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PRE-BID INTELLIGENCE

STATEMENT OF WORK

AI-Driven Generative Report-Writer & Document Automation

SOLICITATION	RFP_F-CONTR-0000000220
AWARDING BODY	Contra Costa County, California
DEPARTMENT	Probation Dept · Purchasing Services
DATE PREPARED	May 6, 2026

Prepared for: US Prime and Offshore Support Team · Confidential Pre-Bid Use

STATEMENT OF WORK BY SYBRID

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Section 1: Awarding Body Profile

Contra Costa County's Probation Department issued this RFP through the County's Purchasing Services division, headquartered at 40 Muir Road, 2nd Floor, Martinez, California 94553. The fact that Purchasing Services is handling a Probation Department technology acquisition rather than the Department's own procurement staff signals a moderately formal procurement operation, one that follows standardized county contract templates (the L-5 General Conditions, revised 2014) rather than custom solicitation language. That standardization works in vendors' favor: the terms are predictable and do not contain surprise clauses.

The solicitation language itself reveals a department that has done its homework on AI in criminal justice. The background section cites a specific statistic about officer workload (40-50% administrative time), names specific document types (PSI reports, bail studies, violation petitions), identifies specific CMS platforms (Tyler, Tiburon, Odyssey), and lists precise compliance standards (CJIS, SOC 2 Type II, FedRAMP Moderate equivalence). This is not a department writing an AI RFP for the first time. They have evaluated options and know what to ask for.

The payment terms, annual invoicing, County retains right to audit records for five years under General Conditions Section 3, reflect California county standard practice. The five-year records retention requirement under Section 3(a) applies even if this contract is funded partly by federal grants (the Social Security Act trigger in Section 3(b) applies if subcontractors exceed $10,000 over 12 months). Vendors who have not handled California county contracts before should note that the General Conditions Section 21 establishes a primacy hierarchy: General Conditions govern over Special Conditions unless Special Conditions expressly state otherwise. Every provision the County's standard form contains is enforceable unless explicitly overridden.

Reserved rights language tells you a great deal about how a contracting agency behaves when things get difficult. Contra Costa County reserved: the right to reject all proposals without explanation, to terminate and re-solicit at any time, to extend deadlines by addendum, to procure by other means, to disqualify for conflict of interest at sole discretion, and to award to one or multiple contractors. The BAFO provision adds another tool. This is a contracting office that keeps maximum control. That is not a red flag; it is normal for Best Value procurements. But it means vendors should not assume the lowest price wins, and they should not assume the stated scope is the final scope.

Official agency contact: Contra Costa County official website at https://www.contracosta.ca.gov. Contracting officer: Des Gebre, Sr. Buyer, desbele.gebre@pw.cccounty.us, (925) 957-2499. Protest manager: Cindy Shehorn, Purchasing Manager.

Section 2: Scope of Work, Full Breakdown

2.1 Primary Scope, Mandatory Requirements

Generative Report Writing (Section IV.A): The system must auto-generate narrative reports from structured and unstructured data inputs including field notes, voice dictations, interview transcripts, and third-party reference documents such as law enforcement incident reports. Operationally, this means the platform must handle multiple input modalities simultaneously and synthesize them into a coherent document, not simply transcribe one input format.

Mandated Documentation Support (Section IV.A): The platform must natively support PSI reports, bail studies, chronological case notes, contact summaries, and violation petitions. These are specialized criminal justice document types with specific legal formatting requirements. 'Natively support' means these templates must exist in the system at go-live, not be developed post-award.

Template Customization (Section IV.A): AI-generated drafts must automatically align with the County's specific document templates, internal policies, and localized court reporting requirements. The vendor

must be capable of ingesting existing County document formats (Word/PDF) and mapping them into the AI workflow per Section IV.I.1.

Human-in-the-Loop and Auditability (Section IV.A): The system must produce officer-editable draft outputs, not auto-file documents. Every AI-generated piece of content requires clear traceability, version control, and comprehensive audit logs of all user interactions and edits. This is both a compliance requirement and a liability protection for the County.

Administrative Optimization (Section IV.A): The platform must measurably reduce staff administrative workload. The word 'measurably' is significant, the evaluation committee will expect data or a methodology for measuring time saved in the technical proposal.

Secure Mobile Application (Section IV.A): A mobile platform with AI-driven route optimization and real-time push safety intelligence (active warrants, hazard flags) to officer devices. This is a distinct software deliverable requiring its own security architecture and CJIS compliance.

Voice-to-Text Dictation (Section IV.A): Secure real-time voice-to-text that converts spoken field notes into formatted contact summaries ready for CMS integration. Must operate in real-time. Must be secure. Must produce CMS-ready output.

Conversational AI Interface (Section IV.A): An integrated secure chatbot/virtual assistant enabling officers to retrieve information, query longitudinal case data, and extract client details using natural language. This is effectively a RAG (retrieval-augmented generation) system operating over case management data.

Qualitative and Behavioral Analysis (Section IV.A): The conversational AI must analyze interview transcripts to evaluate speaking patterns, conversational dynamics, and client responses to evidence-based interventions including motivational interviewing. This requirement goes beyond document automation into clinical decision support territory.

CMS Integration (Section IV.B): Full integration with existing County CMS platforms via CJIS-compliant API. Seamless auto-population of report fields. Real-time note capture capability. Officer dashboards showing documentation status and pending tasks.

AI Governance (Section IV.C): Configurable guardrails for model behavior; transparent versioning and explainability; policy-based prompts aligned with departmental supervision standards; hallucination prevention via enforced citation of source data.

Co-Design (Section IV.D.1): Requirements workshops with officers, supervisors, and administrators; workflow mapping; needs assessments for document types suitable for AI automation. This is a professional services deliverable, not just a software feature.

Custom Feature Development (Section IV.D.2): Jurisdiction-specific report templates; assessment-guided prompting for criminogenic needs and risk factors; multi-language output if required.

Training and Change Management (Section IV.D.3): In-person and virtual training; user materials; quick-reference guides; onboarding modules; scalable help-desk support during rollout.

Implementation Plan (Section IV.E): System setup and security hardening; pilot launch with selected units; parallel testing for accuracy and compliance; dedicated project manager; weekly/biweekly progress briefings; risk management plan; data migration support; active directory/SSO integration.

CJIS Compliance (Section IV.F.1): Encryption in transit and at rest; advanced authentication; logging, monitoring, and auditing; signed CJIS Addendum; background checks for all personnel with system access.

Data Ownership (Section IV.F.4): County retains full ownership of all data. No vendor use of County data for global model training. Strict access controls.

Analytics and Reporting (Section IV.G): Administrative dashboards with usage analytics and officer productivity metrics; report generation metrics including time saved and accuracy benchmarks; exportable reporting for county leadership and grant compliance.

2.2 Secondary Scope, Preferred but Not Mandatory

FedRAMP Moderate equivalence (Section IV.F.3): SOC 2 Type II is mandatory. FedRAMP Moderate equivalence is 'strongly preferred', not required. A vendor without FedRAMP authorization loses evaluation points under the Security and Compliance criterion but is not disqualified.

24/7 support (Section IV.H): The solicitation states the County wants 24/7 support capability. The SLA tier chosen by the vendor determines whether this is a base or premium offering; vendors who offer 24/7 only at a premium price point should be transparent about that in Section VI pricing.

Multi-language output (Section IV.D.2): Required 'if required by the department.' This is a conditional deliverable. A vendor who offers it proactively as a standard feature differentiates against one who prices it as an add-on.

Real-time note capture (Section IV.B): Listed with 'if able or appropriate', the softest mandatory language in the scope. Vendors who cannot deliver this should acknowledge it clearly rather than overpromise.

2.3 What Is Explicitly Out of Scope

No explicit exclusions are stated. Analyst note: The scope does not include hardware procurement, physical infrastructure, or officer device provisioning. The mobile application must run on existing officer devices, not new ones purchased through this contract. The scope also does not cover courtroom presentation technology or case outcome tracking beyond what feeds into the report generation workflow.

2.4 Assumptions the Vendor Must Accept

The County's CMS is one or more of Tyler, Tiburon, Odyssey, or a county-built system. The vendor must be able to integrate with whatever is currently deployed without requiring the County to replace or upgrade their CMS. This is a non-trivial technical assumption, the vendor must confirm CMS compatibility during co-design or face a scope gap at delivery.

The 'closed system' requirement means the AI cannot call external APIs or databases for data augmentation at runtime. The LLM must work only from the County's own data per Section IV.E.3. Vendors whose platforms rely on public internet lookups to enhance report quality cannot meet this requirement.

All personnel with system access must pass CJIS background checks. The vendor must have a process for obtaining these clearances, which takes time. Factor this into the implementation timeline submitted in the proposal.

Section 3: Solution Classification Deep-Dive

Field	Detail
Solution Type	AI-driven SaaS platform with embedded mobile application, CJIS-compliant API integration, and professional services wrapper
Nature of Supply	Software/Platform (primary); Professional Services (co-design, training, implementation); Recurring Services (support, maintenance)
Delivery Mode	Hybrid: cloud platform (remote); mobile application (field/on-site); co-design workshops and training (on-site or virtual)
Primary Deliverable	Production-ready AI generative report-writing platform meeting all Section IV requirements, integrated with County CMS
Secondary Deliverables	Secure mobile field application; conversational AI interface; administrative analytics dashboards; training materials; project manager support; co-design requirements documentation

Acceptance Criteria	Solicitation does not specify formal acceptance testing criteria beyond 'parallel testing to validate data output accuracy and compliance' (Section IV.E.1). This is a scope gap worth clarifying in Q&A.
Government-Furnished Equipment or Information	County provides access to existing CMS for integration; historical documents 'as needed' per Section IV.E.3; active directory/SSO credentials for identity integration

Analyst assessment on acceptance criteria: The solicitation requires parallel testing before full deployment but does not define what 'accuracy' means in numeric terms or who decides the test is passed. This is the most significant contractual ambiguity in the scope. Vendors should use the Q&A period to ask the County to define accuracy benchmarks and specify the acceptance testing process. Without this, the vendor and County may disagree post-pilot about whether the system is ready for full rollout, creating a performance dispute risk.

Section 4: Technical Requirements

4.1 Mandatory Requirements (SHALL / MUST)

#	Requirement	What It Means for Proposal / Delivery
1	Auto-generate narrative reports from structured and unstructured data (Section IV.A)	Demonstrate this capability with a live example in any oral presentation; describe the data ingestion pipeline in the proposal narrative
2	Natively support PSI reports, bail studies, chronological case notes, contact summaries, violation petitions (Section IV.A)	These must be pre-built templates, not post-award development. Show examples of comparable criminal justice document types in your proposal
3	Officer-editable draft outputs with audit logs, version control, and traceability (Section IV.A)	Describe the audit log architecture specifically. This is also a CJIS requirement and an evaluator differentiator
4	Secure mobile application with real-time safety intelligence and CJIS-compliant voice-to-text (Section IV.A)	A mobile application is a separate software deliverable. Budget for mobile security testing and CJIS certification of the mobile layer
5	CJIS-compliant API integration with County CMS (Section IV.B)	Name the specific CMS platforms you have previously integrated with. CJIS API compliance is not the same as general API compliance
6	Conversational AI with natural language query (Section IV.A)	Specify whether the interface is web-based, embedded in the platform, or a separate application. Security isolation from external internet is mandatory
7	Hallucination prevention via enforced source citation (Section IV.C)	Explain the technical mechanism: RAG citation, source-grounding, confidence indicators. This is a pass/fail evaluator concern
8	Signed CJIS Addendum and background checks for all personnel (Section IV.F.1)	This is a contractual obligation at award. Begin the CJIS Addendum process immediately upon award; delays block system access
9	SOC 2 Type II certification (Section IV.F.3)	Provide current audit report with proposal or confirm active audit participation. A vendor

		without SOC 2 Type II loses points on the security criterion
10	County retains full data ownership; no vendor use for global model training (Section IV.F.4)	Address this explicitly in the proposal. State in clear contractual language that county data does not leave the county's environment for any training purpose
11	Turnkey, production-ready solution (Section II.E)	This means the platform exists before contract award. Proposals describing a system to be built after award do not meet this requirement
12	Minimum 2 years of experience in AI report-writing and documentation automation (Section II.A)	Demonstrate this with specific dated project references in Exhibit A. Generic experience statements do not satisfy this requirement

4.2 Preferred Requirements (SHOULD / MAY / PREFERRED)

#	Requirement	Evaluation Factor It Feeds	Proposal Strategy
1	FedRAMP Moderate equivalence (Section IV.F.3, 'strongly preferred')	Security and Compliance, Technical Competency criterion #3d	Provide FedRAMP authorization documentation or equivalence mapping
2	24/7 support (Section IV.H)	Vendor Experience criterion; Support pricing in Exhibit B	Specify SLA tier structure; differentiate premium 24/7 from standard support
3	Multi-tenant isolation (Section IV.H)	Security and Compliance	Describe tenant isolation architecture; show how county data is separated from other clients
4	Multi-language output (Section IV.D.2, 'if required')	Functional Capabilities, Technical Competency criterion #3a	Offer as standard; avoid pricing it as a premium add-on if competitors include it
5	Real-time note capture (Section IV.B, 'if able or appropriate')	Functional Capabilities; Usability	Confirm capability proactively; if available it differentiates the proposal

4.3 Technical Standards and Certifications Referenced

Standard / Certification	Context in Solicitation	Section Reference	Pass/Fail or Scored
CJIS Security Policy	All personnel with access must have CJIS background checks; signed CJIS Addendum required; encryption, auth, audit logging all CJIS-specified	Section IV.F.1	Pass/Fail
DOJ Data Handling Requirements	Federal and state DOJ compliance for PII and protected justice data; data residency as applicable	Section IV.F.2	Pass/Fail

SOC 2 Type II	Mandatory certification; current audit report required or demonstrated audit participation	Section IV.F.3	Pass/Fail (mandatory)
FedRAMP Moderate	Strongly preferred; not mandatory	Section IV.F.3	Scored (preferred)
ISO Certification	Referenced alongside SOC 2 and FedRAMP; specific ISO number not stated	Section IV.F.3	Scored (preferred)
California State Licenses and Permits	Vendor must possess all required California and Contra Costa County licenses; submit with proposal or before contract signing	Section III.D	Pass/Fail

4.4 Technical Do's and Don'ts

Do	Don't / Consequence
Provide a closed system that does not reach external sources at runtime (Section I.C)	Do not propose a platform that calls external APIs or internet sources for data augmentation, this violates the 'closed system' requirement and is a disqualification risk
Enforce source citation in all AI-generated outputs to prevent hallucination (Section IV.C)	Do not present a system that generates narrative without tracing claims to source records, hallucination in court documents is a liability for the County
Produce officer-editable draft outputs (Section IV.A)	Do not auto-file documents without officer review, the solicitation explicitly requires human-in-the-loop
Have all personnel with system access complete CJIS background checks and sign CJIS Addendum (Section IV.F.1)	Do not allow any staff, including offshore or subcontract personnel, to access the system before CJIS clearance is obtained
Demonstrate the existing, production-ready platform in oral presentations (Section II.E)	Do not describe a platform you plan to build after award, the solicitation requires a turnkey solution at contract start
Use CJIS-compliant API for all CMS integration (Section IV.B)	Do not propose non-CJIS data transfer methods such as flat file exports or unsecured data sync

Section 5: Legal and Regulatory Compliance

5.1 Governing Law

This contract is governed by the laws of the State of California. Any dispute must be filed in the courts of Contra Costa County, California per General Conditions Section 10. There is no federal court option unless a separate federal claim exists. California law governs contract interpretation, enforcement, and remedies.

5.2 Contract Clause Intelligence

Clause	What It Says	What It Means for the Vendor	Specific Risk if Ignored

Section 1, Compliance with Law	Contractor must comply with all federal, state, and local laws including licensing, employment, and nondiscrimination	Every person working on this contract must be legally authorized to work in the US. All required California business licenses must be current.	Violation triggers immediate termination for cause under Section 5(b)
Section 2, Inspection	County, State of California, and US Government may inspect contractor performance, place of business, and records	Maintain clean internal records at all times. CJIS-related inspections can occur without advance notice	Failure to cooperate with inspection is a breach of contract
Section 3, Records Retention	All records retained 5 years from final payment; subcontractors over $10,000 must include same clause	Build 5-year records retention into your data architecture from day one. Every subcontract must include the retention clause verbatim	Failure to retain records prevents compliance with Section 3(b) Social Security Act audit rights
Section 5, Termination	Either party may terminate with 30 days written notice; County may terminate immediately for performance failure; funding cessation terminates without notice	The funding cessation clause (5c) is significant: if the County loses the grant or budget allocation funding this contract, it ends without any notice or severance	Vendors cannot recover bid and mobilization costs if funding cessation triggers termination
Section 8, Amendments	Contracts over $100,000 require Board of Supervisors approval to amend	If the total contract value exceeds $100,000 (very likely given the scope), any scope change or price adjustment requires Board approval, this takes time	Vendors who assume quick scope amendments will find contract changes delayed by weeks or months
Section 13, Subcontract and Assignment	Prior written County consent required before entering any subcontract	The offshore team cannot be formally engaged post-award without County written approval. Disclose all intended subcontractors in the proposal.	Unauthorized subcontracting is a material breach; County can terminate and recover damages
Section 15, Conflicts of Interest	Contractor warrants no conflicts of interest and no gifts or payments made to obtain this contract	Any former County employee on the vendor team who was employed by the County within the last 12 months creates a conflict risk. The 'Statement of Economic Interest' form may be required	Conflict of interest indemnification is personal and survives contract termination
Section 16, Confidentiality	Comply with all state and federal confidentiality laws; do not publish or disclose	Criminal justice case data is protected under multiple California statutes. Any breach of confidentiality	Contractor personnel who disclose protected information may be guilty of a

	identity of persons served	creates criminal liability for individuals who disclosed it	misdemeanor under California law
Section 18, Indemnification	Vendor indemnifies and holds County harmless from all claims arising from services; obligation exists even with concurrent County negligence	The indemnification scope is broad. If an AI-generated PSI report contains an error that affects a sentencing outcome and a claim is filed, the vendor may face indemnification demands	Indemnification obligation survives contract expiration, no statute of limitations protection from County claims after contract ends
Section 25, Works Made for Hire	All deliverables are works made for hire; vendor assigns all IP to County unconditionally	Custom report templates, workflows, and configurations built for this County become County property. Vendors cannot reuse County-specific configurations for other clients without express written consent	Publishing or transferring any deliverable without County Administrator written consent is a breach

5.7 Insurance Requirements

Coverage Type	Minimum Limit	Source Clause	Flag
Commercial General Liability	$500,000 if contract is $500,000 or below; $1,000,000 if above	General Conditions Section 19(a)	County and officers must be named as additional insureds
Workers' Compensation	Statutory California limits	General Conditions Section 19(b)	Required for all employees
Auto Liability	Included within the Commercial General Liability coverage (owned and non-owned autos)	General Conditions Section 19(a)	Confirm endorsement includes non-owned autos for any employee using personal vehicles
Certificate of Insurance	Must be submitted with proposal or no later than effective contract date	Section III.A.j; General Conditions Section 19(c)	Include endorsement letter naming County as additional insured

Analyst note: The solicitation does not specify cyber liability insurance, which is unusual for a criminal justice AI contract handling CJIS-regulated data. Vendors should consider carrying cyber liability independently to protect against breach costs, even if the County does not require it. A data breach on this contract involving criminal justice information could generate costs that exceed general liability coverage limits.

5.9 Licensing Requirements

Section III.D requires all licenses and permits required by the State of California and the County of Contra Costa. Submit with the proposal or before contract signing. This includes: California business license, any applicable professional services licenses, and any software vendor registrations required by state law. The Exhibit E Business Opportunities Registration Form also must be submitted, this

registers the vendor in the County's SBE and Outreach databases and is a mandatory form, not optional.

Section 6: Financial and Commercial Requirements

6.1 Pricing Structure

Firm Fixed Price across all six Exhibit B line items: (1) Implementation and Integration, (2) Usage-Based Pricing, (3) Training, (4) Subscription, (5) Customization and Professional Services, (6) Support and Maintenance. All prices are firm for the full contract term per Section VI.C. The two-year pricing must be summarized annually per Section VI.A. Annual invoicing is required; confirm capability to invoice annually when submitting Exhibit B.

6.2 Payment Terms

Annual invoicing. The County's standard payment cycle under California Government Code is net 30 from invoice receipt. No accelerated payment terms are specified. Cash flow implication: vendors whose implementation and setup costs are front-loaded will not recover those costs until the first annual invoice is paid, potentially 12 months after contract award. Price the implementation line item accordingly to avoid a cash flow deficit in the first year.

6.5 Audit Exposure

General Conditions Sections 2, 3, and 27 collectively create significant audit exposure. The County, State of California, and US Government can inspect performance, place of business, and records at any time. Records must be retained for five years. If the contract is federally funded above $500,000, an OMB Circular A-133 audit may be required at the contractor's expense. Under Section 27(C), the County may withhold the estimated cost of the audit or 10% of the contract amount, whichever is greater, from final payment until the audit is complete.

6.6 Budget Status

Not stated. See Section 7 of the Executive Summary for the analyst-derived estimate. The absence of a stated budget is a deliberate procurement tactic. Use the Q&A period to ask the County to provide an estimated contract value or budget range. If they decline, use the scope structure in Exhibit B to build a bottom-up price and cross-reference against comparable California county AI contracts to validate the range.

Section 7: Deliverables Matrix

#	Deliverable	Description	Frequency / Due Date	Format	How to Submit	Consequence of Non-Delivery
1	Implementation Plan	Full plan including system setup, security hardening, pilot launch, parallel testing schedule per Section IV.E	At contract start	Written document	County Project Manager	Potential termination for failure to perform under Section 5(b)

2	Co-Design Requirements Documentation	Workshop outputs, workflow maps, and needs assessments from Section IV.D.1	Per project timeline	Written report	County Project Manager	Missing documentation blocks template development
3	Production-Ready AI Platform	Fully deployed platform meeting all Section IV.A-C requirements	Per implementation timeline	Live system	County-designated IT contact	Performance failure trigger; remedy or cure notice
4	Secure Mobile Application	CJIS-compliant mobile app with voice-to-text, safety intelligence, route optimization	Per implementation timeline	Deployed mobile app	County-designated IT contact	Scope deficiency; potential withholding of payment
5	CMS Integration	CJIS-compliant API integration with County CMS with auto-population of report fields	Per implementation timeline	Live integration	County IT and CMS vendor	Scope deficiency; payment at risk
6	Training Materials	User training materials, quick-reference guides, onboarding modules per Section IV.D.3	Before full deployment	Written/digital	County project manager and training coordinator	Change management failure; user adoption risk
7	Progress Briefings	Weekly or biweekly reports per Section IV.E.2	Weekly or biweekly	Written report or meeting notes	Dedicated project manager	Missed briefings signal scope control problems
8	Analytics Dashboards	Administrative dashboards, audit logs, exportable reports per Section IV.G	Ongoing from deployment	Live system dashboard	County administrator	Breach of scope; affects grant compliance reporting

9	CJIS Addendum	Signed CJIS Addendum for all personnel with system access per Section IV.F.1	Before system access is granted	Signed document	County designated CJIS officer	Personnel cannot access system without it; blocks deployment

Section 8: Roles and Responsibilities Matrix

Role	Organization	Specific Responsibilities	Offshore-Eligible?	Notes
Sr. Buyer / Contracting Officer (Des Gebre)	Contra Costa County Purchasing	Primary contact pre-award; Q&A management; addenda issuance	No	Do not contact directly during solicitation
Purchasing Manager (Cindy Shehorn)	Contra Costa County	Protest recipient; administrative oversight	No	Protest must be submitted to this office within 5 business days of Notice of Intent to Award
Probation Department SMEs	Contra Costa County Probation	Co-design workshop participants; workflow mapping contributors; user acceptance testing for new report types	No	Vendor must coordinate access to these personnel during implementation; they are not directly managed by Purchasing
Vendor Dedicated Project Manager	Winning Vendor	Weekly/biweekly briefings; implementation management; risk management; sole primary contact with County post-award	Partial, PM must be US-based for County-facing communication	County expects a named PM in the proposal; this person should appear in Exhibit A Section L
Vendor Technical Lead	Winning Vendor	System setup, security hardening, CMS integration, CJIS compliance architecture	No, must hold or obtain CJIS clearance; must be US-based for system access	Background checks required before system access
Vendor Training Lead	Winning Vendor	Develop and deliver in-person and virtual training; create user materials	Partial, material development offshore-permissible	Training delivery may be virtual; offshore can develop content

			with PM review; delivery should be US-based where in-person	
Offshore Support Team	Subcontractor (if approved)	Pre-award: proposal drafting, research, compliance matrix. Post-award: County written consent required per Section III.J before any engagement	Yes (pre-award); Conditional (post-award)	No direct communication with County staff at any stage

Section 9: Performance Standards and KPIs

The solicitation does not specify quantified SLAs, error rate thresholds, or uptime guarantees. This is a significant scope gap. The only performance standard mentioned is parallel testing to validate data output accuracy and compliance (Section IV.E.1). The vendor's proposal should include proposed SLAs in the technical narrative, this demonstrates maturity and reduces post-award dispute risk.

Reporting cadence: weekly or biweekly progress briefings per Section IV.E.2. The vendor chooses the frequency; weekly is the stronger showing during the implementation period.

Inspection and acceptance: the solicitation provides no formal acceptance testing protocol. Analyst recommendation: propose a specific User Acceptance Testing (UAT) framework in the technical narrative, including the Section IV.I requirement for UAT before production release of new report types. Offer the County a clear definition of what 'done' looks like for each deliverable.

Cure notice and default: General Conditions Section 5(b) allows the County to terminate immediately upon written notice if the contractor fails to perform any obligation. There is no stated cure period. In practice, the County head of department makes the final determination on disputes per Section 9. Vendors should treat any performance concern as urgent, there is no guaranteed remedy period before termination.

Section 10: Cybersecurity and IT Compliance Requirements (Module M-IT)

CJIS Security Policy compliance is the single highest-stakes technical requirement in this solicitation. CJIS governs all access to criminal justice information, which includes every data element the platform processes. Key requirements: encryption in transit and at rest (FIPS 140-2 minimum); multi-factor authentication for all system users; comprehensive audit logging of all data access events; signed CJIS Security Addendum between the vendor and the FBI CJIS Division, administered through the California Department of Justice; background fingerprint checks for all personnel with unescorted physical or logical access to CJIS data.

SOC 2 Type II is required, not preferred. The audit report must be current (within 12 months). If the vendor is mid-cycle, provide documentation of audit participation and the expected completion date.

The 'closed system' requirement in Section I.C means the AI model cannot make real-time calls to external APIs, language model APIs, or internet search tools. All language model inference must occur within the County's environment or the vendor's CJIS-accredited environment. Cloud-hosted models are permissible only if the hosting environment is CJIS-compliant and the County data never transits unprotected.

Data residency: Section IV.F.2 references data residency requirements 'as applicable.' Vendors should clarify in Q&A whether the County requires data to remain within California or within the United States. For CJIS data, international data storage is prohibited regardless of encryption.

Penetration testing results must be provided per Section IV.F.3. Include the most recent pentest report summary in the technical proposal. If the full report is too sensitive to share, provide an executive summary with findings and remediation status.