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Date: March 12, 2026  
To: Board of Directors  
From: David Aranda, Interim General Manager  
Presented by: Police Chief Gancasz  
Subject: Approve purchasing a Live Scan machine for the police department at a cost not to exceed \$10,000

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**Recommendation**

Approve the capital equipment purchase of a Live Scan machine at a cost not to exceed \$10,000.

**Background**

Attached is the Chief's report on the background of the live scan machine that was in the police building and the reasons for the need to have a current machine that serves the needs of the department and the community.

I support Chief Gancasz's request. This item was not budgeted for the current fiscal year but the \$10,000 as a capital expenditure will not adversely affect the police budget for the current fiscal year.

**Exhibit(s)**

- Chief's report on the background of the live scan machine



# POLICE DEPARTMENT

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*Mike Gancasz, Chief of Police*

## MEMORANDUM

**DATE:** March 1, 2026  
**TO:** D. Aranda, General Manager  
**FROM:** M. Gancasz, Chief of Police *mg*  
**SUBJECT:** Recommendation to Fund and Establish a New LiveScan Applicant-Only System for the Kensington Police Department

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### 1. Purpose

To request authorization and funding for the Kensington Police Department (KPD) to establish an internal, State-approved LiveScan Applicant-Only Program under the California Private Service Provider (PSP) model, including procurement of new fingerprint scanning equipment, software, and implementation services.

### 2. Background

#### 2.1 Retirement of Former Applicant-Only LiveScan System (2016–2023)

In September 2023, the District's standalone Applicant-Only LiveScan system—originally purchased in July 2016—was determined to have reached end-of-life. The system had not been covered by any hardware or software support agreement since 2019 and was no longer serviceable or supported by its vendor. It was subsequently decommissioned.

#### 2.2 Reliance on Contra Costa County Sheriff's Office (CCCSO) System (2021–2025)

Beginning in 2021, KPD utilized the Contra Costa County Office of the Sheriff's LiveScan system, which routed both criminal and applicant fingerprints through the CCCSO DOJ portal. Although primarily intended for criminal submissions, the system temporarily met both needs and allowed elimination of a separate Applicant-Only system. When necessary, outside commercial vendors were used for community Applicant submissions.



## **2.3 Discontinuation of CCCSO LiveScan Support (2024)**

In 2024, CCCSO notified KPD that LiveScan services, maintenance, and portal support would be discontinued. Continued operation would require KPD to locate a third-party support vendor; however, DOJ/FBI routing through CCCSO's dedicated portal could not legally or technically be transferred to any external vendor.

By December 2025, the system became unstable, with DOJ/FBI data tables failing to update. KPD relinquished the CCCSO LiveScan hardware package (LSID-J06 cabinet, scanner, camera, computer, power supply, monitor) back to CCCSO on January 15, 2026.

## **2.4 Current Stop-Gap Approach Through ERSIC, LLC**

KPD is currently able to provide internal and community LiveScan services through ERSIC, LLC—a licensed California Private Investigations firm and State-authorized LiveScan vendor. Under the existing services agreement:

- There is no direct cost to the District for LiveScan hardware, maintenance, or submission fees.
- LiveScan processing for District employee/volunteer applicants is absorbed by ERSIC as part of its contracted hourly rate.
- Community LiveScan services may be provided at the Board-approved fee of \$100, generating an average net of approximately \$62.50 per scan, though no community scans have been performed since 2021.

This arrangement remains viable only so long as the contract continues and is not terminated by either party.

## **3. Need for an Internal PSP-Authorized Applicant-Only LiveScan System**

If ERSIC is unavailable or the contract is discontinued, KPD will have no local capacity to conduct Applicant Only fingerprinting for:

- Prospective District employees
- Volunteers
- Police auxiliary personnel
- CERT members
- Community applicants under the District fee schedule

Although criminal LiveScan submissions can still occur through the Martinez booking process, Applicant Only scanning cannot.



Becoming a State-approved Private Service Provider (PSP) would give KPD:

- Full internal control over Applicant LiveScan scheduling and service delivery
- Independence from external vendors or county-based portals
- A reliable, consistent platform meeting DOJ/FBI submission requirements
- A sustainable cost-recovery model using the Board's existing fee schedule

The PSP approval process takes approximately 120 days, with a State application fee of approximately \$100 for the program administrator.

## 4. Equipment Options and Cost Estimates

Two State-approved vendor systems suitable for Kensington are:

Option 1 – Fulcrum Biometrics PSP System – \$6,517

- Annual software support after year one: \$600–\$800
- Channeling fee: \$1 per transaction

Option 2 – Biometrics4All PSP System – \$7,657.43

- Annual software support after year one: \$750–\$1,100
- Channeling fee: \$3 per transaction

Recommended Budget for Program Adoption: \$10,000

This amount covers:

- LiveScan hardware and software
- Installation and system setup
- Two years of maintenance/support
- Staff/volunteer training and roller certification
- Minor ancillary costs and insurance

To allow for price variation and implementation contingencies, an authorization not to exceed \$15,000 is recommended.

## 5. Fee Schedule Clarification (Recommended Board Action)

Resolution No. 2025-10 establishes a LiveScan fee of **\$100** for community applicants. However:

- The \$100 fee currently does not specify that it is a rolling fee only.



- DOJ, FBI, and CACI fees vary widely—from \$49 for general CORI checks to \$300+ for specialized licensing certifications.

Without clarifying language:

- Staff may inadvertently absorb State or Federal fees.
- Billing inconsistencies may occur.

Recommendation: Adopt a 2026 amendment clarifying that the District’s \$100 charge is a “rolling and submission fee only,” and that all DOJ/FBI/CACI fees are collected from the applicant at the time of service.

## 6. Fiscal Impact

Sufficient funding is available within existing budget lines:

- GL 566 – Radio Maintenance: \$5,000
- GL 568 – Evidence, Investigations & Forensics: \$5,000

Combined available allocation: \$10,000. Authorization of up to \$15,000 provides a contingency buffer and may require a minor budget adjustment depending on final vendor selection.

## 7. Recommendation

It is recommended that the General Manager forward the following actions to the Board of Directors for approval:

1. Authorize the Police chief to prepare and submit the State of California Private Service Provider (PSP) application on behalf of the District.
2. Approve a comparative review of regional LiveScan vendor pricing and neighboring agency fee structures, and return to the Board with a draft resolution updating the District’s LiveScan fee schedule where appropriate.
3. Authorize the Kensington Police Department to establish an internal Applicant-Only LiveScan Program under the PSP model.
4. Approve procurement of LiveScan equipment, software, maintenance, setup, and training costs in an amount not to exceed \$15,000.

## 8. Conclusion

Due to the documented failure of prior systems, the discontinuation of CCCSO support, and the operational need for reliable Applicant LiveScan capacity, it is both operationally prudent and fiscally responsible for KPD to establish its own State-approved LiveScan program.



This action will:

- Restore in-house fingerprinting capability
- Ensure uninterrupted service for employees, volunteers, and community members
- Maintain compliance with DOJ/FBI requirements
- Reduce reliance on outside vendors
- Support a sustainable cost-recovery model under the District's fee schedule



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**ROB BONTA**

*Attorney General*

# Live Scan Operators

Home / Background Checks / *Live Scan Operators*

Authorized private companies and designated government agencies in California may submit requests for criminal offender record information reviews directly to the Department of Justice using the statewide electronic applicant communication network maintained by the Attorney General.

These private service providers (PSP) or Live Scan Operators submit these electronic requests on behalf of applicant agencies that are reviewing the suitability of individuals for employment, licensing, certification, foreign adoptions or entry into the United States or another country.



To help ensure the privacy rights of applicants, the proper handling of confidential applicant information and the security of the electronic communication network, private service providers or Live Scan Operators in the state are required by the Department of Justice to pass a criminal record background check and obtain a fingerprint rolling certificate.

If you are interested in becoming a Private Service Provider or Live Scan Operator, please e-mail your request to: [livescansupport@doj.ca.gov](mailto:livescansupport@doj.ca.gov)

It is important to note the owner/contact person and all fingerprint rollers must be certified to roll fingerprints prior to approval of your application. To obtain certification, contact: [FPCERT@doj.ca.gov](mailto:FPCERT@doj.ca.gov).

Finally, the process will take 90 to 120 days from the receipt of a complete and accurate application. This time frame does not include obtaining your fingerprint roller certificate.

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**APPLICANT FINGERPRINT PROCESSING FEES**  
(As of August 17, 2012 - Subject to Change)

Print Form

Purpose of Fingerprint Submission	State CORI Fee	Federal CORI Fee	CACI Fee	Firearms Eligibility	Application Fee	
					Initial	Renewal
<b>Employment</b>						
General	\$32	\$17	N/A	N/A	N/A	N/A
Criminal Justice Agency (non-sworn/vendor access)	\$32	\$0	N/A	N/A	N/A	N/A
Peace Officer Auxiliary	\$32	\$0	N/A	\$19	N/A	N/A
Peace Officer Firearms with CACI	\$32	\$0	\$15	\$19	N/A	N/A
Human Resource Agency Employee (non-profit)	\$0	\$17	N/A	N/A	N/A	N/A
In-Home Support Services	\$32	N/A	N/A	N/A	N/A	N/A
Trustline Registry/CASA* Employee with CACI	\$32	\$17	\$15	N/A	N/A	N/A
All other employees are charged the 'General' fee						
<b>Volunteer</b>						
Human Resource Agency/Youth Org. (non-profit)	\$0	\$15	N/A	N/A	N/A	N/A
Human Resource Agency/Youth Org. (for profit)	\$32	\$15	N/A	N/A	N/A	N/A
Trustline Registry/CASA* Volunteer with CACI	\$32	\$15	\$15	N/A	N/A	N/A
Child Day Care Volunteer (small/home)	\$0	\$15	\$0	N/A	N/A	N/A
Child Day Care Volunteer (large/facility)	\$42	\$15	\$15	N/A	N/A	N/A
Foster Care Mentor Volunteer	\$0	\$15	\$15	N/A	N/A	N/A
All other volunteers use the "Employment" fee schedule						
<b>Certificates/Licenses/Permits</b>						
General	\$32	\$17	N/A	N/A	N/A	N/A
Check Casher	\$32	N/A	N/A	N/A	\$50	\$50
Child Day/Residential Care (small/home)	\$0	\$17	\$15	N/A	N/A	N/A
Child Day/Residential Care (large/facility)	\$42	\$17	\$15	N/A	N/A	N/A
Adult Day/Residential Care	\$42	\$17	N/A	N/A	N/A	N/A
Custodian of Records	\$32	\$17	N/A	N/A	\$30	N/A
Fingerprint Roller	\$32	\$17	N/A	N/A	\$25	N/A
Certificate/License/Permit with Firearm	\$32	\$17	N/A	\$38	N/A	N/A
Secondhand Dealer/Pawnbroker	\$32	N/A	N/A	N/A	\$300	\$300
All other certificates/licenses/permits are charged the "General" fee						
<b>Other</b>						
Application for Visa/Immigration	\$32	N/A	N/A	N/A	N/A	N/A
Emergency Child Placement	\$0	\$17	\$0	N/A	N/A	N/A
Petition for Adoption	\$32	\$17	\$15	N/A	N/A	N/A
Record Review	\$25	N/A	N/A	N/A	N/A	N/A
POST Training Certificate	\$32	N/A	N/A	\$19	N/A	N/A

N/A - Not Applicable  
CACI - Child Abuse Central Index  
CASA - Court Appointed Special Advocate  
\* CASA CACI checks available 1/1/08 and are permissive, not mandatory

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**RE: Fulcrum Biometrics LIVESCAN Quote**

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**From** Anthony Gonzales <phillip.m@fulcrumbiometrics.com>

**Date** Thu 1/29/2026 11:42 AM

**To** Jason Haynes <JHaynes@kppcsd.org>

 1 attachment (121 KB)

quotation\_01292026023821.pdf;

Please see attached.

**Anthony Gonzales** | Growth Executive, Law Enforcement / Strategic Partnerships

16108 University Oak

San Antonio, TX 78249

210-860-6996 Cell

210-228-9891 Ext. 908 Office

[anthony.g@fulcrumbiometrics.com](mailto:anthony.g@fulcrumbiometrics.com) | [Website](#) | [Support](#) | BuyBoard Member #698-23

<https://www.buyboard.com/home.aspx>

[../../../../Documents/Custom%20Office%20Templates]https://www.linkedin.com/in/anthonygonzales-sales-leader



**From:** Jason Haynes <JHaynes@kppcsd.org>

**Sent:** Wednesday, January 28, 2026 5:33 PM

**To:** Anthony Gonzales <phillip.m@fulcrumbiometrics.com>

**Subject:** Re: Fulcrum Biometrics LIVESCAN Quote

Good afternoon,

Can you provide an updated quote for an Applicant Only system for the Kensington Police Department please? We will not need criminal fingerprinting for this system but applicant only. We are trying to get budget numbers for the next fiscal year with an all-inclusive mobile system.

Thank you,

Jason P. Haynes  
Kensington Police Department  
510-525-7573 | Dispatch  
510-526-4141 | Main  
510-277-5576 | Cell  
510-526-1028 | Fax

Email: [Jhaynes@kppcsd.org](mailto:Jhaynes@kppcsd.org)

10940 San Pablo Ave | El Cerrito, California 94530

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**From:** Phillip Moore <[phillip.m@fulcrumbiometrics.com](mailto:phillip.m@fulcrumbiometrics.com)>

**Sent:** Thursday, August 10, 2023 3:10 PM

**To:** Jason Haynes <[JHaynes@kppcsd.org](mailto:JHaynes@kppcsd.org)>

**Subject:** Fulcrum Biometrics Quote

Hello Jason,

I received your information from Kathleen. Thank you for being a loyal FB customer!

She asked me to get two quotes for you, one with pricing for a direct connect via the S.D.s portal and one using our peer provider G2 Solutions. From my conversations with Kathleen I assume that you are available with the process to get your equipment connected with Cal DOJ. If you need any assistance in that regard or anything related to the process please let me know.

Many Thanks,

Phil.

**Phil Moore** | Sales

16108 University Oak

San Antonio, TX 78249

O: (210) 797-7844

C: 830-832-6067

[phillip.m@fulcrumbiometrics.com](mailto:phillip.m@fulcrumbiometrics.com) | [Website](#) | [Support](#)



# QUOTATION



**Fulcrum Biometrics, Inc.**  
16108 University Oak  
San Antonio, TX 78249  
210/257-5615  
sales@fulcrumbiometrics.com  
www.fulcrumbiometrics.com

**Bill To:**

Jason Haynes  
Kensington PD CA  
10940 San Pablo Ave.

**Ship To:**

10940 San Pablo Ave.  
  
El Cerrito  
CA  
94530

**Submitted By:** Anthony Gonzales

**Phone:** 210.228.9891  
**Email:** anthony.g@fulcrumbiometrics.com

**Date:** 11/13/2023

**Expiration:** 3/31/2024

**Quote #:** Q04702

**Terms:**

JHaynes@kppcsd.org

Qty	Item #	Description	Unit Price	Total Price
1	Laptop - Dell Pro 16 - 3yr	Dell Pro 16 (PC16250) XCTO Base - 16", Intel(R) Core(TM) 5, 16GB RAM, 256GB TLC SSD, Pre-configured with Windows 11 Pro OS (includes 3 year Pro Support warranty on laptop)	\$999.00	\$999.00
1	Thales CS500f	Thales CS500f USB 3.0 compact 10-print fingerprint scanner with Appendix F FBI IAFIS certified (EXPORT CONTROLLED) - with 2 year hardware warranty	\$975.00	\$975.00
0	SOFTWARE		\$0.00	\$0.00
1	200300-01	FbF LiveScan Base Application provides both a repository of digital fingerprint records and a management system that includes record management, configuration management and transaction management.	\$2,499.00	\$2,499.00
1	200300-01-CAA	FbF LSP: CA (CalDoJ) enables FbF LiveScan to transmit digital fingerprint records to CalDoJ.	\$999.00	\$999.00
1	Annual LiveScan M&S - Standard	FbF Annual Software Maintenance & Support - STANDARD entitles users to any application upgrades, patches, fixes and access to the online support portal for 1 year from purchase date.	\$600.00	\$600.00
1	Installation - 01	Software Installation Services (performed prior to shipping on computer supplied by Fulcrum Biometrics)	\$100.00	\$100.00
1	Training - Video	Software Training Services - unlimited access to online training videos. Online 1-on-1 training with one of our trainers is available for \$250/session.	\$0.00	\$0.00

1	LiveScan Channeling-CaDOJ Setu	LiveScan Channeling - CalDOJ Peer Provider Account SetUp Fee. Peer Provider will setup and connect your system to their store and forward server for indirect connection to CalDOJ. (Per LiveScan location)	\$300.00	\$300.00
0	LiveScan Channeling-CalDOJ	LiveScan Channeling - CalDOJ Peer Provider Transaction Fee. This \$1/transaction Fee is charged for every transaction to cover the cost of the Peer Provider channeling services.	\$1.00	\$0.00
0	LiveScan - Hard Case Bundle	(OPTIONAL-NOT INCLUDED) Hard Travel Case with Custom Foam Insert used for FbF LiveScan System - black, telescopic pull handle, wheels and padlock holes and custom foam insert. Fits laptops no larger than 10" x 15".	\$325.00	\$0.00
0	200343-B	(OPTIONAL-NOT INCLUDED) FbF Barcode Bundle with FbF Barcode Software Application and wireless 2-D Barcode Scanner. Reads drivers licenses with appropriate FbF LiveScan software (AAMVA pdf 4.17 format) - not available in all states.	\$349.00	\$0.00
1	Prepaid & Add	Shipping and handling fees prepaid by Fulcrum and charged to customer on invoice, calculated at time of invoicing.	\$0.00	\$0.00

Subtotal \$6,472.00

Estimated Tax TBD

Estimated Shipping & Insurance TBD

Total \$6,517.00

**NOTES:**



\*Quote may not include taxes or shipping  
 \*Currency: USD\$ Does not include customs/duties fees that may apply  
 \* Incoterms: FCA  
 \*Some non-biometric products may be substituted with products of equal or greater value.

**FbF LiveScan Maintenance & Support (M&S) Subscription Service Plan**

Thank you for selecting FULCRUM BIOMETRICS as your live scan equipment provider. Please carefully review the details of this Maintenance & Support Subscription Service Plan. Subscription to this service plan guarantees access to the services mentioned above and detailed below. Should the maintenance and support subscription lapse, Fulcrum is under no obligation to provide patches, new versions, or upgrades to your existing system.

**MAINTENANCE AND SUPPORT SUBSCRIPTION BENEFITS**

- Fulcrum Biometrics has three support plans to choose from which are detailed on the website located here: [www.fulcrumbiometrics.com/msplans](http://www.fulcrumbiometrics.com/msplans)
- Free support for an unlimited number of incidents for a year
- U.S. phone support available based on support plan chosen.
- Support portal access 24 hours a day
- Discounts available for advance purchase of multi-year M&S packages
- Free bug fixes, maintenance updates and upgrades to existing version software features during the subscription period.
- Feature enhancements will only be available to customers with an active subscription. (Additional fees may apply.)

**GENERAL POLICIES AND LIMITATIONS**

**1. Renewal Policy:**

The initial term of the service plan is one year from the first day of the second month after purchase. In most cases, this means you have received your system; final configuration has been completed; and any certification tests with states (if applicable) have successfully completed. The subscription will automatically renew for the next twelve (12) months when Fulcrum Biometrics receives your payment. A renewal payment not remitted within 30 days of the effective anniversary date will cause the subscription to be canceled.

In the case of a canceled or lapsed subscription, you may be subject to paying a reinstatement fee in addition to the subscription renewal fee. See website for details.

This subscription may be terminated by Fulcrum Biometrics immediately and without notice if the subscriber fails to comply with any term or condition of this Agreement, or if a subscriber exceeds reasonable use of the M&S services.

From time-to-time Fulcrum Biometrics may change the terms or conditions of this subscription plan, method of delivering or accessing the subscription, and/or the subscription fee.

**2. Definition of an Incident:**

For purposes of these terms and conditions, an "incident" means (a) a single issue or problem that a subscriber asks a support representative to analyze or resolve, (b) a product-usage question that involves a single topic on a feature or function of the software, or (c) a single request for installation or troubleshooting of peripheral hardware devices. The technical support representative will determine if any additional incidents may be handled during the course of the telephone or electronic contact.

**3. General Policies:**

During the term of the subscription, customers will receive support for an unlimited number of incidents. Fulcrum Biometrics reserves the right to limit each contact (telephone or electronic) to one incident as defined above. Fulcrum Biometrics may also choose to limit, terminate, or not renew support service for any subscriber who uses the service in an irregular, excessive, abusive, or fraudulent manner. Terms, conditions, support features, procedures, pricing and support availability for future periods are subject to change at any time without notice. Coverage is non-transferable and is valid for the subscriber only. Resale or transfer of subscription rights is strictly prohibited. If an Original Subscriber sells or transfers their system, the new owner of the system must purchase a new M&S subscription before Fulcrum will support a new owner of a transferred live scan system.

**4. Support Availability:**

Support availability may vary from stated hours due to downtime for systems and server maintenance, company events, observed U.S. holidays, and events beyond our control. There are multiple ways to receive support from Fulcrum Biometrics:

- Initiate a support ticket in Fulcrum's Helpdesk by visiting [support.fulcrumbiometrics.com](http://support.fulcrumbiometrics.com).
- Visit the online helpdesk and initiate a chat session.
- Call Fulcrum's support numbers (210-257-5615 or 800-430-4601) between 8:30am and 5:30pm Central Time.

While it is Fulcrum's preference that you initiate all support requests in our Help Desk, we recognize that this is not always possible, especially during a fingerprinting appointment. In this case, call the Fulcrum support number.

Fulcrum Biometrics will not call back customers located outside the United States, nor is Fulcrum Biometrics responsible for long-distance telephone charges incurred in connection with the use of the service plan from a location outside the United States. Support Topic Limitations:

Inquiries are limited to the following Software product areas: installation, upgrade assistance, basic functionality, and hardware troubleshooting. Fulcrum Biometrics will also assist subscribers with basic connectivity issues between client and server components installed in the same network to the extent necessary to confirm whether such issues relate to equipment or software within Fulcrum Biometrics control.

Fulcrum Biometrics shall not be responsible for connectivity issues caused by user network setup or configuration, or third-party services, service providers, hardware, or software. The service plan does not cover application consulting or training which can be purchased for an additional fee. Fulcrum support hours and response time guarantees do not apply to third parties (resellers) who are responsible for providing first level support to their customers. If you purchased your live scan system from another company that is not Fulcrum Biometrics, you must first contact the company from whom you purchased your live scan system.

**5. Product Upgrade Limitations:**

Fulcrum Biometrics will send service plan subscribers new software version upgrades when and if a new release is available for their edition of the product during the subscription period. Subscribers will NOT be entitled to receive a version upgrade released after the expiration date of their subscription. Version upgrades are provided for use by subscribers only and are strictly prohibited from resale.

**6. Supported Products and Services:** The service plan subscription covers all supported versions of software.

**7. Warranty:**

Fulcrum Biometrics warrants that the software will conform to manufacturer specifications and are free from defects in material and workmanship when used under normal operating conditions and within the service for which they were furnished for 90 days after purchase. Hardware warranties are managed separately from this agreement through our RMA process. See published return policy.

The software warranty obligation of Fulcrum Biometrics shall expire 90 days after purchase, unless otherwise specified, and is limited to repairing, or at its option, replacing without charge, of any such software product provided by Fulcrum Biometrics. In the event Fulcrum Biometrics is not able to repair or replace defective products or components within a reasonable time after receipt thereof, Buyer shall be credited for their value at the original purchase price for the return of products. Shipping and sales tax are non-refundable. NOTE: User must ship hardware back in original packaging in this case. See published return policy.  
<https://store.fulcrumbiometrics.com/pages/returns-policy>

Fulcrum Biometrics must be notified in writing of the defect or nonconformity within the warranty period for the software under warranty.

Fulcrum Biometrics warrants that all products of other manufacturers, resold by Fulcrum Biometrics, conform to manufacturer specifications and are free from defects in material and workmanship when used under normal operating conditions and within the service for which they were furnished.

This is Fulcrum Biometrics' sole warranty with respect to the products delivered hereunder. No statement, representation, agreement or understanding oral or written, made by an agent, distributor, representative or employee of Fulcrum Biometrics which is not contained in this warranty, will be binding upon Fulcrum Biometrics unless made in writing and executed by an authorized Fulcrum Biometrics employee.

**8. Disclaimer of Warranties:**

PLAN SUPPORT SERVICES ARE PROVIDED "AS-IS" AND, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, FULCRUM BIOMETRICS, ITS AFFILIATES, LICENSORS, PARTICIPATING FINANCIAL INSTITUTIONS, THIRD-PARTY CONTENT AND SERVICE PROVIDERS, DISTRIBUTORS, DEALERS AND SUPPLIERS (COLLECTIVELY, "SUPPLIERS") DISCLAIM ALL GUARANTEES AND WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, REGARDING THE SERVICES, CONTENT, AND RELATED MATERIALS, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, TITLE, MERCHANTABILITY, NON-INTERFERENCE OR NON-INFRINGEMENT OF ANY INTELLECTUAL PROPERTY RIGHTS AND SIMILAR LAWS OF ANY JURISDICTION. FULCRUM BIOMETRICS AND ITS SUPPLIERS DO NOT WARRANT THAT THE SERVICES ARE SECURE OR FREE FROM BUGS, VIRUSES, INTERRUPTION, OR ERRORS, OR THAT THE SERVICES WILL MEET YOUR REQUIREMENTS. FURTHER, FULCRUM BIOMETRICS DOES NOT WARRANT ACCESS TO THE INTERNET OR TO ANY OTHER SERVICE OR CONTENT OR DATA THROUGH THE SERVICES. SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. In that event, any implied warranties are limited in duration to sixty (60) days from the first date of service. Under no circumstance shall Fulcrum Biometrics be liable to Buyer, in contract or in tort, for any special, indirect, incidental, or consequential damages, expenses, losses or delay however caused.

**9. Limitation of Liability and Damages:**

Fulcrum Biometrics maximum liability, and subscriber's sole remedy, for any claim arising under the service plan will be the refund of an amount not exceeding the subscription fee paid by the subscriber for 12-month period during which the claim arose. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, FULCRUM BIOMETRICS, ITS AFFILIATES AND ITS SUPPLIERS SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OR FOR ANY DAMAGES RELATING TO LOSS OF BUSINESS, TELECOMMUNICATION FAILURES, THE LOSS, CORRUPTION OR THEFT OF DATA, VIRUSES, SPYWARE, LOSS OF PROFITS OR INVESTMENT, WHETHER BASED IN CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY OR OTHERWISE, EVEN IF FULCRUM BIOMETRICS, ITS AFFILIATES, ITS SUPPLIERS OR ITS REPRESENTATIVES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND EVEN IF A REMEDY SET FORTH HEREIN IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE. THE LIMITATIONS OF DAMAGES SET FORTH ABOVE ARE FUNDAMENTAL ELEMENTS OF THE BASIS OF THE BARGAIN BETWEEN FULCRUM BIOMETRICS AND YOU.

10. **Governing Law:**

These terms will be governed by and construed in accordance with the laws of the State of Texas, without giving effect to any principles of conflicts of laws. Subscriber agrees that any action arising out of or relating to the service provided by Fulcrum Biometrics will be filed and maintained only in the state or federal courts located in San Antonio, Texas and subscriber hereby consents and submits to the personal jurisdiction of such courts for the purpose of litigating any such action. If any provision of these terms is deemed unlawful, void or unenforceable for any reason, then that provision will be deemed severable from these terms and will not affect the validity and enforceability of any remaining provisions. This is the entire agreement between Fulcrum Biometrics and the subscriber relating to the subject matter of these terms, and may not be modified except in a writing signed by both the subscriber and an authorized representative of Fulcrum Biometrics.

11. **Privacy Statement:**

Your subscription is subject to Fulcrum Biometrics privacy policies, as may be amended from time to time, as set forth in our Privacy Statement: [http://www.fulcrumbiometrics.com/terms\\_privacy.asp](http://www.fulcrumbiometrics.com/terms_privacy.asp). By registering for this subscription, you consent to the use of your personally identifiable information in accordance with such privacy statement.

12. **Refund Policy:**

All software products are fully refundable within thirty days delivery. Purchases of products, software, services, and maintenance/ support for subsequent years are non-refundable. See published return policy. <https://store.fulcrumbiometrics.com/pages/returns-policy>

**WARRANTY**

Fulcrum Biometrics warrants that its proprietary software will conform to manufacturer specifications and are free from defects in material and workmanship when used under normal operating conditions and within the service for which they were furnished for 90 days.

The obligation of Fulcrum Biometrics hereunder shall expire 90 days after delivery, unless otherwise specified, and is limited to repairing, or at its option, replacing without charge, of any such product which in Fulcrum Biometrics sole opinion proves to be defective within the scope of this warranty. In the event Fulcrum Biometrics is not able to repair or replace defective products or components within a reasonable time after receipt thereof, Buyer shall be credited for their value at the original purchase price.

Fulcrum Biometrics must be notified in writing of the defect or non-conformity within the warranty period and the affected products returned to Fulcrum Biometrics facility or to an authorized service center within the first 90 days of ownership. Shipment shall not be made without prior written authorization by Fulcrum Biometrics.

Fulcrum Biometrics warrants that all products of other manufacturers, resold by Fulcrum Biometrics, conform to manufacturer specifications and are free from defects in material and workmanship when used under normal operating conditions and within the service for which they were furnished. Hardware warranties are passed through from the manufacturer and are typically one (1) year.

This is Fulcrum Biometrics' sole warranty with respect to the products delivered hereunder. No statement, representation, agreement or understanding, oral or written, made by an agent, distributor, representative or employee of Fulcrum Biometrics which is not contained in this warranty, will be binding upon Fulcrum Biometrics unless made in writing and executed by an authorized Fulcrum Biometrics employee.

1. **Disclaimer of Warranties:**

SOFTWARE, HARDWARE, AND SUPPORT SERVICES ARE PROVIDED "AS-IS" AND, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, FULCRUM BIOMETRICS, ITS AFFILIATES, LICENSORS, THIRD-PARTY CONTENT AND SERVICE PROVIDERS, DISTRIBUTORS, DEALERS AND SUPPLIERS (COLLECTIVELY, "SUPPLIERS") DISCLAIM ALL GUARANTEES AND WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, REGARDING THE SERVICES, CONTENT, AND RELATED MATERIALS, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, TITLE, MERCHANTABILITY, NON- INTERFERENCE OR NON-INFRINGEMENT OF ANY INTELLECTUAL PROPERTY RIGHTS AND SIMILAR LAWS OF ANY JURISDICTION. FULCRUM BIOMETRICS AND ITS SUPPLIERS DO NOT WARRANT THAT THE SERVICES ARE SECURE OR FREE FROM BUGS, INTERRUPTION, OR ERRORS, OR THAT THE SERVICES WILL MEET YOUR REQUIREMENTS. FURTHER, FULCRUM BIOMETRICS DOES NOT WARRANT ACCESS TO THE INTERNET OR TO ANY OTHER SERVICE OR CONTENT OR DATA THROUGH THE SERVICES. SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. In that event, any implied warranties are limited in duration to thirty (30) days from the first date of service. Under no circumstance shall Fulcrum Biometrics be liable to Buyer, in Contract or in tort, for any special, indirect, incidental, or consequential damages, expenses, losses or delay however caused.

2. **Limitation of Liability and Damages:**

Fulcrum Biometrics maximum liability, and customer's sole remedy, for any claim will be the refund of an amount not exceeding the purchase price paid by the customer. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, FULCRUM BIOMETRICS, ITS AFFILIATES AND ITS SUPPLIERS SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OR FOR ANY DAMAGES RELATING TO LOSS OF BUSINESS, TELECOMMUNICATION FAILURES, THE LOSS, CORRUPTION OR THEFT OF DATA, VIRUSES, SPYWARE, LOSS OF PROFITS OR INVESTMENT, WHETHER BASED IN CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY OR OTHERWISE, EVEN IF FULCRUM BIOMETRICS, ITS AFFILIATES, ITS SUPPLIERS OR ITS REPRESENTATIVES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND EVEN IF A REMEDY SET FORTH HEREIN IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE. THE LIMITATIONS OF DAMAGES SET FORTH ABOVE ARE FUNDAMENTAL ELEMENTS OF THE BASIS OF THE BARGAIN BETWEEN FULCRUM BIOMETRICS AND YOU.

3. **Governing Law:**

These terms will be governed by and construed in accordance with the laws of the State of Texas, without giving effect to any principles of conflicts of laws. Customer agrees that any action arising out of or relating to the service provided by Fulcrum Biometrics will be filed and maintained only in the state or federal courts located in San Antonio, Texas and subscriber hereby consents and submits to the personal jurisdiction of such courts for the purpose of litigating any such action. If any provision of these terms is deemed unlawful, void or unenforceable for any reason, then that provision will be deemed severable from these terms and will not affect the validity and enforceability of any remaining provisions. This is the entire agreement between Fulcrum Biometrics and the subscriber relating to the subject matter of these terms, and may not be modified except in a writing signed by both the subscriber and an authorized representative of Fulcrum Biometrics.

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**Livescan - Applicant Only**


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**From** Rogelio Vista <RogelioV@sanpabloca.gov>

**Date** Sat 10/11/2025 3:23 PM

**To** Amit Nath <anath@kppcsd.org>; Jason Haynes <JHaynes@kppcsd.org>

**Cc** Mike Gancasz <MGancasz@kppcsd.org>

 1 attachment (276 KB)

22-03-cjis.pdf;

If there is still interest in acquiring a Live Scan machine for applicant-only use, **Biometrics4All** may be a viable solution. The **City of Pinole** is currently utilizing this product, and I've been working with staff at the **Town of Danville** to implement their applicant-only station as well.

The **Contra Costa County Sheriff's Office** continues to operate a legacy Live Scan system that cannot communicate with new connection methods. As a result, several agencies have chosen to bypass the County as a communication path to **CA DOJ**, opting instead for a **direct connection** from the agency to CA DOJ. Biometrics4All facilitates this connection and charges a **\$3 transaction fee per applicant submission**, similar to the post offices, FedEx locations, or other private Live Scan providers that transmit results to CA DOJ.

Several agencies are currently waiting for updates regarding the County's planned **Thales Live Scan system upgrade**, which includes a new software release and mugshot camera. However, the method of communication between the agency and the County's Thales system relies on an **FTP protocol**, which is outdated and generally unsupported by most live scan vendors and CA DOJ (See attached from 2022). Agencies using these older FTP-based systems are not currently charged transaction fees when using the ACCJIN network, but I do see in the future that the incoming **Identification Manager** at CCCSO will see the expense the County is incurring to then offload to agencies as they enforce SFTP for file transfer. This has been mentioned by prior staff at county as they attempt to get themselves out of the hole with this segment of the division. To be transparent, both **County and Thales** appear to be in a discovery phase, working with agencies willing to help identify existing devices, determining software versions and its method of communication. I've been asked to provide County and Thales some information as the ID Unit has no foundational knowledge about how each agency is connected and setup. This gap also extends to **County DoIT/Telecom** that have seen a revolving door with staffing.

The County's decision not to renew the **onsite Thales representative** has further complicated matters, as the individual has since joined another company. This has left CCCSO with interim staff conducting site visits to gather information for the incoming manager to inherit and resolve. Mirroring the challenges we faced when key **ARIES** personnel departed prior to the transition to **ARIES 2.0**.

**CCCSO: Hiring of a new position as a Identification Manage:**

<https://www.governmentjobs.com/careers/contracosta/jobs/5066372-0/identification-manager>

**BIOMETRICS4ALL – Sales rep Daniel Almodovar**

(714) 568-9888 option 3

[sales@biometrics4all.com](mailto:sales@biometrics4all.com)

Website: <https://www.biometrics4all.com/law-enforcement>

**Does not Include Laptop or Computer and only the Livescan device**

Cost of Livescan device for 10 prints - \$4700 - \$5200 (Depending on model)

Transaction fee \$3 - \$5

**Criminal and Applicant Only Livescan**

Crossmatch: LSCAN 500 – roughly around \$9k

Respectfully,

 *Rogelio Vista*

“Teamwork San Pablo – 2025 Year of Empowerment”

**Information Technology | Administrative Services Department**

**13880 San Pablo Avenue San Pablo, CA 94806**



 [rogeliov@sanpabloca.gov](mailto:rogeliov@sanpabloca.gov)  
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 [\(510\) 215-3135](tel:(510)215-3135)



Please check the City’s website for the most current information about City operations, department hours, and links to resources for staying safe. <https://www.SanPabloCA.Gov/COVID19>

**ESTIMATE**

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18300 Von Karman Ave, Ste 700  
Irvine, CA 92612-1057

accounting@biometrics4all.com  
+1 (714) 568-9888



**LS Templates**

**Bill to**  
Live Scan Template  
MPS Testing 2025

**Ship to**  
Live Scan Template  
MPS Testing 2025

**Estimate details**

Estimate no.: SO0858305  
Estimate date: 01/29/2026  
Expiration date: 02/28/2026

Sales Rep: DA

#	Product or service	Description	Qty	Rate	Amount
1.	HW-LT-P-Pro	Hardware-Computer (Laptop)-Performance with Windows 11 Pro Edition	1	\$1,270.00	\$1,270.00
2.	HW-Scan-200	Guardian 200 Scanner	1	\$3,600.00	\$3,600.00
3.	LS4G-Applicant	LiveScan 4th Gen Software-Applicant TOT Module	1	\$1,000.00	\$1,000.00
4.	Svcs-Cfg	New System Custom Setup, Configuration, Training, and Testing	1	\$1,350.00	\$1,350.00
5.	Maint-9X5-Remote	Maintenance is included free for the first year. Starting in year 2, you will choose to enroll in one of the following two maintenance plans.	1	\$0.00	\$0.00
6.	Maint-9X5-SW only	Software Only Maintenance Plan (covers software support, help desk support, and feature upgrades). Annual cost, billed quarterly with autopay.	0	\$750.00	\$0.00
7.	Maint-9X5-Remote	Standard Maintenance Plan (covers hardware support and loaner equipment, software support, help desk support, and feature upgrades). Annual cost, billed quarterly with autopay.	0	\$1,100.00	\$0.00

Subtotal \$7,220.00

Sales tax \$377.43

Note to customer  
Police Department Quote

Shipping

\$60.00

**Total**

**\$7,657.43**

Expiry  
date

02/28/2026

**Accepted date**

**Accepted by**