

**AMENDMENT No. 4 TO:
WORK ORDER
T002198-251306-296790
Between**

**Microsoft Corporation
One Microsoft Way
Redmond, WA 98052**

And

**San Bernardino County
c/o Office of the District Attorney
303 West 3rd Street
San Bernardino, CA 92415**

THIS AMENDMENT No.4 TO WORK ORDER T002198-251306-296790 (the “Amendment”) is made and entered into effective as of the Effective Date by and between the undersigned for the purpose of amending that certain Work Order T002198-251306-296790 (the “Agreement”), by and between San Bernardino County Office of the District Attorney (“Customer” or “you”) and Microsoft Corporation.

Capitalized terms used herein and not otherwise defined have the meanings set forth in the Agreement.

Any terms not otherwise defined herein shall have the meanings set forth in the Agreement and/or the Work Order. In consideration of the promises contained herein, and for other good and valuable consideration, the receipt and sufficiency of which is acknowledged, the parties agree to:

1. The following is hereby added to the Agreement and accepted and acknowledged by the parties:

San Bernardino County – Office of the District Attorney has requested additional assistance from Microsoft beyond the timeline of the original Statement of Work.

Section 1.2.1 General project scope of the statement of work SBCDA Phase 4 SOW FINAL 11012019 is hereby amended to include the following additional scope:

Functionality	Notes	Assumptions
Bulk Subpoena	<p>Modify the existing Subpoena process to allow for:</p> <ul style="list-style-type: none">• Set Subpoena Preferences prior to the subpoena process.• Create bulk subpoenas efficiently.• Carry over Victims/Witnesses	<p>The application will assist the user to create Subpoenas records in D365 and trigger the generation of Subpoena documents in Xpertdocs for Victims and Witnesses on an Appearance (instead of requiring the user to create Subpoenas one-at-a-time)</p> <p>The application will assist the user by “carrying over” Victims and Witnesses from a previous appearance (if one exists); by recalling subpoena preferences from a Victim/Witness; and by saving subpoena preferences for future appearances.</p> <p>The customer will be responsible for developing document templates to group Law Enforcement Subpoenas by Agency (so that they can send electronically) and to group Victim/Witness Subpoenas by Service type (so that they can be routed/printed separately)</p> <p>The customer will be responsible for developing a document template to create a Witness List.</p>

Functionality	Notes	Assumptions
Add Incident Detail	Improve the time for clerical to add additional persons to a DA Case.	The application will assist the user to add Incident Details (e.g., Defendant, Victim, Witness) from a DA Case using Person Searching/Matching and not require the user to navigate to the Incident Report, create a Supplemental Incident, promote the change to the DA Case and then navigate back to the DA Case.
Multiple Related Notes	Relate an Attorney Note to multiple Person records	Allow the user to associate notes with Judges and Defense Attorneys. Proposed solution uses out-of-the-box Connections
Turndown	Filter out DA Cases that have been turndown from the Pending Cases. Provide an automated way of marking a DA Case as Turned Down Changes to the Turndown Process	The application will allow users to filter out DA Cases that have already been reviewed (Issue/Turndown) by using a new DA Case status value. The application will no longer require Turndown Remarks when a user turns down a Defendant The portal will no longer show Turndown Remarks to users
Data Formatting	Enforce formatting of Social Security Number Enforce formatting of Phone Numbers	SSNs will be formatted as 999-99-9999 on three entities (Person, Reference Id, and Incident Detail) Phone Numbers will be formatted as (NPA) NXX-XXXX on seven entities (Phone Number, Office, Office Unit, Account, Person, Incident Detail, BOFI Task)
Document Management	Allow the edit of the turndown and subpoena before sending to Law Enforcement Agencies	The application will allow users to edit generated Turndown Memo and Subpoena documents before sending to Law Enforcement Agencies.
Bulk Assign Reviewing Attorney	Provide functionality to assign multiple DA Cases to a specific DDA for review	The application will allow users to edit generated Turndown Memo and Subpoena documents before sending to Law Enforcement Agencies.
Case Intake	Business matching - identify duplicate businesses through Case Intake Improve incident identification by adding comma delimited suspect field to incident Add Bureau of Investigations Unit to Incident	The application will allow users to search/match Businesses similar to how they search/match Individuals. The customer will continue to be responsible for fixing data quality issues (e.g., duplicates) for Businesses and Individuals.

Functionality	Notes	Assumptions
Filing	<p>Allow the Issue/Turndown Decision By to be a law enforcement officer</p> <p>Default Affiant and Filing Officer on Information package</p> <p>Prevent users from filing on lesser charges than specified by Case Type</p>	<p>The application will allow users to enter a Misdemeanor Citation that has a Law Enforcement Officer in the [Decision By] field. If the Misdemeanor Citation has incomplete information, the Charge may need to be entered as an “ad hoc” charge.</p> <p>The application will assist users by defaulting values for the Affiant and Filing officer on the Package.</p> <p>The application will prevent users from filing felony charges on a misdemeanor case; filing only misdemeanor charges on a felony case; and from filing infractions</p>

Reasonable efforts have been made to scope and estimate these work items. Work items will continue to be modified and re-prioritized as defined by the Customer and delivered by Microsoft on a Time and Materials basis.

This amendment is based on work items in the customer’s product backlog:

Bulk Subpoena (Pre Go-Live)

- [Change Request 173969](#): Subpoena - Auto-create subpoenas for Witnesses on an Appearance (aka Bulk Subpoena)
- [Change Request 175613](#): Sending Multiple Subpoenas (aka Bulk Subpoena)
- [Change Request 175614](#): Subpoena - Create Multiple Subpoenas at the same time (aka Bulk Subpoena)
- [Change Request 175615](#): Send Subpoenas to multiple witnesses (Bulk Subpoena)
- [Change Request 175544](#): Witness List - Preset Subpoena Preferences (aka Subpoenas)
- [Change Request 175841](#): Carrying over Victims/Witnesses and All who have been subpoenaed (aka Subpoenas)

Add Incident Detail (Pre Go-Live)

- [Change Request 175574](#): Adding A new victim to a case from Supplemental incident is annoying (aka Supplementals)
- [Change Request 175610](#): Feedback on Supplemental and docs generation (aka Supplementals)

Turndown (Pre Go-Live)

- [Change Request 175743](#): Need new DA Case Turndown status (DA Case has only turned down Defendants)
- [Change Request 175701](#): Need to edit a Turndown before sending to LE
- [Change Request 175699](#): Adding Remarks to Agency not required
- Change Request: Hide Turndown Remarks from Portal users

Data Formatting (Pre Go-Live)

- [Change Request 166690](#): When I enter a phone number it should format it with parenthesis and hyphens, prohibit save unless 10 digits.
- [Change Request 166691](#): When I enter a social security number it should format it with hyphens, prohibit save if not 9 digits.

Direct File (Post Go-Live)

- [Change Request 175671](#): Entering Misdemeanor Citation Case (Misdemeanor Citations are entered by Staff; system designed for DDAs)
- [Change Request 175794](#): Direct File Charge (Misdemeanor Citation)

Person Matching for Businesses (Post Go-Live)

[Change Request 175720](#): Create Person Matching rules for Business
[Change Request 175597](#): Incident Detail not matching on Businesses (Person)

Filing (Post Go-Live)

[Change Request 175852](#): Filing - Prevent users from adding lesser charges than the Case Type
[Change Request 175816](#): Default Affiant vs. Filing officer on Information Creation

Appearances (Post Go-Live)

[Change Request 175668](#): Appearances – Defendants Column visible in View

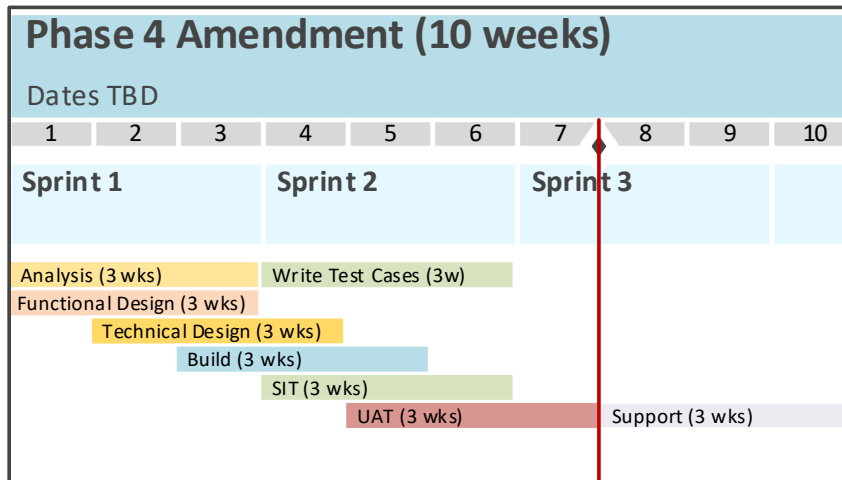
Dismiss & Refile

[Change Request 143678](#): As any user, allow me to "Dismiss and Refile" a Defendant on a DA Case (support two approaches for go-live)

Section 4.2.3 Scope or Solution Assumptions of the statement of work SBCDA Phase 4 SOW FINAL 11012019 is hereby amended to include the following additional assumption:

- Upon completion of the Deployment phase, any further post go-live enhancements from the backlog will need to be evaluated for impact and prioritization against the Support Transition and Operation phases activities and remaining budget. Such enhancements will then need to be prioritized and approved by the Customer through the Change Management Process.

The enhancements are expected to be delivered over a 10-week schedule with a go-live after the 7th week.



2. **Fees.** Customer will pay the following hourly rates and any reasonable out of pocket travel and living expenses (if any) for the individual assigned. Microsoft reserves the right to utilize whichever labor categories in whatever quantities Microsoft determines, in Microsoft's sole discretion, are appropriate to perform the Professional Services. Any total fee stated is an estimate only. In order for Microsoft to continue providing hours of Professional Services beyond those funded in the table below, Customer and Microsoft must agree in writing to a new work order or amendment to this work order adding funding for the additional Professional Services and any other terms upon which Customer and Microsoft agree. The rates for any additionally funded hours of services will be the rates defined in the then current Microsoft published price list. The fees do not include fees for Products. Unless otherwise specified in the invoice, Customer will pay Microsoft within 60 calendar days of the date of Microsoft's invoice.

FEE TABLE FROM INITIAL WORK ORDER:

<u>MCS Labor Category</u>	<u>Units</u>	<u>Description</u>	<u>Hourly Rates</u>	<u>Proposed Price</u>
Digital Architect	0	Hours	\$320.00	\$0.00
Solution Architect	40	Hours	\$320.00	\$12,800.00
Principal Consultant	0	Hours	\$307.00	\$0.00
Senior Consultant	2880	Hours	\$297.00	\$855,360.00
Consultant	0	Hours	\$264.00	\$0.00
Associate Consultant	0	Hours	\$231.00	\$0.00
Account Delivery Executive	0	Hours	\$282.00	\$0.00
Senior Project Manager	960	Hours	\$294.00	\$282,240.00
Project Manager	0	Hours	\$282.00	\$0.00
Global Delivery - Offshore	7148	Hours	\$82.00	\$586,136.00
<u>Subcon Labor Category</u>				
Technician V	0	Hours	\$265.00	\$0.00
Technician IV	0	Hours	\$250.00	\$0.00
Technician III	0	Hours	\$220.00	\$0.00
Technician II	0	Hours	\$195.00	\$0.00
Technician I	0	Hours	\$165.00	\$0.00
Technician	0	Hours	\$140.00	\$0.00
Total Estimated Hours	11028			\$1,736,536.00
Estimated Travel Cost:				\$185,935.20
Estimated Total				\$1,922,471.20

SUPPLEMENTAL FEE TABLE FOR THIS AMENDMENT 4:

<u>MCS Labor Category</u>	<u>Units</u>	<u>Description</u>	<u>Hourly Rates</u>	<u>Proposed Price</u>
Digital Architect	0	Hours	\$325.00	\$0.00
Solution Architect	400	Hours	\$325.00	\$130,000.00
Principal Consultant	0	Hours	\$312.00	\$0.00
Senior Consultant	800	Hours	\$301.00	\$240,800.00
Consultant	0	Hours	\$268.00	\$0.00
Associate Consultant	0	Hours	\$234.00	\$0.00
Account Delivery Executive	80	Hours	\$286.00	\$22,880.00
Senior Project Manager	400	Hours	\$298.00	\$119,200.00
Project Manager	0	Hours	\$286.00	\$0.00
Global Delivery - Offshore	2460	Hours	\$83.00	\$204,180.00
<u>Subcon Labor Category</u>				
Technician V	0	Hours	\$265.00	\$0.00
Technician IV	0	Hours	\$250.00	\$0.00
Technician III	400	Hours	\$220.00	\$88,000.00
Technician II	0	Hours	\$195.00	\$0.00
Technician I	0	Hours	\$165.00	\$0.00
Technician	0	Hours	\$140.00	\$0.00
Total Estimated Hours	4540			\$805,060.00
Estimated Travel Cost:				\$0.00
Estimated Total				\$805,060.00

Professional Services fees under this Agreement shall not exceed the Estimated Totals indicated in the table above without prior approval from Customer. In the event that such approval must be sought, but is not provided, notwithstanding anything to the contrary in this Agreement or the Statement of Work (as applicable), Customer acknowledges and agrees that Microsoft has no further obligation to continue providing Professional Services.

As a result of this Amendment 4, the total value of the Agreement has increased by \$805,060.00, from \$1,922,471.20 to a new total of \$2,727,531.20.

3. This Amendment may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same Amendment. The parties shall be entitled to sign and transmit an electronic signature of this Amendment (whether by facsimile, PDF or other email transmission), which signature shall be binding on the party whose name is contained therein. Each party providing an electronic signature agrees to promptly execute and deliver to the other party an original signed Amendment upon request.
4. All other terms and conditions shall remain unchanged. The Agreement shall remain in full force and effect as modified by this Amendment.

IN WITNESS WHEREOF, the parties have signed this Amendment on the date indicated below.
This Amendment is not binding until executed by Microsoft.

MICROSOFT CORPORATION

SAN BERNARDINO COUNTY

By: _____

By: _____

Name

Title

Date

Effective Date