Civil Applicant Livescan Fingerprint Service</i>	2002-Present <i>West Trenton, New Jersey</i>
<ul style="list-style-type: none">◆ Consolidated the processing of non-criminal fingerprint applicants for multiple state agencies.◆ Responsible for the development and management of budget, project schedule, management of conversion staff, schedule development, and monitoring.	
New York State Office of Temporary and Disability Assistance <i>Project Manager for Card Implementation and On-Going Operations</i>	2004-Present <i>Albany, New York</i>
<ul style="list-style-type: none">◆ Manage implementation and on-going operations for the Common Benefits Identification Card (CBIC)◆ Oversee direct operational activities including hardware acquisition and installation, card design and manufacturing, quality assurance, and disaster recovery backup and replication.◆ Manage the personalization and distribution of approximately 2 million cards per year on-time, deliver on-budget and in scope, adhere to contract and business requirements, and comply with MorphoTrak and OTDA policies, procedures, and standards of quality.◆ Use long-term planning to define goals, establish timelines, allocate resources, and assure effective achievement of objectives.◆ Manage the Sagem Morpho's subcontractors to ensure sub-contractor deliverables.◆ Communicate at multiple levels with internal and external stakeholders to provide the best business and technology solutions for state programs.◆ Gather and analyze business and technology requirements and data from various sources and internal and external stakeholders.◆ Use Project Management methods to plan, organize, and manage resources and teams to bring about the successful completion of specific project goals and objectives.◆ Evaluate operational and IT readiness, and provides implementation and post-implementation support including production verification.◆ Participate in Sagem MorphoTrak business development initiatives including solution architecture planning, and RFP (Request for Proposal) development, and vendor conference participation.	
Federal Bureau of Investigation (FBI) <i>Operations/Program Manager for Conversion Project</i>	1995-1998 <i>Morgantown, West Virginia</i>
<ul style="list-style-type: none">◆ Managed the development, implementation and on-going operations of the Fingerprint Image Conversion Operation (FICO) Project◆ Served as the customer liaison and provided program reporting, meeting productions and schedule deadlines, quality control, project management, and staffing supervision.◆ Managed the Sagem Morpho's subcontractors to ensure sub-contractor deliverables.◆ Communicate at multiple levels with internal and external stakeholders to provide the best business and technology solutions for federal programs.◆ Managed staff of approximately 160 people, supporting operations 24 hours a day, 5 days a week.	
New Jersey State Police and New York Police Department <i>Director of AFIS Conversion and Upgrade Project, and Ongoing Operations</i>	2000-Present <i>West Trenton, New Jersey</i>

2 Attachment B: Mandatory Specification Checklist

Section 2.5.1 Customer Call Center

A) Call Center

Vendor Response: **Comply.**

MorphoTrak will expand its existing Call Center that supports the New Jersey Applicant program, ensuring that the service is readily available by the 3 month project timeline. The Call Center is located in Albany, New York, offers a toll free number, operates from 8am to 5pm Monday through Friday and includes a line for the hearing impaired. Spanish speaking operators are available. The existing number is 1-877-503-5981 and the number for the hearing impaired is 1-800-673-0353. This call center handles over 100,000 appointment scheduling calls annually.

The Call Center will allow applicants and/or agencies to:

- ◆ Schedule, change or cancel appointments
- ◆ Complete a pre-enrollment form to capture the customer's demographic information
- ◆ Provide demographic data for their application
- ◆ Pay the fee
- ◆ Request information
- ◆ Track the application status for submission, in process and completion. Results will not be available via the call center

B) Web Scheduling

Vendor Response: **Comply.**

MorphoTrak will provide a secure, easy to use web site dedicated to the State of West Virginia which provides enrollment information, including FAQ's. This promotes a user-friendly environment and ensures the efficient and accurate capture of all enrollment data.

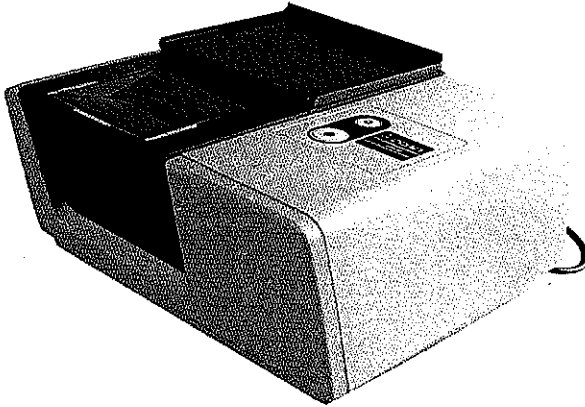
MorphoTrak's web site also includes the following features:

- ◆ 24 hour, 7 day a week availability with minimal downtime
- ◆ SSL Encryption
- ◆ An up-to-date list of locations of fingerprinting centers with directions
- ◆ Appointment scheduling
- ◆ A pre-enrollment form to capture the customer's demographic information.
- ◆ Online pre-payment options

The scanners will submit at 1000ppi and conform to the state Interface Control Document (ICD) and the National Institute of Standards (NIST) definitions for Type 1 (State), Type 2 (State), Type 8 (Signature), and Type 14 (flat and rolled) submissions.

MorphoTrak proposes the following scanners:

- ◆ Cross Match 1000T fingerprint scanner



Specifications:

Fingerprint Types	Single-finger rolls, Single-finger flats, Four-finger slaps, Both thumbs
Resolution	1000 ppi or 500 ppi (software selectable)
Capture Area	3.2" x 3.0" (81 mm x 76 mm)
Image Quality Standards	FBI Standard CJIS-RS-0010, Appendix F IAFIS Image Quality Specifications for Scanners
Operating Temperature	50-95°F (10-35°C)
Humidity Range	10-80% relative humidity, non-condensing
Dimensions	11.8" x 10.0" x 5.5" (299 mm x 255 mm x 141 mm)
Weight	15.2 lbs (6.9 kg)
Interface	IEEE 1394 (FireWire) OHCI interface
Operating Systems	Windows 2000, Windows XP 32bit/64bit
Certificate	FBI, CE, FCC, UL

(See the FBI website at <https://www.fbi Biospecs.org/IAFIS/Default.aspx> for certification information: Category = 1000ppi, Firm = Cross Match)

A copy of the certification letter is appended.

- ◆ Epson Perfection V700 card scanner

◆ Lexmark T650 Card Printer



Specifications:

Printer Type	Monochrome Laser
Resolution	1200x1200 dpi
Print Speed	45ppm
Dimensions	16.7" x 19.40" x 13.70" (WxDxH)
Weight	40.57 lbs
Interface	Hi-speed USB 2.0, Fast Ethernet
Operating Systems	Windows 2000, Windows XP/Vista/Server 32bit/64bit
Certificate	FBI, Appendix F

(See the FBI website at <https://www.fbi Biospecs.org/IAFIS/Default.aspx> for certification information: Category = Fingerprint Card Printers)

D) Digital Signatures

Vendor Response: **Comply.**

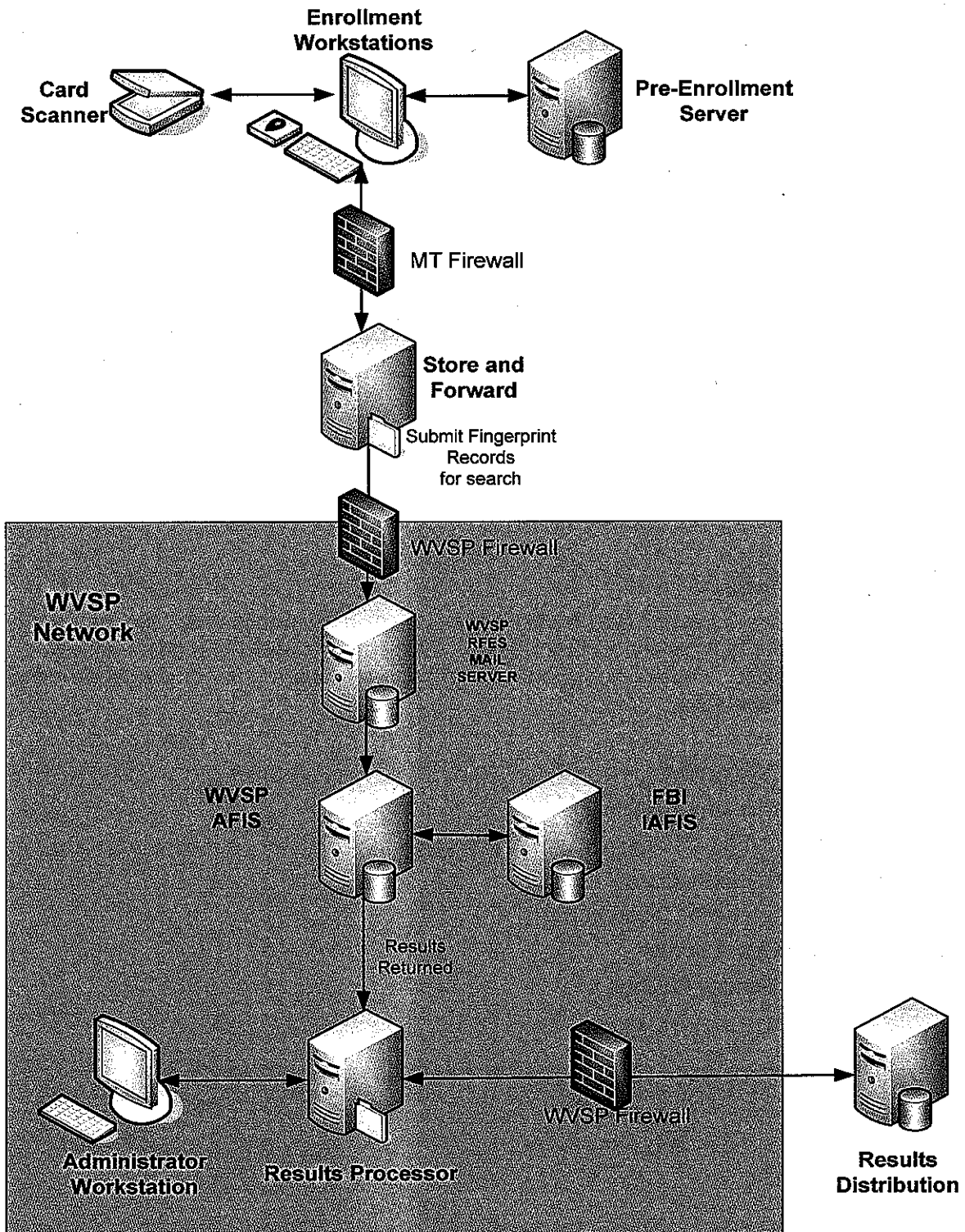
MorphoTrak's solution will utilize a digital signature pad as part of the applicant processing. These signature pads are identical to the ones currently being used in West Virginia, and our records indicate that the West Virginia system has captured 5,300 applicant signatures. Other state systems, such as Iowa, use our signature capture devices in applicant processing, but statistics are not readily available as most customers do not require system reporting to differentiate between applicant and criminal signature statistics.

E) Central Transaction Switch/Store and Forward

Vendor Response: **Comply.**

MorphoTrak will provide a Store and Forward/ Central Transaction Server outside the WVSP network which can be used to collect background check submissions from the network of live scans deployed throughout the state. It will receive and submit electronic demographic, signature and fingerprint image information according to the state ICD.

Designed to be highly available through use of clustered servers, the Store and Forward server provides a single, secure point of interface to the WVSP, utilizing a secure communication line to the state system for transaction processing. The Store and Forward will have sufficient disk



Proposed System Configuration



Figure 2: Fixed site locations are distributed around the state. *The circles define a 50 mile radius from each site.*

The fixed sites will be strategically located and ADA compliant to facilitate easy accessibility for applicants. Together with the availability of mobile services for large groups, this network will ensure that applicants will be able to have appointments within 10 days and within 50 miles of their home or work. The fingerprinting services will be provided by fingerprinting operators who have passed a WVSP background check and been specifically trained for this project. Once the printing is complete, the applicant will receive a receipt which includes the State Control Number of the submission.

B) On-site Fingerprinting Services

Vendor Response: Comply.

D) Electronic Submission Acceptance Requirements

Vendor Response: Comply.

Because the workstations will be submitting to your AFIS, which is also designed by MorphoTrak, we can ensure that the records will be accepted at a rate above 98% for individuals with normal prints. We cannot guarantee acceptance for individuals whose prints have been degraded by harsh chemicals, mine work, etc. However, MorphoTrak provides the FBI's new IAFIS matching system, proving that our technology is extremely accurate and reliable.

To ensure the highest quality capture, the MorphoTrak live scan application provides automatic fingerprint quality checks. If poor quality prints are captured on the first attempt, the on-screen error message includes guidance on improving the capturing of prints, guaranteeing a low Failure to Enroll (FTE) rate. Once the fingerprint quality has been passed by the live scan's verification software, the application is immediately submitted.

E) Fingerprint Technician Training

Vendor Response: Comply.

MorphoTrak has been successfully training fingerprinting operators for decades, including those at the WVSP and at customer sites around the world. Operators will be trained and tested using the same training methods that we employed to train live scan operators for the State. A MorphoTrak Customer Support Engineer will provide classroom and hands on training using a train-the-trainer format.

Section 2.5.4 Results Processor

Vendor Response: Comply.

The Results Processor will be located at a State facility and will remain under the physical control and security of the State, providing the WVSP with a node for reporting on all applications submitted from the network of enrollment stations. The Results Processor will also provide the following functionality:

- ◆ Maintain a database that records transactional data, search results, applicant information, and other information necessary for the proper tracking, execution, and result dissemination of all transactions. MorphoTrak will provide WVSP with detailed functionality available during the project planning phase.
- ◆ Includes a table driven database that is easily maintained by the State, such as allowing the addition or deletion of agency names. MorphoTrak should be provided advance notice of any such changes.
- ◆ Is capable of automated delivery of results to authorized entities by email.

The information provided from the applicants will be deleted from the live scans once the application has been submitted to the CTS. The storage of data should be done only where necessary or required by the State to provide efficient services (information is encrypted and not permanently stored locally in the live scan). Everything is sent directly to the Store and Forward server and secured via data encryption. No personal information obtained from applicants will be used in any way outside this contract.

Additionally, MorphoTrak ensures the secure use of the fingerprinting services, first with an activation process including the background screening of the operators, then by implementing login authentication solution as described above.

MorphoTrak will sign the provided nondisclosure agreement and provide to the State. Our Personal Data Privacy Policy is included in the Appendix.

Section 2.5.6 Reports

Comply.

MorphoTrak's solution provides an Audit Trail mechanism to capture and manage system generated logs. This provides a means to analyze business processes and system administration, including tracking the operators accessing the system and recording specific data associated with each record. Based on the data stored, reports can be generated and logs can be displayed for analysis.

The Audit Trail offers the following functions:

- ◆ Analyzes system events
- ◆ Stores events for historical analysis
- ◆ Provides workflow history

The Audit Trail ensures complete traceability over the system and its data. The type of data to be tracked as well as the retention period of the data sent will be defined with the WVSP during the system design phase.

MorphoTrak's system in New Jersey currently provides printed reports, so screen shots are not available. However, we will make web reporting available to West Virginia. Below is a sample Scheduling Summary Report utilized daily in the monitoring of appointment availability, as a staffing tool and by call center staff to assist applicants desiring comparison of appointment availability throughout the State. (Highlighted boxes indicate first available appointment).

Monthly and Annual summary data will be supplied in a form accessible through Excel spread sheets available for retrieval via the web site. Templates can be created to present the data in a form approved by the State.

D) Ad-hoc Reports

Vendor Response: **Comply.**

Monthly and Annual summary data will be supplied in a form accessible through Excel spread sheets available for retrieval via the web site. Templates can be created to present the data in a form approved by the State.

Section 2.5.7 Billing

A) Fee Schedule

Vendor Response: **Comply.**

MorphoTrak understands that we will be responsible for collecting the full fee from the applicants or their sponsoring business, including the State and FBI portions of the fee. We will be responsible for any invalid fees collected, such as bad checks, denied credit card transactions and other forms of bad payment. Payments to the State for all applicable State and Federal fees will be made within 30 days of receipt of the bill unless a discrepancy is noted.

B) Reconciliation

Vendor Response: **Comply.**

The State will bill MorphoTrak on a monthly basis in accordance with the actual successful transmissions processed by WVSP. MorphoTrak will pay the State for all applicable State and Federal fees within 30 days unless a discrepancy is noted. If we notice a discrepancy, we will notify the State within 5 days.

C) Account Establishment and Funding

Vendor Response: **Comply.**

MorphoTrak will provide user agencies with an option to establish customer accounts for payment of the fees for their applicants, pending verification that the agencies are financially qualified. State agency accounts will be billed at the end of the month for all activity on their account. All other financially qualified agencies will be allowed to establish escrow accounts, where the fees for their applicants will be deducted from the account balance. Alternatively, the agencies may establish a credit account.



Severity Level	Definition	Response Time	Target Resolution Time
4	Inconvenience - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow.	Telephone conference within 2 Standard Business Days of initial notification	At Vendor's discretion, may be in a future Release.
5	Customer request for an enhancement to System functionality is the responsibility of Vendor's Product Management.	Determined by Seller's Product Management.	If accepted by Vendor's Product Management, a release date will be provided with a fee schedule, when appropriate.

C) Call Escalation List

Vendor Response: **Comply.**

MorphoTrak offers a toll free Customer Support number to report any issues: (800) 734-6241. All escalation calls should go through this number.

We pride ourselves on leading the industry in call assignment time. **MorphoTrak's average call assignment time is under six minutes** from the time a service request call is received until the request is given to a qualified technical representative to begin immediate problem evaluation and resolution. Most central site issues will be addressed by your existing on-site Customer Support Engineer, Sam Kellner.

To ensure service requests are dispatched efficiently to the service personnel, MorphoTrak's Customer Support Center utilizes an integrated call tracking system that incorporates an auto-escalation program that can be manipulated to suit multiple product types or scenarios. Table 2 illustrates the escalation timetable for product support calls within the Customer Support Center.

Table 2: Support Center Calls are Escalated to Management

Responsibility	Time Parameters
Support Rep	0 MIN
Second Contact	15 MIN
1 st Level Mgr	30 MIN
2 nd Level Mgr	45 MIN
3 rd Level Mgr	60 MIN
Support Center Mgr	65 MIN

Table 4: MorphoTrak Engineering Resolution Guidelines.
The guidelines below ensure on-going communication with WVSP System Management.

Severity Level	Definition	Response Time	Target Resolution Time
1	Total System Failure – occurs when the System is not functioning and there is no workaround	Telephone conference within 1 hour of initial request	Resolve within 24 hours of initial notification
2	Critical Failure – occurs when a crucial element in the System that does not prohibit continuance of basis operations is not functioning and there is usually no suitable workaround.	Telephone conference within 3 Business Hours of initial request	Resolve within 7 Business Days of request.
3	Non-Critical Failure –occurs when a non-critical part of component of System component is not functioning, but the System is still useable for its intended purposes, or there is a reasonable workaround.	Telephone conference within 6 Business Hours of initial request	Resolve in a Software patch or update.

Section 2.5.9 Project Management

Like the WV Office of Technology Enterprise Project Management Office (EPMO), MorphoTrak executes our projects utilizing Project Management Book of Knowledge (PMBOK) methodology. Our biometric project implementation processes have been refined over our 35 years of experience.

A) Vendor Response: Comply.

MorphoTrak will provide an experienced Project Manager to manage the project and to serve as the primary contact for the State. The Project Manager will provide a Project Plan, regular status reports and calls, and track all issues.

B) Vendor Response: Comply.

The Project Plan will include the following:

- ◆ Stakeholder Register
- ◆ Communication Management Plan
- ◆ Issue Management Plan
- ◆ Change and Budget Management Plan (Note: This is a fixed price contract. Budget Management will only address any Change Orders affecting the agreed upon price)
- ◆ Risk Management Plan
- ◆ A detailed schedule (.mpp Gantt Chart format)

D) Vendor Response: **Comply.**

MorphoTrak's Project Manager will provide written status reports on a bi-weekly basis or as otherwise agreed to. The status reports will include the following:

- ◆ Date (Status Period)
- ◆ Health indicators for scope, schedule and budget
- ◆ Project Executive Summary (to date)
- ◆ Project Summary (to date)
- ◆ Program Status including Accomplishments within the Status Period, and Objectives to be accomplished for next Status Period
- ◆ Key Milestones/Deliverables and associated Status (Planned, Forecasted, Actual)
- ◆ Updated Issue and Risk spreadsheets

In addition to the written reports, our Project Manager will schedule conference calls on a periodic basis as needed to discuss the project activities, issues or concerns.

E) Vendor Response: **Comply.**

MorphoTrak's Project Manager will maintain the following documentation:

- ◆ Issue Log
- ◆ Risk Log
- ◆ Change Log
- ◆ Lessons Learned
- ◆ Deliverables Log
- ◆ Updated Schedule

The Issue and Risk Logs will be provided with each status report. The other items will be provided as needed based on updates to those documents. Our Project Manager is also responsible for the execution and management of the project plan.

F) Vendor Response: **Comply.**

Following the completion of the project, MorphoTrak's Project Manager will conduct a session for post review of the project. It will include both MorphoTrak and WVSP team members and will address the following:

- ◆ Lessons Learned
- ◆ Review of the issues and risks
- ◆ Review of the team performance

G) Vendor Response: **Comply.**

MorphoTrak's project plan includes the following accreditation and certification tasks:

- ◆ Design documentation, including a Requirements document, Interface Control Document (ICD) and Data Dictionary, as well as an Acceptance Test Plan (ATP) will be prepared by MorphoTrak and submitted to WVSP for review, input and accreditation.



- ◆ Design documentation, including a Requirements document, Interface Control Document (ICD) and Data Dictionary, as well as an Acceptance Test Plan (ATP) will be prepared by MorphoTrak and submitted to WVSP for review, input and accreditation.
- ◆ MorphoTrak will execute the approved ATP with WVSP. Our Project Manager will create a punchlist of any issues to be addressed and will demonstrate the resolution in order to obtain certification.

H) Vendor Response: **Comply.**

MorphoTrak's Project Managers have a knowledge and understanding of the principles and practices of PMBOK.

I) Vendor Response: **Comply.**

MorphoTrak's Project Manager will work under the direction of the WVSP to execute the project efficiently and effectively while adhering to all governing policies, procedure and standards of both agencies.

I certify that the proposal submitted meets or exceeds all the mandatory specifications of this Request for Proposal. Additionally, I agree to provide any additional documentation deemed necessary by the State of West Virginia to demonstrate compliance with said mandatory specifications.

MorphoTrak, Inc.

(Company)

Jean-Yves Guedon, Senior Vice President, Business Units

David Klug, 703-706-9549

(Contact Person/Fax Number)

4/4/2011

(Date)

3 Appendix –

The following items are included within this Appendix:

1. Bid Bond
2. Letter of Recommendation and FBI Certification Letter
3. Personal Privacy Data Policy
4. Financial Statement (the full 2010 Annual Consolidated Statement may be found at <http://www.safran-group.com/site-safran-en/finance-397/financial-publications/financial-reports/>)
5. Draft Project Plans



State of New Jersey
OFFICE OF THE ATTORNEY GENERAL
DEPARTMENT OF LAW AND PUBLIC SAFETY
PO BOX 080
TRENTON, NJ 08625-0080

CHRIS CHRISTIE
Governor

PAULA T. DOW
Attorney General

KIM GUADAGNO
Lt. Governor

March 21, 2011

In 2002, the State of New Jersey entered into a contract with MorphoTrak to provide non-criminal livescan fingerprint services. As the State's contracted vendor, Morphotrak provides a range of services designed to support electronic fingerprint background checks required for employment, licensing, and a variety of local statute requirements. All of New Jersey's applicant fingerprint background checks are processed through the state contract vendor.

New Jersey citizens initiate their fingerprint background check process through either a web based scheduling system available 24x7 or by contacting MorphoTrak's toll free customer service center. These entry points provide a variety of services that include appointment scheduling, fee payment, directions to livescan service centers and automated access to a series of frequently asked questions (FAQs.) The applicant fingerprints are captured via livescan workstations at conveniently located sites throughout the State of New Jersey. All of the applicant fingerprints are electronically forwarded through a single point of entry to the New Jersey State Police. The New Jersey State Police receive the fingerprints electronically and perform State searches, as well as forward the fingerprint images to the Federal Bureau of Investigation (FBI) for a National fingerprint search. The State Police and State contract vendor transmits a daily reconciliation to ensure the successful transmission of fingerprints from the contractor to the New Jersey State Police.

Additional services provided by MorphoTrak include ink and roll fingerprint card scanning services to facilitate the processing of applicants living out of State, mobile fingerprinting at user agency sites for temporary high volume needs, and archiving of fingerprint records to support future electronic submission.

The implementation of the New Jersey Applicant Livescan project has significantly improved the background search process in the State of New Jersey. User Agencies are receiving the background results in one (1) or two (2) days compared to several weeks in the old ink and roll system. Since implementing the project in April of 2002, the number of agencies participating in the State has increased





Bid Bond

**Letter of Recommendation
& FBI Certification Letter**

Appendix

Personal Privacy Data Policy

West Virginia
Applicant Fingerprinting
Services Proposal

DPS1115

2010 Financial Statement

April 2011

Draft Project Plans



U.S. Department of Justice

Federal Bureau of Investigation

Clarksburg, WV 26306

August 5, 2005

Mr. Uwe Richter
Smiths Heimann Biometrics, GmbH
Unstrutweg 4, Jena 07743
Germany

Dear Mr. Richter:

The Federal Bureau of Investigation (FBI) Criminal Justice Information Services (CJIS) Division has completed a review of the following test data:

Submitting Vendor	Equipment
Smiths Heimann Biometrics, GmbH	LSCAN-1000T Ten-print and Identification Flats livescan fingerprint device at 500 ppi and 1000ppi (no membrane)

This review was conducted by representatives of the FBI and the MITRE Corporation's image processing laboratory located in Bedford, Massachusetts. Based on the results of this review, the FBI certifies that the equipment described above is in compliance with the following FBI CJIS Division's Integrated Automated Fingerprint Identification System Image Quality Specifications (IQS):

Appendix F Specifications

Please note, the certification process does not endorse one product over any other product and only demonstrates that the product meets FBI standards. Continued acceptance of the images created by an installed system, for retention in the FBI Master Fingerprint files, is contingent on the ability of the product to meet the IQS over time. As equipment can degrade, the FBI recommends that your company assist customers in the establishment of quality assurance programs and appropriate maintenance schedules for your products.

Please direct any questions regarding this certification to Mr. Thomas E. Hopper, at (202) 324-3506.

Sincerely yours,

Monte C. Strait
Deputy Assistant Director
Policy, Administrative and Liaison Branch
Criminal Justice Information Service Division



Personal Information Policy – The following is the non-disclosure agreement required to be signed by all personnel.

NON-DISCLOSURE AGREEMENT

I, the undersigned, understand that while employed at **MorphoTrak, Inc. ("MORPHOTRAK")**, I may receive or have access to certain confidential or proprietary information, including but not limited to proprietary information concerning MORPHOTRAK operations, schedules, hardware, software or systems configurations, criminal history information provided to MORPHOTRAK by clients of MORPHOTRAK and/or parties with which MORPHOTRAK has dealings and also information not publicly known relating to the business activities of MORPHOTRAK.

Therefore, in consideration of my employment by MORPHOTRAK, I agree that I will not, directly or indirectly, release or disclose to any person, corporation, partnership or other entity, or use for my own purposes, any confidential or proprietary information obtained through my employment at MORPHOTRAK, both during and after my employment at MORPHOTRAK, except as required by the performance of my duties as an employee of MORPHOTRAK; and

I further agree that clients of MORPHOTRAK and parties with which MORPHOTRAK has dealings may require that I be fingerprinted as a condition of my access to or receipt of such confidential information, and I hereby consent to my being fingerprinted by the aforementioned parties or by MORPHOTRAK as their agent.

PRINT NAME

SIGNATURE

WITNESSED BY

DATE

RECONCILIATION OF THE CONSOLIDATED INCOME STATEMENT WITH THE ADJUSTED INCOME STATEMENT

The impact of these adjustments on income statement items is as follows:

	Consolidated financial statements at Dec. 31, 2010	Currency hedging		Business combinations		Adjusted financial statements at Dec. 31, 2010
		Remeasurement of revenue (1)	Deferred hedging gains (losses) (2)	Amortization of intangible assets from Sagem-Snecma merger (3)	PPA impacts – other business combinations (4)	
<i>(in € millions)</i>						
Revenue	11,028	(268)				10,760
Other recurring operating income and expenses	(10,077)	8	(15)	159	43	(9,882)
Recurring operating income	951	(260)	(15)	159	43	878
Other non-recurring operating income and expenses	(13)	-	-	-	-	(13)
Profit from operations	938	(260)	(15)	159	43	865
Cost of net debt	(36)					(36)
Foreign exchange gains (losses)	(531)	260	275			4
Other financial income and expense	(136)					(136)
Financial income (loss)	(703)	260	275	-	-	(168)
Share in profit from associates	9					9
Income tax benefit (expense)	(14)	-	(90)	(54)	(15)	(173)
Profit from continuing operations	230	-	170	105	28	533
Loss from discontinued operations	(5)	-	-	-	-	(5)
Attributable to non-controlling interests	(18)	4		(3)	(3)	(20)
Profit for the period attributable to owners of the parent	207	4	170	102	25	508

- (1) Remeasurement of foreign-currency denominated revenue net of purchases (by currency) at the hedged rate (including premiums on unwound options), through the reclassification of changes in the fair value of instruments hedging cash flows for the period.
- (2) Changes in the fair value of instruments hedging future cash flows deferred until the instruments are unwound for €275 million excluding tax, and the negative impact of including hedges in the measurement of provisions for losses on completion for €15 million.
- (3) Cancellation of amortization/impairment of intangible assets relating to the remeasurement of aircraft programs resulting from the application of IFRS 3 to the Sagem-Snecma merger.
- (4) Cancellation of amortization of intangible assets identified at the time of recent Security branch acquisitions (Sagem Identification, MorphoTrak, MorphoDetection).

Readers are reminded that only the consolidated financial statements are audited by the Group's statutory auditors. The consolidated financial statements include revenue and operating profit indicators set out in the adjusted data section of Note 5, "Segment information".

Adjusted financial data other than the data provided in Note 5, "Segment information", are subject to verification procedures applicable to all of the information provided in this report.

The consolidated financial statements have been audited and will be subject to a report by the statutory auditors further to the Supervisory Board meeting of March 4, 2011, following their verification of the management report and the review of subsequent events at February 24, 2011.

Adjusted income statement

<i>(in € millions)</i>	2009 Adjusted (1)	2010 Adjusted
Revenue	10,448	10,760
Other income	156	200
Income from operations	10,604	10,960
Change in inventories of finished goods and work-in-progress	(262)	(42)
Capitalized production	242	243
Raw materials and consumables used	(5,943)	(6,247)
Personnel costs	(3,276)	(3,459)
Taxes	(238)	(217)
Depreciation, amortization and increase in provisions net of use	(410)	(387)
Asset impairment	(30)	6
Other recurring operating income and expenses	42	21
Recurring operating income	729	878
Other non-recurring operating income and expenses	(35)	(13)
Profit from operations	694	865
Cost of net debt	(38)	(36)
Foreign exchange gains	9	4
Other financial income and expense	(145)	(136)
Financial income (loss)	(174)	(168)
Share in profit from associates	3	9
Profit before tax	523	706
Income tax expense	(108)	(173)
Profit from continuing operations	415	533
Loss from discontinued operations	(4)	(5)
Profit for the period	411	528
Attributable to:		
owners of the parent	395	508
non-controlling interests	16	20
Earnings per share attributable to owners of the parent (in €)		
Basic earnings per share	0.99	1.27
Diluted earnings per share	0.98	1.26
Earnings per share of continuing operations attributable to owners of the parent (in €)		
Basic earnings per share	1.00	1.28
Diluted earnings per share	0.99	1.27
Earnings per share of discontinued operations attributable to owners of the parent (in €)		
Basic loss per share	(0.01)	(0.01)
Diluted loss per share	(0.01)	(0.01)

(1) As described in the Foreword, with effect from the publication of the 2010 interim consolidated financial statements, the impact of purchase price allocations for all material business combinations (and not only those relating to the Sagem-Snecma merger) have been neutralized. Accordingly, the adjusted data for the year ended December 31, 2009 presented above have been restated to neutralize €25 million in amortization charges on intangible assets and €6 million in changes in inventories in profit (loss) from operations, as well as the related tax benefit (€10 million).

Revenue (adjusted data)

<i>(in € millions)</i>	2009	2010
<i>Aerospace Propulsion</i>		
Original equipment	2,209	2,248
Products and services related to original equipment	373	269
Maintenance, repairs and overhauls	1,100	1,215
Spare parts	1,531	1,449
Lease and exchange fees	156	145
Sales of research and technology studies	47	61
Sales of sustaining engineering studies	144	135
Other	113	82
Sub-total	5,673	5,604
<i>Aircraft Equipment</i>		
Original equipment	1,477	1,574
Products and services related to original equipment	194	182
Maintenance, repairs and overhauls	384	426
Spare parts	472	452
Lease and exchange fees	13	9
Sales of research and technology studies	4	5
Sales of sustaining engineering studies	78	72
Other	145	114
Sub-total	2,767	2,834
<i>Defence</i>		
Sales of equipment	594	708
Services	184	202
Sales of studies	246	318
Other	37	12
Sub-total	1,061	1,240
<i>Security</i>		
Sales of equipment	774	750
Maintenance, repairs and overhauls	102	262
Sales of sustaining engineering studies	15	6
Other	13	23
Sub-total	904	1,041
<i>Holding company and other</i>		
Sales of equipment	23	25
Other	20	16
Sub-total	43	41
Total	10,448	10,760

Risk Management Plan

MorphoTrak develops and maintains a project Risk Management Plan in order to move away from uncertainty and risk and towards opportunity during implementation of projects. The Risk Management Plan is an iterative process of identifying and measuring risks and developing, selecting, and managing options for handling those risks. The Risk Management Plan will use methods from the PMI (Project Management Institute) methodology. The goal of risk management is to identify the project risks and develop strategies to significantly reduce them, or take steps to avoid them altogether. In order to reach this goal, a Project Team, formed with members from MorphoTrak and the WVSP, will be involved in planning to minimize the probability and net impact of risk events.

The following document describes the approach, tools, and procedures MorphoTrak employs to identify, assess, mitigate, and report risks during the execution of AFIS projects. A key component of the Risk Management Plan is the use of a Risk Spreadsheet. The proposed format for the Risk Spreadsheet is appended to the end of this plan. This spreadsheet has been filled in with known and potential risks for the WVSP Applicant Fingerprinting Services project. How the Risk Spreadsheet fits in to the Risk Management process is explained in the following sections.

1 Risk Management

MorphoTrak proactively uses Risk Management as an early identification tool for managing risks during the project initiation phase, rather than having them identified later in the project implementation phase, when they may have serious cost and schedule impacts. Risk management planning is a formal process whereby risks are systematically identified, assessed, and addressed. Figure 1 provides an overview of the process.

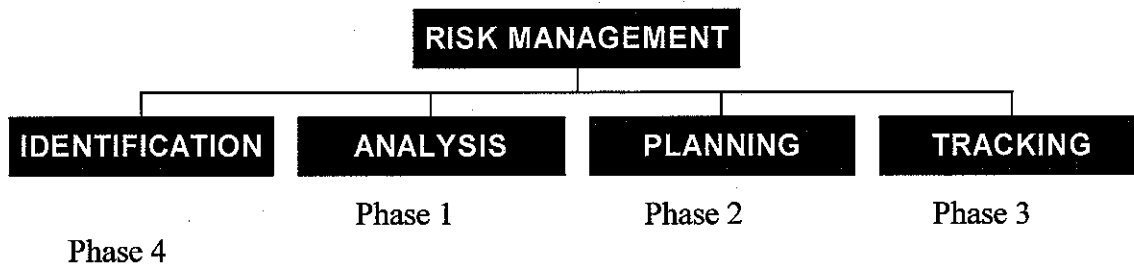


Figure 1: Risk Management Approach. *The 4 phases of Risk Management used by MorphoTrak for biometric projects*

1.1.2 Product Risks

Product Risk correlates directly to how well the software development, system groups, and third-party suppliers perform and are able to meet their delivery commitments and quality standards. In cases involving inventions and new procedures that are untested, there is the potential for project delays and a disruption to the flow of an implementation process. When assessing product risk, we considered the following factors and evaluated them with consideration for the project requirements.

- ◆ Product hardware design/development
- ◆ Software design/development
- ◆ System design/development
- ◆ Number and type of special products involved
- ◆ Whether or not the system uses new generation products or inventions
- ◆ Whether or not product resources must be involved with field optimization
- ◆ The number or frequency of product upgrades in recent history

1.1.3 Implementation Risks

Implementation Risk correlates to the complexity of the team, geographic layout, site preparation efforts and schedule involved. With the exception of product risk, implementation risk is the most significant contributor to project cost overruns and schedule delays, primarily as a byproduct of an incomplete Statement of Work (SOW) and incomplete implementation risk assessment. When assessing implementation risk, we considered the following factors and evaluated them with consideration for the Services project requirements.

- ◆ Scope of Work and work content
- ◆ Planning and estimation techniques
- ◆ System cut-over and transition plan
- ◆ Material availability
- ◆ Personnel availability
- ◆ Personnel skills
- ◆ Security
- ◆ Communication problems
- ◆ Requirement changes
- ◆ Funding profile
- ◆ Regulatory changes
- ◆ Safety

1.1.4 Supportability Risks

When assessing supportability risks, we considered the following factors and evaluated them with consideration for the WVSP Applicant Fingerprinting Services project requirements.

P	Probability	Guideline
0.1	Highly Unlikely	The Risk item has a very small probability of becoming an issue. Probability of greater than 0% and less than or equal to 20%
0.0	For minor issue tracking	Used to denote minor issues which are to be tracked via the template

1.2.2 Impact

The Impact evaluates major risks and risk interactions to assess the range of possible outcomes. The level of impact of the risk event includes (Table 2).

Table 2: Impact Evaluation of Major Risks

I	Impact	Guideline
90 or 100	Catastrophic	A key project objective <u>will</u> not be met. This may entail such things as a failure to be able meet a customer commitment, provide a necessary product feature, or an inability to hit required product cost or revenue targets. The ability to resolve should the risk occur is very limited.
70 or 80	High	A key project objective <u>may</u> not be met. Commitments will be affected regardless of any possible action (cost) taken. For example, this may cause a product feature to be removed from the project scope in order to reestablish a balance among the project elements of schedule, scope and cost/resources (i.e. the "Triple Constraint"). The ability to resolve should the risk occur may be limited
50 or 60	Medium	A project objective <u>may</u> not be met. If the risk becomes a problem it will require help from outside of the project team to manage. In order to resolve, some element of the triple constraint will need to be affected i.e. cost/resources, scope, or schedule. With effort, the risk could be resolved should it become a problem.
30 or 40	Low	If the risk becomes a problem it can be managed internally to the project. The project can recover without additional resources potentially through the use of project float (for non-critical path activities), available schedule reserve or minor change in strategy.
10 or 20	Negligible	If the risk becomes a problem its effect may be so minor as to be ignored. Ranking in this range is usually done to capture a risk whose impact is minor at the present time but may increase as the project proceeds.

The Probability and Impact values are entered into the Risk Spreadsheet under the columns with the same names. For each risk, these values are then multiplied to obtain a Risk Priority Number (RPN). This value helps identify the risks that should be given the most attention.



eliminated the inherent risks in the project management of the WVSP Applicant Fingerprinting Services project.

Table 3 is a sample risk spreadsheet that demonstrates MorphoTrak's approach to tracking project risk.

Change Management Plan

1 Change Management

MorphoTrak's change management process defines the procedures by which the project scope may be changed. It includes the paperwork, tracking systems, and approvals necessary for authorizing changes. Please see the Configuration Management Plan for details on how contract documentation is updated and for a sample of the Change Order form.

Change control will ensure that the overall effect of the change is considered prior to the change being made and that the effect on the project work plan and schedule is considered.

The Change Control Process includes the following steps:

- ◆ Document change requests in the Action Item Log, including who requested the change
- ◆ The project team examines proposed change regarding the need for updates to the System Design Documents, resource requirements and overall project impact. For simple changes which both MorphoTrak and WVSP agree to, implementation will be tracked in the Action Log and the process is complete. For more significant changes, the MorphoTrak Project Manager will draft a Change Order for review by WVSP.
- ◆ MorphoTrak and the WVSP will review and then formally reject, postpone, or accept changes based on need, overall effect, cost and schedules. The Change Order is finalized and signed.

Once the Change Order has been approved, the MorphoTrak Project Manager will make any necessary adjustment to the Design Documents, project work plan and any other impacted deliverables (i.e. BOM).

The following table provides general guidelines for the types of change requests that require a Change Order for this service project.

Table 1: Change Order Requirements

Type of Change	Change Order Required?
Hardware Addition	Yes
Additional Interfaces	Yes unless standard & pre-configured
Interface Changes	Maybe - PM to determine based upon cost & schedule impact
Descriptor Additions or Changes	Maybe - PM to determine based upon cost & schedule impact

Communication Management Plan

1 Communication Management

MorphoTrak recognizes effective project communication is vitally important for this project. A Project Communications Plan will be created during Project initiation. Please see Table 1: Sample Communications Plan below. The Plan will include the following components:

Meeting/Document: Determines what information or event requires communication between WVSP and MorphoTrak (e.g., status meetings, monthly program summary report, requirements documents, test plans, and training plans).

Frequency: Determines the frequency of communication (e.g., daily, weekly, monthly, and one-time).

Participants/Recipients: Determines who will receive or participate in each communication trigger, including who will be the primary member and who will be copied.

Delivery Method: Determines the method (e.g., e-mail, conference call, formal letter) and format (e.g., pre-determined form, page layout, field definition) of the communication.

Champion: Determines who will be responsible for communication delivery or creation.

Planned Results: Identifies the objective of the communication.

The following is a sample of the Communications Plan. The MorphoTrak Project Manager (PM) and the WVSP Project Director (WVSP PD) will finalize the Communications Plan during the project initiation phase.

Table 1: Sample Communications Plan

MEETING / DOCUMENT	FREQ.	PARTICIPANTS/ RECIPIENTS	DELIVERY METHOD	CHAMPION	PLANNED RESULTS
Project Kick-Off	Once	MorphoTrak project team and WVSP project team	In person - at WVSP facility with conference call setup for any remote MorphoTrak project team members	MorphoTrak PM	Introduction of project team members, assignment of roles and responsibilities, agreement on high-level project scope.

MEETING / DOCUMENT	FREQ.	PARTICIPANTS/ RECIPIENTS	DELIVERY METHOD	CHAMPION	PLANNED RESULTS
Training Plan	Once, with updates as required	To: WVSP PD	E-mail with Word or PDF document attachment	MorphoTrak PM	Specification and approval of the training courses, documentation and schedule. Signed off by all relevant parties
Action Item Log	Provided with Status Reports	To: WVSP PD CC: All MorphoTrak and WVSP team members	E-mail with Excel or PDF document attachment	MorphoTrak PM	Identify issues and actions, including their owners, status and target completion date
Risk Spreadsheet	Provided with Status Reports	To: WVSP PD CC: All MorphoTrak and WVSP team members	E-mail with Excel or PDF document attachment	MorphoTrak PM	Identify risks and mitigation actions, including their owners, status and target completion date
Transition Plan	Once, with updates as required	To: WVSP PD CC: All MorphoTrak and WVSP team members	E-mail with Word or PDF document attachment	MorphoTrak PM	Specification and approval of the plan for transitioning to a production status. Signed off by all relevant parties

Other communication items may include Change Orders (as required – see the Change Management Plan).

Issue Management Plan

1 General Information

Throughout project implementation, it is important that issues that can impact its outcome are identified, tracked, managed and resolved. This plan outlines this process for the WVSP Applicant Fingerprinting Services project.

1.1 The Action Item List

The primary means of tracking issues and problems is through the use of the Action Item List. MorphoTrak's Project Manager (PM) will work with the WVSP Project Director (PD) during the initiation phase to design and approve the format of the Action Item Log. The standard format is shown below in Figure 1.

Item #	Ref #	Title - Description	Comments	Status	Priority		Owner	Report Date	Target Date	Complete Date
					High/ Med/ Low					
1		Printing – Name field is not properly aligned	Code complete – test on site	Open	Med		MT Technical Lead	21-Apr-10	31-Apr-10	

Figure 1: - Action Item List

The following is an explanation of how each column in the spreadsheet is used:

1. **Item #** - Used to ensure each item has a unique number by which it is identified
2. **Ref #** - (Reference Number) May be used to cross-reference other lists (See Section 1.3 on SAT reports)
3. **Title: Description** – A short title for the issue followed by a description if necessary
4. **Comments** - Each comment is preceded by a date and the initials of the person who provided the input. The comment itself is expected to provide insight into the status of the item or clarify the problem
5. **Status** – “Open” if it’s actively being worked, “Closed” if the WVSP has agreed the issue is resolved; “Pending Closure” if MorphoTrak believes the issue is resolved, but the WVSP has not provided authorization to close it yet, and, “Monitor” if a fix has been provided, but time is required to confirm that the problem has been resolved.

BID BOND

KNOW ALL BY THESE PRESENTS, That we, MorphoTrak
1250 N. Tustin Ave., of Anaheim, CA 92807

(hereinafter called the Principal), as Principal, and RLI Insurance Company
P.O. Box 3967, Peoria, IL 61612-3967 (hereinafter called the Surety),

as Surety, are held and firmly bound unto State of West Virginia; Dept. of Administration Purchasing Division
2019 Washington Street East, Post Office Box 50130 Charleston, WV 25305-0130

(hereinafter called the Obligee) in the penal sum of -----Twenty Five Thousand and 00/100th-----
Dollars (\$---25,000.00 -----)

for the payment of which the Principal and the Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, That WHEREAS, the Principal has submitted or is about to submit a proposal to the Obligee on a contract for

Exclusive statewide electronic live-scan fingerprinting services for State and Private Agencies in conjunction with licensing, volunteering, employment responsibilities or any other required non-criminal justice finger printing purposes currently being processed by or through the State Central Repository -- RFQ #DPS1115

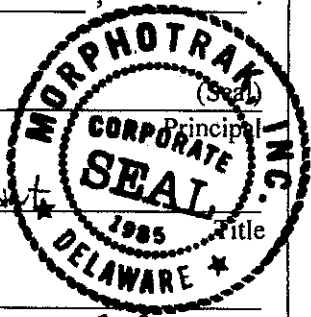
NOW, THEREFORE, If the said Contract be timely awarded to the Principal and the Principal shall, within such time as may be specified, enter into the Contract in writing, and give bond, if bond is required, with surety acceptable to the Obligee for the faithful performance of the said Contract, then this obligation shall be void; otherwise to remain in full force and effect.

Signed and sealed this 1st day of April, 2011

[Signature]
Witness

MorphoTrak
[Signature] Principal
CR. Vice President Title

RLI Insurance Company
By [Signature] Attorney-in-Fact
Linh B. Bucholtz,
Attorney-in-Fact for Surety





RLI Surety
 P.O. Box 3967 | Peoria, IL 61612-3967
 Phone: (800)645-2402 | Fax: (309)689-2036
 www.rlicorp.com

POWER OF ATTORNEY

RLI Insurance Company

Know All Men by These Presents:

That this Power of Attorney is not valid or in effect unless attached to the bond which it authorizes executed, but may be detached by the approving officer if desired.

That **RLI Insurance Company**, an Illinois corporation, does hereby make, constitute and appoint:

Theodore C. Sevier Jr., C. R. Hernandez, Ralph E. Nosal, Katherine J. Foreit, Sandra Nowakowski, Linh B. Bucholtz, David J. Roth, Beatriz Polito, Adrienne C. Stevenson, jointly or severally.

in the City of Chicago, State of Illinois its true and lawful Agent and Attorney in Fact, with full power and authority hereby conferred, to sign, execute, acknowledge and deliver for and on its behalf as Surety, the following described bond.

Any and all bonds provided the bond penalty does not exceed Twenty Five Million Dollars (\$25,000,000.00).

The acknowledgment and execution of such bond by the said Attorney in Fact shall be as binding upon this Company as if such bond had been executed and acknowledged by the regularly elected officers of this Company.

The **RLI Insurance Company** further certifies that the following is a true and exact copy of the Resolution adopted by the Board of Directors of **RLI Insurance Company**, and now in force to-wit:

"All bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation shall be executed in the corporate name of Company by the President, Secretary, any Assistant Secretary, Treasurer, or any Vice President, or by such other officers as the Board or Directors may authorize. The President, any Vice President, Secretary, any Assistant Secretary, or the Treasurer may appoint Attorneys in Fact or Agents who shall have authority to issue bonds, policies or undertakings in the name of the Company. The corporate seal is not necessary for the validity of any bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation. The signature of any such officer and the corporate seal may be printed by facsimile."

IN WITNESS WHEREOF, the **RLI Insurance Company** has caused these presents to be executed by its Vice President with its corporate seal affixed this 26th day of October, 2010.



RLI Insurance Company

By: [Signature]
 Roy C. Die Vice President

State of Illinois }
 County of Peoria } SS

CERTIFICATE

On this 26th day of October, 2010, before me, a Notary Public, personally appeared Roy C. Die, who being by me duly sworn, acknowledged that he signed the above Power of Attorney as the aforesaid officer of the **RLI Insurance Company** and acknowledged said instrument to be the voluntary act and deed of said corporation.

I, the undersigned officer of **RLI Insurance Company**, a stock corporation of the State of Illinois, do hereby certify that the attached Power of Attorney is in full force and effect and is irrevocable; and furthermore, that the Resolution of the Company as set forth in the Power of Attorney, is now in force. In testimony whereof, I have hereunto set my hand and the seal of the **RLI Insurance Company** this 16 day of APRIL, 2011.

By: [Signature]
 Cherie L. Montgomery Notary Public

RLI Insurance Company

By: [Signature]
 Roy C. Die Vice President



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STATE OF ILLINOIS
COUNTY OF COOK

I, Katherine J. Foreit, a Notary Public in and for said County do hereby certify
that Linh B. Bucholtz Attorney-in-Fact, of these:

RLI Insurance Company, an Illinois Corporation

who is personally known to me to be the same person whose name is subscribed to the
foregoing instrument appeared before me this day in person, and, acknowledged that they
signed, sealed, and delivered said instrument for and on behalf of:

RLI Insurance Company, an Illinois Corporation

for the uses and purposes therein set forth.

Given under my hand and notarial seal at my office in the City of Chicago in said County,
this 1st day of April A.D. 2011

Katherine J. Foreit
Notary Public

