



County of Los Angeles
Sheriff's Department Headquarters
4700 Ramona Boulevard
Monterey Park, California 91754-2169



LEROY D. BACA, SHERIFF

October 10, 2006

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

Dear Supervisors:

**APPROVAL OF AMENDMENT NUMBER 5
TO AGREEMENT NUMBER 74083 WITH COGENT, INC.
FOR AUTOMATED FINGERPRINT IDENTIFICATION SYSTEM
(ALL DISTRICTS) (3 VOTES)**

**CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ()
DISAPPROVE ()**

IT IS RECOMMENDED THAT YOUR BOARD:

Approve and instruct the Mayor, County of Los Angeles, to sign the attached Amendment Number 5 to Agreement Number 74083 with Cogent, Inc., for the additional expenditure of \$2,365,000 to purchase two Programmable Matching Accelerators (PMA's) for the Los Angeles County Automated Fingerprint Identification System (LAFIS).

PURPOSE OF RECOMMENDED ACTION

Approval of the action will allow the Los Angeles County Sheriff's Department (Department) to add two additional PMA's to the LAFIS system. The PMA's will provide additional features to current LAFIS capabilities by searching and possibly matching the fingerprints and palm prints of newly arrested suspects to the prints stored in the database, as well as matching latent prints found at crime scenes. In addition, each PMA will be capable of searching records at the rate of one million fingerprints per second, thus, supporting each of the 47 law enforcement agencies in the Los Angeles County area with an immediate response to fingerprint identification requests.

A Tradition of Service

Currently, all arrestee's fingerprints and palm prints are collected and searched through LAFIS for previous arrests and possible links to other crimes where a latent print had been acquired. Although fingerprints and palm prints are collected at the time of arrest, the palm print search capabilities are not conducted by automated search due to the limitations of the current LAFIS equipment. The current fingerprint and palm print search may take one to two days to process, and in some cases, cause the release of a suspect due to time constraints at the time of arrest. The new services provided under this Agreement would expedite the fingerprint and palm print identification process and eliminate the untimely release of arrestees due to identification issues.

Implementation of Strategic Plan Goals

The services and purchases provided under this amendment support the County's Strategic Goal No. 1, Service Excellence, by ensuring that the Department will be able to provide information on arrestees in a responsive manner by partnering with private organizations to provide the necessary expertise and equipment, and enhancing public safety by rapidly identifying suspects arrested for crimes. This amendment also supports Goal No. 4, Fiscally Responsibility, by avoiding any costs associated with the County's general fund monies.

FISCAL IMPACT/FINANCING

The cost of the two additional PMA's is funded through the Remote Access Network (RAN) Board-approved LAFIS Fund (fund number 41079). The cost of the PMA's, including installation and one-year warranty, is \$2,165,000. An additional 15-month extended warranty will cost \$200,000, for a total cost of \$2,365,000. The maximum contract sum will be increased from \$16,175,259 to \$18,540,259. The RAN Board appropriates funds for this Agreement in the LAFIS account under the County's budget from the State of California, pursuant to Government Code Section 76102 and/or Vehicle Code Section 9215.19. There will be no net County cost incurred by the purchase and installation of the PMA's.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

In July 2002, the County entered into an agreement with Cogent, Inc., to develop a new replacement for LAFIS, consolidating the Department's and Los Angeles Police Department's systems. The new system is able to interface and access the State of California, Department of Justice's LAFIS in order to search fingerprint data and images. This search capability will provide timely identification of all arrestees as well as fingerprint images discovered at crime scenes. Cogent, Inc., has completed the work and is currently in the maintenance phase of its contract.

The Honorable Board of Supervisors
October 10, 2006
Page 3

Cogent, Inc., is in compliance with all Board, Chief Administrative Office, and County Counsel requirements.

The Chief Information Officer has reviewed and approved the amendment to the contract. County Counsel has approved this Amendment as to form.

IMPACT ON CURRENT SERVICES

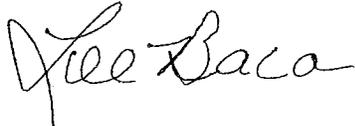
Approval of the recommended actions will allow all Los Angeles County area law enforcement agencies, including the Los Angeles Police Department and Immigration and Custom Enforcement, to perform immediate fingerprint checks on all previously arrested suspects.

There will be no negative impact on current Department operations and services.

CONCLUSION

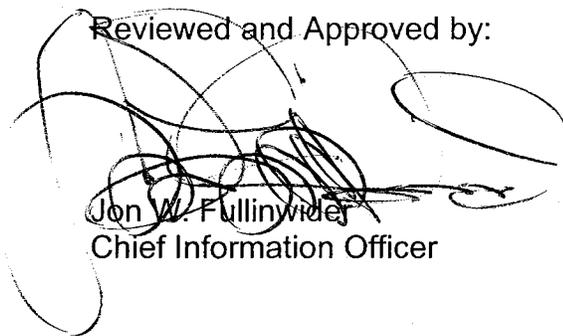
Upon approval by your Board, please return three (3) adopted copies of this action and three (3) adopted copies of the Amendment to the Department's Contracts Unit.

Sincerely,



LEROY D. BACA
SHERIFF

Reviewed and Approved by:



Jon W. Fullinwider
Chief Information Officer

CIO ANALYSIS

**AMENDMENT NUMBER FIVE TO AGREEMENT NUMBER 74083 WITH COGENT, INC.
FOR AUTOMATED FINGERPRINT IDENTIFICATION SYSTEM
(ALL DISTRICTS - 3 VOTES)**

CIO RECOMMENDATION: **APPROVE** **APPROVE WITH MODIFICATION**
 DISAPPROVE

Contract Type:

New Contract **Contract Amendment** **Contract Extension**
 Sole Source Contract **Hardware Acquisition** **Other**

New/Revised Contract Term: **Base Term:** 6 Yrs **# of Option Yrs** 3

Contract Components:

Software **Hardware** **Telecommunications**
 Professional Services

Project Executive Sponsor: Chief Michael Aranda

Budget Information :

Y-T-D Contract Expenditures	\$16,175,259.00
Requested Contract Amount	\$ 2,365,000.00
Aggregate Contract Amount	\$18,540,259.00

Project Background:

Yes	No	Question
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Is this project legislatively mandated?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project subvented? If yes, what percentage is offset? This project is offset 100% and uses funds from the AFIS Special Revenue Fund.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project/application applicable to (shared use or interfaced) other departments? If yes, name the other department(s) involved? Law enforcement agencies within Los Angeles County, District Attorney, Office of Public Safety, Coroner, and Probation.

Strategic Alignment:

Yes	No	Question
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project in alignment with the County of Los Angeles Strategic Plan?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project consistent with the currently approved Department Business Automation Plan?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Does the project's technology solution comply with County of Los Angeles IT Directions Document?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Does the project technology solution comply with preferred County of Los Angeles IT Standards?

Yes	No	Question
<input type="checkbox"/>	<input checked="" type="checkbox"/>	This contract and/or project and its milestone deliverables must be entered into the Information Technology Tracking System (ITTS).

Project/Contract Description:

This Amendment will allow the Sheriff's Department to procure two new Programmable Matching Accelerators (PMAs) for the Los Angeles County Automated Fingerprint Identification System (LAFIS). The addition of these new PMAs is required to enhance the performance of the system and bring the system response time within the baseline established by the Agreement's service level agreement. The upgrade will also enhance system functionality for performing search capability on latent palm prints, which was not part of the original Statement of Work (SOW).

Background:

In July 2002, the County entered into an agreement with Cogent, Inc. (Cognet) to develop a new replacement for AFIS, consolidating the Sheriff's and Los Angeles Police Department's systems. The new system is able to interface and access the State of California, Department of Justice's AFIS in order to search fingerprint data and images and to provide timely identification of all arrestees as well as fingerprint images discovered at crime scenes. Cogent's work has been completed and is currently in the maintenance phase of its contract.

At its regular meeting on May 19, 2005, the Remote Access Network Board authorized the County to purchase the PMAs.

Cogent is in compliance with all Board, Chief Administrative Office, and County Counsel requirements, including Jury Service and Safely Surrendered Baby Law. The Chief Information Officer and County Counsel have reviewed and approved the Amendment to the contract.

Project Justification/Benefits:

LAFIS supports all law enforcement agencies in Los Angeles County by providing timely identification of criminals using biometrics technology. This upgrade will significantly enhance public safety by:

1. Ensuring that all biometric identification transactions will be processed and returned to the system users within the timeframes specified in the LAFIS service level agreement as delineated in the original Statement of Work.
2. Adding improved search capabilities on latent palm prints.

As the number of biometric images stored in the system increases, system processing will take longer resulting in deteriorating service levels. Currently, the system contains 9 million Ten Print images. This upgrade will ensure that the system will perform within service level agreement response times for up to 12 million Ten Print images, at a rate of 1 million fingerprints per second.

Project Metrics:

The SOW for Amendment Number Five clearly identifies the hardware, software, and configuration services that will be provided. The terms of this amendment includes the delivery, installation, and acceptance of the hardware and software, and a one year warranty.

Impact On Service Delivery Or Department Operations, If Proposal Is Not Approved:

This hardware and software upgrade will significantly increase the speed for performing fingerprint searches, as well as enhance the search capabilities. If Amendment Number Five is not approved, the Sheriff's Department will not be able to comply with established LAFIS service level agreements with other law enforcement agencies.

Alternatives Considered:

LAFIS is a proprietary system developed and supported by Cogent. All biometrics-based solutions contain proprietary technology and LAFIS is no exception. As such, there are no other alternatives due to the proprietary nature of LAFIS.

Project Risks:

There is minimal project risk since Amendment Number Five is to procure additional hardware and software to be installed within an existing LAFIS platform by the vendor who develops and maintains the solution.

Risk Mitigation Measures:

Adequate mitigation measures have been established in the Amendment and the SOW.

Financial Analysis:

The current contract amount of \$16,175,259 will be increased to \$18,540,259. The amount to be expended under this Amendment Number Five will be \$2,365,000, all of which will be funded by the AFIS Special Revenue Fund #41079. There will be no net County costs incurred by this Amendment. The equipment and services under this Amendment are as follows:

Two Programmable Matching Accelerator Elite	\$ 2,165,000
Maintenance for an additional 15 months	\$ 200,000
Total Cost.....	\$ 2,365,000

These prices are based on the General Services Administration (GSA) pricing schedule.

CIO Concerns:

None.

CIO Recommendations:

My Office supports this action and recommends approval by the Board.

CIO APPROVAL

Date Received: September 26, 2006

Prepared by: Peter Lane

Date: 9/26/2006

Approved: 

Date: 9/26/2006

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
AMENDMENT NUMBER 5 TO AGREEMENT NO. 74083
FOR THE PROVISION OF THE LOS ANGELES COUNTY AUTOMATED
FINGERPRINT IDENTIFICATION SYSTEM

This Amendment Number 5 ("Amendment No. 5") is entered into by and between the County of Los Angeles (hereinafter "COUNTY") and Cogent, Inc. (hereinafter "CONTRACTOR"), effective as of the date executed by the Mayor of Los Angeles County, based on the following recitals:

- A. WHEREAS, on July 23, 2002, the COUNTY and CONTRACTOR entered into COUNTY Agreement Number 74083 (hereinafter "AGREEMENT") for development, hardware purchase and installation, and maintenance of an Automated Fingerprint Identification System ("AFIS"); and,
- B. WHEREAS, on May 19, 2005, COUNTY was authorized by the Remote Access Network Board (RAN Board) to purchase additional equipment and services related to LAFIS indicated in Appendix 1; and,
- C. WHEREAS, COUNTY and CONTRACTOR desire to amend the Agreement to make Amendment Number 3 and this Amendment consistent with the structure of the AGREEMENT;

NOW THEREFORE, in consideration of the foregoing recitals, all of which are incorporated as part of this AGREEMENT, COUNTY and CONTRACTOR hereby further agree to amend this AGREEMENT as follows:

- 1. Section 8 (System Configuration) is amended to add the following paragraph after the first paragraph:

Contractor further represents and warrants that as of the effective date of Amendment No. 5, the computer platform(s), operation system(s), applications, interface engine, connectivity and workstation configuration of the System are sufficient in size, capacity and processing capability, to operate the additional hardware added by Amendment No. 5 consisting of two (2) Programmable Matching Accelerators as indicated in Attachment 1 of Amendment No. 5, for the use of County and its Users as set forth in this Agreement.

- 2. Subsection 10.4 is amended and restated in its entirety as follows:

Maintenance and Support Fees: There shall be no charge to County for maintenance and support fees for the first year of the Term. Thereafter, the maintenance and support fees shall be as set forth in Section 12 (Invoices and Payments).

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

**AMENDMENT NUMBER 5 TO AGREEMENT NO. 74083
FOR THE PROVISION OF THE LOS ANGELES COUNTY AUTOMATED
FINGERPRINT IDENTIFICATION SYSTEM**

10.4.1 There shall be no charge to County for maintenance and support of the HICAAP System Components for the first year after the County issues a Final Test Certificate of Completion. Thereafter maintenance and support fees for the HICAAP System Component shall be as set forth in Section 12 (Invoices and Payments).

10.4.2 There shall be no charge to County for maintenance and support of the hardware added by Amendment No. 5 for the first year after the County issues a Final Test Certificate. Thereafter, maintenance and support fees for the hardware added by Amendment No. 5 shall be as set forth in Section 12 (Invoices and Payments). Contractor shall provide maintenance service for the hardware added by Amendment No. 5 pursuant to the terms of this Section 10 (Maintenance and Support).

3. Subsection 11.1 is amended as follows:

3.1 The dollar amount in the first paragraph (Maximum Contract Amount) is amended to read "Eighteen Million, Five Hundred Forty Thousand, Two Hundred and Fifty-Nine Dollars (\$18,540,259)".

3.2 The dollar amount in Paragraph A (Equipment and license for AFIS software embedded therein) is amended to read "Eight Million, Forty-Seven Thousand, and Eight Hundred Dollars (\$8,047,800)".

3.3 The dollar amount in Paragraph D (Maintenance Services) is amended to read One Million, Five Hundred and Eighty Thousand Dollars(\$1,580,000).

4. Section 12 (Invoices and Payments) is amended to add subsection 12.5 as follows:

PMA Payment Schedule: Notwithstanding anything to the contrary contained herein, the payment schedule for the hardware added pursuant to Amendment No. 5 and for maintenance and support of that hardware shall be as indicated in Attachment 2 to Exhibit B (Schedule of Rates and Fees.) The invoice for payment for PMA Equipment and installation shall include a Final Test Certificate executed by an authorized County official.

5. Subsection 12.1.1 is amended to insert the following at the end of the paragraph.

For purposes of this Section 12.1.1, maintenance services that are payable quarterly shall be considered to have been rendered at the end of the quarter and

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

**AMENDMENT NUMBER 5 TO AGREEMENT NO. 74083
FOR THE PROVISION OF THE LOS ANGELES COUNTY AUTOMATED
FINGERPRINT IDENTIFICATION SYSTEM**

and shall be invoiced in arrears in compliance with this Section 12.1.1.

6. Exhibit A (Statement of Work) of the Agreement is amended to add Appendix 3 of this Amendment No. 5, "Exhibit A – Statement of Work, Attachment 2." The Agreement is amended to incorporate Appendix 3 (Statement of Work, Attachment 2) into each reference to Exhibit A (Statement of Work) in the Agreement.
7. Exhibit B (Schedule of Rates and Fees) is amended to add the following to Attachment 1 (HICAAP Project Plan/Payment Schedule):

HICAAP maintenance and support fees shall be paid in quarterly payments of \$12,500 each quarter.
8. Exhibit B (Schedule of Rates and Fees) is amended to add Appendix 2 of this Amendment No. 5, ("Programmable Matching Accelerator (PMA) Equipment and the Additional One-Year Maintenance Payment Schedule").

Except as expressly provided in this Amendment No. 5, all other provisions, and conditions of the AGREEMENT shall remain the same and in full force and effect.

[continued on the following page for signatures]

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

AMENDMENT NUMBER 5 TO AGREEMENT NO. 74083
FOR THE PROVISION OF THE LOS ANGELES COUNTY AUTOMATED
FINGERPRINT IDENTIFICATION SYSTEM

The person executing this Amendment for CONTRACTOR represents and warrants that he or she is an authorized agent, who has actual authority to bind CONTRACTOR to each and every item, condition, and obligation of the AGREEMENT and that all requirements of CONTRACTOR have been fulfilled to provide such actual authority.

IN WITNESS WHEREOF, the parties hereto have caused this Amendment No. 5 to be executed on their behalf by their duly authorized officers.

THE COUNTY OF LOS ANGELES

ATTEST:

SACHI A. HAMAI
Executive Officer
Los Angeles County
Board of Supervisors

By: _____
MAYOR OF LOS ANGELES
COUNTY

By: _____

COGENT, INC.

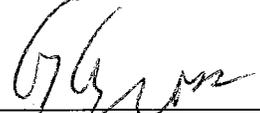
By: 
Michael Hollowich

Title: Project Director

Date: 9/21/06

APPROVED AS TO FORM:

RAYMOND G. FORTNER, JR.
County Counsel

By: 
GARY GROSS
Principal Deputy County Counsel

COGENT SYSTEMS

Cogent Systems, Inc.
 209 Fair Oaks Avenue
 South Pasadena, CA 91030
 (626)799-8090

QUOTATION

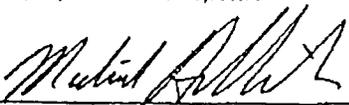
Quotation Ref No.: 10169
 Quotation Date: 03/22/06
 Expiration Date: 06/30/06

QUOTED FOR:
 Los Angeles Sheriff's Department
 Lt Larry Bryant
 12440 E. Imperial Hwy., Suite #400-W
 Norwalk CA 90650
 USA

QUOTED BY:
 Greg Hochstetter
 Tel: (626) 799-8090 x 109
 Fax: (626) 799-8996
 Email: Kristina@cogentsystems.com

Terms	FOB
Net 30	South Pasadena, CA

ITEM NO.	ITEM DESCRIPTION	QTY	PRICE	EXTENSION
MISC	PMA	2.00	1,000,000.00	2,000,000.00
MISC	Price includes installation and 1 year warranty.	1.00	0.00	0.00
MISC	Extended 15-months maintenance after 1st year warranty.	2.00	100,000.00	200,000.00

Subtotal	Tax	Discount	Freight		
\$2,200,000.00	\$165,000.00	\$0.00	0.00	Quotation Total:	\$2,365,000.00
 _____ Authorized signature					

Agreement No. 74083
 Amendment No. 5
 Appendix 1

Attachment 1

**PROGRAMMABLE MATCHING ACCELERATOR (PMA)
EQUIPMENT AND THE ADDITIONAL ONE-YEAR MAINTENANCE
PAYMENT SCHEDULE**

	TASK	PAYMENT POINTS
1	PMA Equipment and installation	--
2	Final Test Certificate executed by the authorized County official at the completion of the PMA installation and testing	\$2,000,000 paid upon County's approval and acceptance of the PMA
3	First year warranty (begins at issuance of Final Test Certificate)	--
4	The additional 15-month warranty immediately follows the expiration of the first year warranty.	The cost of the additional 15-month warranty will be paid at the end of each quarter (for the two PMA Elites).

Upon expiration of the one (1) year warranty, payment for maintenance and support shall be paid quarterly in arrears at the rate of \$20,000 for each PMA. The total amount to be paid for maintenance and support of the PMAs under Amendment No. 5 shall be \$40,000 per quarter. The extended 15-month maintenance cost for the two PMA Elites is listed below:

One (1) year \$80,000 each x 2 PMAs = \$160,000
 Three (3) months \$20,000 each x 2 PMAs = \$ 40,000

Total cost of the 15-month warranty for the 2 PMAs is \$200,000

LOS ANGELES COUNTY AGREEMENT NUMBER 74083

EXHIBIT A – STATEMENT OF WORK

ATTACHMENT 2

TABLE OF CONTENTS

- Task 1 - Installation of two (2) Programmable Matching Accelerators (PMA)
- Task 2 - Reconfigure LAFIS
- Task 3 - Performance Testing, Validation and Implementation
- Task 4 - Final System Acceptance and Project Closeout

Task 1 – Installation of two (2) Programmable Matching Accelerators (PMAs)

Subtask 1.1 - Configure installation

Contractor shall review and validate the design and the functionality of the PMAs to ensure the configuration meets the current and projected requirements of LAFIS as specified in Section 8, System Configuration, and Section 9, Custom Programming, of the Agreement.

Subtask 1.2 - Rack mount the PMAs

Install two PMAs in existing computer racks located in Sheriff's Data Center, Norwalk California. The installation shall take approximately six hours and shall not adversely impact current operations.

Once equipment is installed and functioning, Contractor shall demonstrate to the County's satisfaction that the hardware is properly performing.

Subtask 1.3 - Load Cogent Proprietary software

Contractor shall load all required operating systems and software, necessary to ensure that the matchers are performing at optimum levels as specified in the Agreement

Subtask 1.4 - Redistribute minutia database across new matching engines

Contractor shall distribute the minutia database across all of the PMAs, as recommended by Contractor and agreed upon by the County for tenprint operations.

Subtask 1.5 - Redistribute the minutia database across the existing matching engines

To that extent required, all the existing PMAs will be configured to perform at optimum levels. The County will verify will that this work was compelled and still conforms to the County work flow as specified in the main body of Exhibit A (Statement of Work).

Deliverable 1.1 - Contractor shall provide LASD with configuration plan, schedule, risk assessment, and related PMA installation documentation.

Deliverable 1.2 - Contractor shall install both PMAs as outlined in Task 1 within ten (10) business days from the approval date of the Board of Supervisors.

Task 2 – Reconfigure LAFIS

Subtask 2.1 - Reconfigure LAFIS Core Server Program to utilize new matchers

Contractor shall reconfigure the LAFIS system to utilize all of the current PMAs in its processing, as specified by the County.

Subtask 2.2 - Configure latent palm search workflow

Contractor shall reconfigure the latent palm search flow to include reverse searching of incoming palm prints.

Subtask 2.3 - Restart LAFIS Core Server Programs

Contractor shall restart LAFIS programs to ensure all systems are currently functioning as required. Contractor shall closely monitor the system for a 24 hour period to ensure the successful integration of all components and changes in work flow.

Deliverable 2.1 - Contractor shall complete the reconfiguration of LAFIS to ensure the added PMAs work compatibly with the current system. Upon completion, Contractor shall deliver to County a written Readiness Certificate.

Task 3 – Performance Testing, Validation and Implementation

Subtask 3.1 - Prepare a Detailed Performance Testing and Validation Plan, including Acceptance Criteria and Disaster Recovery Plan.

Subtask 3.2 - Testing Acceptance

Contractor shall assist the County's Project Director in conducting acceptance testing and evaluation of the PMAs to ensure compliance with the LAFIS requirements. Contractor shall incorporate the PMAs into the Disaster Recovery Plan in Statement of Work sections 3.8.6 and 4.8.

Deliverable 3.1 - Contractor shall deliver an Acceptance Test Plan and an updated Disaster Recovery Plan at the time Contractor delivers the Readiness Certificate. Contractor shall assist the County in testing and evaluation of the PMAs, and the documentation of the system activities, functionality and performance.

Task 4 – Final System Acceptance and Project Closeout

Subtask 4.1 - Accept both PMAs

Upon the testing and operation of the PMAs with no Deficiencies after the Readiness Certificate is delivered, LASD will accept the system and issue the Final Test Certificate. This acceptance will be done in accordance with the Acceptance Test Plan and will be final acceptance for the PMAs.

Subtask 4.2 - Project Closeout

Contractor shall participate in the Project Closeout meeting.

System Response Times after PMA Installation, with the LAFIS database size increase projected to the following; Tenprint = 12 Million, Palmprint = 600 Thousand, Unsolved Latent Prints = 75 Thousand, Palm Latents = 20 thousand.

Workload:	Maximum Response Time
Tenprint to Tenprint; 60 per hour	4 mins
Tenprint to Unsolved Latent; 60 per hour	3 mins
Unsolved Latent to Unsolved Latent; 25 per hour	13 minutes
Palmprint to Palm Latent; 60 per hour	40 seconds
Palm Latent to Palmprint; 2 per hour	60 minutes
Palm Latent to Palm Latent; 2 per hour	13 seconds

Workload	Contract Max	Calculated Ave
Tenprint to tenprint	4 mins	30 secs
Tenprint to Unsolved Latent	3 mins	40 secs
Finger Latent to Tenprint	30 mins	7 mins
Finger latent to Unsolved finger latent	none	13 mins
Palm Latent to Palm print	none	60 mins (lowest priority includes queue time)
Palm print to Unsolved Palm latent	none	40 secs
Palm latent to Unsolved Palm latent	none	13 secs