



# OFFICE OF THE SHERIFF

COUNTY OF LOS ANGELES

HALL OF JUSTICE

ROBERT G. LUNA, SHERIFF



## ADOPTED

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

August 12, 2025

45 August 12, 2025

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

EDWARD YEN  
EXECUTIVE OFFICER

Dear Supervisors:

**APPROVE SOLE SOURCE AMENDMENT NUMBER FIFTEEN  
TO AGREEMENT NUMBER 74666 WITH N. HARRIS COMPUTER CORPORATION  
AND SYSCON JUSTICE SYSTEMS, INC. FOR THE MAINTENANCE AND  
SUPPORT OF THE JAIL INFORMATION MANAGEMENT SYSTEM  
(ALL DISTRICTS) (3 VOTES)**

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

### SUBJECT

The Los Angeles County (County) Sheriff's Department (Department) is seeking Board approval and execution of Sole Source Amendment Number Fifteen (Amendment) to Agreement Number 74666 (Agreement) with N. Harris Computer Corporation and Syscon Justice Systems, Inc. (collectively, Syscon) for continued maintenance and support of the Department's Jail Information Management System (JIMS). The current Agreement will expire on August 17, 2025.

### **IT IS RECOMMENDED THAT THE BOARD:**

1. Approve and instruct the Chair of the Board to sign the attached Amendment to the Agreement with Syscon to (1) extend the term of the Agreement for three additional years, from August 18, 2025, through and including August 17, 2028; and (2) increase the Maximum Contract Sum (MCS) by \$1,068,886.44 for a total MCS not to exceed \$9,482,821.04.
2. Delegate authority to the Sheriff, or his authorized designee, to (1) add and/or update standard County contract provisions as required by the Board; (2) effectuate an

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— Since 1850 —

assignment of rights or delegation of duties pursuant to the Assignment and Delegation/Mergers or Acquisitions provision, and (3) effect termination of the Agreement, either in whole or in part, by provision of a 30-day advance written notice.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The JIMS is a mission-critical inmate identification, inmate financials, inmate property, inmate housing, and inmate location tracking system application customized by Syscon to meet the specific needs of the County's jail environment. The Department operates JIMS to manage an average daily population of approximately 12,000 inmates.

The commercial off-the-shelf software and customized modules that provide the core functionality for JIMS are proprietary to Syscon. Syscon does not authorize, license, or otherwise certify any third party to maintain, support, and/or modify its proprietary software.

The Department is currently engaged in negotiations with Syscon to finalize a contract for the implementation and maintenance and support of the JIMS replacement system known as the Integrated Jail Information System (IJIS). Given the complexity of replacing the Department's legacy JIMS system, the proposed three-year extension term is needed to allow Syscon to successfully complete the necessary technical assessment, configurations/customizations, data migration, testing, and training included as part of its agile project management approach. When fully implemented, IJIS will consolidate and replace JIMS, the Department's Automated Justice Information System, and various other ancillary systems used in custody operations.

Approval of the proposed Amendment will allow Syscon to continue to provide uninterrupted maintenance and support for JIMS, while the anticipated 30-month implementation of the IJIS is successfully completed.

### **Background**

In Fiscal Year (FY) 2001-02, the Department solicited for commercial off-the-shelf software solution(s) through the County's Internal Services Department (ISD) to update the Department's inmate management system. The Department and ISD then conducted a detailed evaluation of five vendors that responded regarding their products and associated costs. Syscon Justice Systems Ltd. (1) offered the lowest cost product with the best functional and technical fit of all the jail management software vendors that responded, and (2) was the only vendor that offered a complete web-based product. Syscon Justice Systems Ltd. was subsequently selected as the highest-rated vendor.

On December 2, 2003, the Board approved the Agreement between the County and Syscon Justice Systems Ltd. as a Sole Source Agreement. The Department advised the Board of the development of a three-phased implementation plan for JIMS to enhance and integrate

various legacy stand-alone systems of the Department's Custody Division. The Agreement has been amended 14 times to, among other things, extend the term of the Agreement, increase contingency funds, memorialize the County's consent to the merger/acquisition of the original contracting entity, and add or revise certain County-mandated provisions.

In 2019, at the direction of the Office of the Chief Information Officer (OCIO), the Department employed Gartner Solutions, Inc. (Gartner) to conduct a Business Process Review (BPR) of the Department's custody operations and provide recommendations. Gartner completed the BPR in late 2021. In 2022, the Department published a Request for Information to research current inmate management solutions from the vendor community. Syscon's latest COTS software was determined to be the best fit for the Department's business needs. Consequently, the Department engaged Syscon to perform a fit/gap analysis to identify gaps in functionality between their latest COTS software and the Department's business capabilities model identified in Gartner's BPR report. The fit/gap analysis was completed in early 2024.

#### **Implementation of Strategic Plan Goals**

The recommended actions support the County Strategic Plan's North Star 3: Realize tomorrow's government today; Focus Area Goal F: Flexible and Efficient Infrastructure: Use lessons learned from the recent pandemic to implement flexible and efficient administrative, technological, and physical infrastructures to meet the needs of our constituents; Strategy II. Modernize Infrastructure: Evaluate our current IT infrastructure and capital projects, and address identified needs to replace or modernize legacy/obsolete infrastructure and to leverage technological advancements that increase visibility, accessibility, and ease of use for residents.

#### **FISCAL IMPACT/FINANCING**

The cost for the proposed Amendment is \$1,068,886.44 for a revised MCS of \$9,482,821.04. Maintenance fees will be applied as follows:

Year One Maintenance Fees	\$ 339,059.92
Year Two Maintenance Fees	\$ 356,012.93
Year Three Maintenance Fees	\$ 373,813.59
Total Amendment Cost	\$1,068,886.44

The Agreement has been funded through the Inmate Welfare Fund (IWF) for over 15 years. The Department has identified sufficient funding within the IWF for the proposed Amendment in FY 2025-26 and will be included in future years' budgets, as necessary.

**FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

On March 3, 2025, pursuant to Board Policy 5.100, the Department provided the Board with advance notification of its intent to enter into negotiations with Syscon to extend the Agreement.

Syscon is in compliance with all Board and Chief Executive Office requirements.

In compliance with Board Policy 6.020, Chief Information Office Board Letter Approval, the OCIO reviewed the information technology (IT) components (management, design, development, acquisition, expansion, or purchase of IT systems and/or related services) of this request and recommends approval. The OCIO determined that the recommended actions do not include any new IT items that would necessitate a formal written CIO Analysis.

County Counsel has reviewed and approved the Amendment as to form.

**IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Approval of these actions will ensure the continued operation of JIMS and enable the Department's Custody Division to perform its legally mandated responsibilities efficiently, accurately, and securely.

**CONCLUSION**

Upon approval by the Board, please return two adopted copies of this Board letter and two original executed copies of the Amendment to the Department's Contracts Unit.

Sincerely,



ROBERT G. LUNA  
SHERIFF

Reviewed by:



PETER LOO  
CHIEF INFORMATION OFFICER



**AMENDMENT NUMBER FIFTEEN  
TO  
AGREEMENT No. 74666  
FOR A JAIL INFORMATION MANAGEMENT SYSTEM (JIMS)**

This Amendment Number Fifteen (hereinafter "Amendment No. 15") is effective as of August 18, 2025 (as further defined below, "Amendment No. 15 Effective Date"), and is entered into by and between the County of Los Angeles (hereinafter "County") and N. Harris Computer Corporation (successor to Syscon Justice Systems Canada Ltd. (formerly Syscon Justice Systems Ltd.)), a corporation organized under the laws of Ontario, Canada ("Harris"), and Syscon Justice Systems, Inc., a corporation organized under the laws of the State of California ("Syscon US") (jointly and severally with Harris, hereinafter "Contractor"), based on the following recitals:

WHEREAS, County and Contractor entered into that certain Agreement No. 74666, dated as of December 2, 2003 (together with all Exhibits, Schedules and Attachments thereto, all as amended from time to time, including without limitation by Amendments Number One through Number Fourteen, all of which are incorporated herein by reference (hereinafter "Agreement")), for a Jail Information Management System (hereinafter "JIMS") for the benefit of County and, more specifically, the Los Angeles County Sheriff's Department (hereinafter the "Department"); and

WHEREAS, Contractor has modified, customized, developed interfaces, and provided other services with respect to certain System Software (as defined in the Agreement), in each case, pursuant to the terms and conditions of the Agreement; and

WHEREAS, Contractor desires to continue performing the required services pursuant to the Agreement; and

WHEREAS, pursuant to this Amendment No. 15, County and Contractor desire to amend the Agreement to extend the Term beyond the current expiration date of August 17, 2025, to continue Maintenance Services (as defined in the Agreement) with respect to the System Software, as further described in, and pursuant to, the terms and conditions of this Amendment No. 15; and

WHEREAS, County and Contractor additionally desire to make further modifications to the Agreement pursuant to Paragraph 7 (Change Orders and Amendments) and as further described in, and pursuant to, the terms and conditions of this Amendment No. 15.

NOW THEREFORE, in consideration of the foregoing recitals, all of which are incorporated as part of this Amendment No. 15, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, County and Contractor hereby agree as follows:

1. Definitions; Paragraph References. Capitalized terms used herein without definition (including, without limitation, in the recitals hereto) have the meanings given to such terms in the Agreement, as amended by this Amendment No. 15. Unless otherwise noted, Paragraph references in this Amendment No. 15 will refer to the body of the Agreement.

*County of Los Angeles  
Sheriff's Department  
Syscon Justice Systems*

*Amendment No. 15 to  
JIMS Agreement*

2. Amendments to the Body of the Agreement. As of Amendment No. 15 Effective Date, the body of the Agreement is amended as follows:

2.1 Paragraph 2 (Definitions). Amend Paragraph 2 (Definitions) to add or revise certain defined terms in the proper alphabetical and numerical order as follows:

“Amendment No. 15” means that certain Amendment Number Fifteen to this Agreement, dated as of Amendment No. 15 Effective Date, between County and Contractor.

“Amendment No. 15 Effective Date” means August 18, 2025, the date on which Amendment No. 15 became effective in accordance with its terms.

2.2 Paragraph 8 (Term). Delete Paragraph 8 (Term) in its entirety and replace as follows:

**8. TERM.**

8.1 The term of this Agreement will commence upon the Effective Date and will continue for three years following the Amendment No. 15 Effective Date, unless terminated earlier in whole or in part, as provided in this Agreement (the “Term”). Contractor will notify County Project Manager and County Project Director when the Term is within six months from expiration as provided for in this Paragraph 8.

8.2 The County maintains a database that tracks/monitors Contractor performance history. Information entered into the database may be used for a variety of purposes, including determining whether the County will exercise an Agreement term extension option.

2.3 Paragraph 9.2 (Maximum Contract Sum). Delete Paragraph 9.2 (Maximum Contract Sum) in its entirety and replace as follows:

9.2 Maximum Contract Sum. The “Maximum Contract Sum” under this Agreement shall be the total monetary amount that would be payable by County to Contractor for supplying the System Software and all Work and Pool Dollars under this Agreement for the Term. The Maximum Contract Sum for this Agreement, including applicable Taxes, authorized by County hereunder shall in no event, expressly or by implication exceed \$9,482,821.04 and shall be allocated as set forth in Exhibit C (Price and Schedule of Payments) which allocation shall include an itemization of the amount to be paid for, without duplication: (a) Customizations, (b) Interfaces, (c) System Software implementation, (d) Time and Materials Work, (e) Maintenance Services, (f) applicable Taxes, if any, and (g) permissible Out-of-Pocket Expenses. Exhibit C (Price and Schedule of Payments) further shall include an itemization of Pool Dollars and applicable per diem and Hourly Labor Rates. Contractor shall perform and complete all Work required of Contractor by this Agreement in exchange for the amounts to be paid to Contractor as set forth in this Agreement but in any event, not in excess of the Maximum Contract Sum. Contractor acknowledges and agrees that the

Maximum Contract Sum is an all-inclusive, not-to-exceed price, including for time and materials Work, that is an agreed upon assessment of the amount to be paid by County to Contractor in exchange for Contractor delivering to County, and County accepting, within the required delivery schedule the System Software. Contractor further acknowledges that the Specifications set forth in the Statement of Work are functional Specifications and that it is Contractor's risk responsibility to design, achieve and timely delivery the System Software. Notwithstanding any provision of this Agreement to the contrary, Contractor is not obligated to perform Work under Change Orders if Pool Dollars are not available to pay for such Work.

3. Amendments to Exhibits, Attachments and Schedules. As of Amendment No. 15 Effective Date, the Exhibits, Attachments and Schedules to the Agreement are amended or added as follows:
- 3.1 Exhibit A (Additional Terms and Conditions). Amend Exhibit A (Additional Terms and Conditions) to add the following County-mandated Paragraph:

**70. BACKGROUND AND SECURITY INVESTIGATIONS**

- 70.1 Each of Contractor's staff performing services under the Agreement, who is in a designated sensitive position, as determined by County in County's sole discretion, must undergo and pass a background investigation to the satisfaction of County as a condition of beginning and continuing to perform services under the Agreement. Such background investigation must be obtained through fingerprints submitted to the California Department of Justice to include state, local, and federal-level review, which may include, but will not be limited to, criminal conviction information. The fees associated with the background investigation will be at the expense of Contractor, regardless of whether the member of Contractor's staff passes or fails the background investigation.
  - 70.2 The County, in its sole discretion, may immediately deny or terminate facility access to any member of Contractor's staff that does not pass such investigation to the satisfaction of the County or whose background or conduct is incompatible with County facility access.
  - 70.3 These terms will also apply to subcontractors of County contractors.
  - 70.4 Disqualification of any member of Contractor's staff pursuant to this Paragraph 70 will not relieve Contractor of its obligation to complete all work in accordance with the terms and conditions of the Agreement.
- 3.2 Restated and Amended Exhibit C (Price and Schedule of Payments). Delete Paragraph 20.0 (System Final Acceptance) of Attachment C-2 (Phase 2/Stage 1 Price and Schedule of Payments) to Exhibit C (Price and Schedule of Payments) in its entirety and replace it with revised Paragraph 20.0 (System Final Acceptance) of Attachment C-2 (Phase 2/Stage 1 Price and Schedule of Payments), attached hereto and made a part hereof.

- 3.3 Restated and Amended Exhibit F (Maintenance and Support). Delete Schedule II (Maintenance Fees Schedule) to Exhibit F (Maintenance and Support) in its entirety and replace it with revised Schedule II (Maintenance Fees Schedule), attached hereto and made a part hereof.
4. No Other Amendments; Effect on Agreement. Except as previously amended and expressly provided in this Amendment No. 15, all other provisions and conditions of the Agreement will remain the same and in full force and effect. As of Amendment No. 15 Effective Date, all references in the Agreement to "this Agreement," "herein," "hereof," and words of similar import will mean and will be references to the Agreement, as amended by this Amendment No. 15.
5. Authority. Contractor and the persons executing this Amendment No. 15 on behalf of Contractor hereby represent and warrant that the persons executing this Amendment No. 15 for Contractor are authorized agents who have 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.
6. Governing Law. This Amendment No. 15 shall be governed by and construed in accordance with the laws of the State of California applicable to agreements made and to be performed within the State.


\* \* \*



IN WITNESS WHEREOF, the County of Los Angeles, by order of its Board of Supervisors, has caused this Amendment No. 15 to be executed on its behalf by the Chair of said Board and attested by the Executive Officer-Clerk of the Board of Supervisors thereof, and Contractor has caused this Amendment No. 15 to be executed on its behalf by its duly authorized officer, effective as of the Amendment No. 15 Effective Date.



ATTEST: EDWARD YEN  
EXECUTIVE OFFICER  
CLERK OF THE BOARD OF SUPERVISORS

By , Deputy

**ADOPTED**

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

45 August 12, 2025

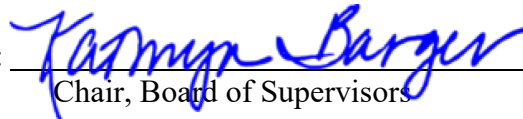
  
EDWARD YEN  
EXECUTIVE OFFICER

APPROVED AS TO FORM:  
DAWYN R. HARRISON  
County Counsel

By: **Cammy C. DuPont**  
Cammy C. DuPont  
Principal Deputy County Counsel

Digitally signed by Cammy  
C. DuPont  
Date: 2025.06.23 06:48:24  
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COUNTY OF LOS ANGELES


By:   
Chair, Board of Supervisors

I hereby certify that pursuant to  
Section 25103 of the Government Code,  
Delivery of this document has been made.


EDWARD YEN  
Executive Officer  
Clerk of the Board of Supervisors

By , Deputy

N. HARRIS COMPUTER CORPORATION,  
jointly and severally as Contractor

By:   
Name: Todd Richardson  
Title: CFO

SYSCON JUSTICE SYSTEMS, INC.,  
jointly and severally as Contractor

By:   
Name: Todd Richardson  
Title: CFO

### III. SYSTEM SOFTWARE MAINTENANCE FEE SCHEDULE

#### Schedule II. Maintenance Fees Schedule (Restated under Amendment Number Fifteen)

Item #	System Software Module	Year 1		Year 2		Year 3	
		Start: 08/18/2025 End: 08/17/2026		Start: 08/18/2026 End: 08/17/2027		Start: 08/18/2027 End: 08/17/2028	
1	Trust Accounting	\$65,797.39		\$69,087.26		\$72,541.63	
2	Property Tracking	\$63,919.73		\$67,115.72		\$70,471.51	
3	DELETED						
4	Case Jacket Tracking	\$44,487.42		\$46,711.80		\$49,047.39	
5	XML Interface (xTAG)	\$22,638.93		\$23,770.88		\$24,959.42	
6	Inmate Information Module: Kernel (includes Housing/Inmate Movements)	\$78,052.06		\$81,954.66		\$86,052.40	
7	Trust Accounting Interface	\$64,164.39		\$67,372.61		\$70,741.24	
<b>System Software – Total Annual System Software Maintenance Support Fees*</b>		<b>\$339,059.92</b>		<b>\$356,012.93</b>		<b>\$373,813.59</b>	

**Exhibit C Attachment C-2 (Phase 2 Stage 1 Price and Schedule of Payments)**

<b>20.0 System Final Acceptance (Restated under Amendment Number Fifteen)</b>					
Total All-in to Phase 2 Stage 1 Final Acceptance		\$1,671,876.63	\$303,434.09	\$192,052.78	\$2,167,363.50
Pool Dollars - Phase 2 Stage 1 Total					
Aggregate Maintenance Fees - Year 1					\$469,965.47
Aggregate Maintenance Fees - Year 2					\$159,118.08
Aggregate Maintenance Fees - Option Year 1					\$159,118.08
Aggregate Maintenance Fees - Option Year 2					\$177,788.86
Aggregate Maintenance Fees - Option Year 3					\$189,005.05
Amendment Six Maintenance Fees - Year 1					\$198,457.73
Amendment Six Maintenance Fees - Year 2					\$208,381.00
Amendment Six Maintenance Fees - Option Year 1					\$218,800.00
Amendment Six Maintenance Fees - Option Year 2					\$229,740.00
Syscon Change Request No. 14-0021					\$241,227.00
Syscon Change Request No. 16-0271					\$365,023.00
Amendment Six Maintenance Fees - Option Year 3					\$92,564.00
Amendment Eleven Maintenance Fees - Year 1					\$253,288.00
Amendment Eleven Maintenance Fees - Year 2					\$265,952.40
Amendment Eleven Maintenance Fees - Year 3					\$258,214.32
Amendment Eleven Maintenance Fees - Option Year 1					\$271,125.03
Amendment Eleven Maintenance Fees - Option Year 2					\$287,392.54
Amendment Eleven Maintenance Fees - Option Year 3					\$304,636.09
Amendment Fifteen Maintenance Fees - Year 1					\$322,914.25
Amendment Fifteen Maintenance Fees - Year 2					\$339,059.92
Amendment Fifteen Maintenance Fees - Year 3					\$356,012.93
Maximum Phase 2 Stage 1 Contract Sum					\$7,908,960.84

## SOLE SOURCE CHECKLIST

Department Name: Sheriff


☐

New Sole Source Contract

☒

Existing Sole Source Contract

Date Sole Source Contract Approved: December 2, 2003

Check (✓)	<b>JUSTIFICATION FOR SOLE SOURCE CONTRACTS</b> Identify applicable justification and provide documentation for each checked item.
	➤ Only one bona fide source (monopoly) for the service exists; performance and price competition are not available. A monopoly is an <i>"Exclusive control of the supply of any service in a given market. If more than one source in a given market exists, a monopoly does not exist."</i>
<input type="checkbox"/>	➤ Compliance with applicable statutory and/or regulatory provisions.
<input type="checkbox"/>	➤ Compliance with State and/or federal programmatic requirements.
<input type="checkbox"/>	➤ Services provided by other public or County-related entities.
<input type="checkbox"/>	➤ Services are needed to address an emergent or related time-sensitive need.
<input type="checkbox"/>	➤ The service provider(s) is required under the provisions of a grant or regulatory requirement.
<input type="checkbox"/>	➤ Additional services are needed to complete an ongoing task and it would be prohibitively costly in time and money to seek a new service provider.
<input type="checkbox"/>	➤ Services are needed during the time period required to complete a solicitation for replacement services; provided services are needed for no more than 12 months from the expiration of an existing contract which has no available option periods.
<input type="checkbox"/>	➤ Maintenance and support services are needed for an existing solution/system during the time to complete a solicitation for a new replacement solution/ system; provided the services are needed for no more than 24 months from the expiration of an existing maintenance and support contract which has no available option periods.
<input type="checkbox"/>	➤ Maintenance service agreements exist on equipment which must be serviced by the original equipment manufacturer or an authorized service representative.
<input type="checkbox"/>	➤ It is more cost-effective to obtain services by exercising an option under an existing contract.
<input type="checkbox"/>	➤ It is in the best economic interest of the County (e.g., significant costs to replace an existing system or infrastructure, administrative cost savings and excessive learning curve for a new service provider, etc.) In such cases, departments must demonstrate due diligence in qualifying the cost-savings or cost-avoidance associated with the best economic interest of the County.

*Rene' Phillips*

Chief Executive Office

07/16/2025

Date

**QUESTIONNAIRE FOR A SOLE SOURCE AMENDMENT**  
**TO AGREEMENT NUMBER 74666 WITH**  
**N. HARRIS COMPUTER CORPORATION AND SYSCON JUSTICE SYSTEMS, INC.**

It is the policy of the County to solicit the maximum number of bids/proposals for a commodity or service from the largest relevant market and to select vendors on a competitive basis.

There are certain acquisitions which, when in the best interest of the County, can only be obtained from a sole source. Sole source acquisitions must be justified in sufficient detail to explain the basis for suspending the usual competitive procurement process.

**NOTE:** Please refer to Procedure P-3700 of the ISD Purchasing Policies on Procedures Manual.

**DOCUMENTATION FOR SOLE SOURCE JUSTIFICATION MUST INCLUDE RESPONSES TO THE FOLLOWING QUESTIONS:**

- 1. What is being requested?**  
Continued maintenance and support services are being requested of N. Harris Computer Corporation and Syscon Justice Systems, Inc. (Syscon) for the Los Angeles County (County) Sheriff's Department's (Department) mission-critical Jail Information Management System (JIMS).
- 2. Why is the product needed – how will it be used?**  
The JIMS software is composed of three major modules: Inmate Trust Accounting, Inmate Property Tracking, and Inmate Case Jacket Tracking. The Trust Accounting module interfaces with other jail and contractor applications such as Jail Health Information System (JHIS), Inmate Trust Deposit System (ITDS), and Inmate Commissary Purchasing System (ICPS). JIMS has been deployed in the Department for over 15 years. Syscon has customized the JIMS application to meet specific business rules for the County's large jail environment.
- 3. Is this "brand" of product the only one that meets the user's requirements? If yes, what is unique about the product?**  
Yes. Syscon provided the commercial off-the-shelf (COTS) software to create JIMS. This jail software package was initially selected on a competitive bid basis through the County's Internal Services Department. It provided both the lowest cost as well as the best technical and functional fit of the available COTS jail packages. This software is proprietary to Syscon.
- 4. Have other products/vendors been considered? If yes, which products/vendors have been considered and how did they fail to meet the user's requirements?**  
No. Syscon is the only vendor that can provide support for their proprietary software.
- 5. Will purchase of this product avoid other costs, e.g. data conversion, etc? Or will it incur additional costs, e.g. training, conversion, etc?**  
Yes. As part of the everyday operations of County jails, JIMS is a mission-critical application. A JIMS failure would affect, at a minimum, six jail software modules (Inmate Trust Accounting, Inmate Property, Inmate Case Jacket, Commissary, Central Housing, and XML Interface) and result in a return to paper processing. The



Department would not have adequate staffing to process the voluminous amount of paperwork in a timely manner. The continued maintenance and support of JIMS will avoid overtime and training costs in the event of a JIMS breakdown.

- 6. Is the product proprietary or is it available from various dealers? Have you verified this?**  
The JIMS software is proprietary to Syscon. Syscon neither trains nor allows outside third parties to provide these services to its software.
- 7. Reasonableness of Price. Does the County obtain a percentage discount or special discount not available to the private sector?**  
No.
- 8. What is the dollar value of existing equipment and the Purchase Order No. for the existing equipment?**  
Not applicable to the maintenance and support of the software.