

MASTER AGREEMENT

THIS AGREEMENT ("Agreement") is entered into on January 14, 2025, between Teleosoft, Inc. ("Licensor"), with its principal place of business located at 96 South George Street Suite 350, York, PA 17401 and San Bernardino County ("Licensee" or "County"), with its principal place of business located at 655 E. Third St., San Bernardino, CA 92415.

RECITALS

- WHEREAS, Licensor owns certain software identified herein or in the addenda attached hereto,
- WHEREAS, Licensor desires to convey, and Licensee desires to receive, certain limited rights in said software pursuant to the terms and conditions contained in this Agreement,
- WHEREAS, Licensor and Licensee desire to enter into a Master Agreement, which may be supplemented from time to time by addenda to reflect products or services to be provided by Licensor to Licensee,
- NOW THEREFORE, Licensor and Licensee agree as follows:

1 Definitions

- 1.1** "Effective Date" means the date this Agreement is entered into, as set forth above.
- 1.2** "Software" means the computer programs and documentation listed and described under "Licensed Software" in each attached Addendum (incorporated herein as if fully set forth), as well as any archival copies of such computer programs and documentation permitted by this Agreement.
- 1.3** "Improvements" means, with respect to the Software, any and all (a) enhanced, modified, updated, or upgraded versions thereof, (b) translations, abridgments, revisions, derivative works, or other forms in which the same may be recast, transformed, or adapted, and (c) improvements thereon, regardless of whether any portion thereof is or may be validly copyrighted, patented, or protected as a trade secret.
- 1.4** "Intellectual Property Rights" means all current and future copyrights, trade secrets, patents and patent rights, and all other intellectual property rights (except for trademarks, trade names, and service marks) in any jurisdiction in the world, including all applications and registrations with respect thereto, relating to the Software

(together with all Improvements).

- 1.5** “Trademark Rights” means all current and future rights to the use of all trade names, trademarks, service marks, logos, slogans, and phrases used to describe the Software, together with the licensed rights for their use, in any jurisdiction in the world, including all applications and registrations with respect thereto.
- 1.6** “Install” means placing the Software on a computer’s hard disk, CD-ROM, or other secondary storage device.
- 1.7** “Use” means (i) executing or loading the Software into computer RAM or other primary memory, or (ii) copying the Software for archival or emergency restart purposes.
- 1.8** “User Data” means all data, information, schedules, property addresses and information, personal identities and identifying information, or other data input to the Software used by Licensee in the operation of the County department or office.
- 1.9** “Go-Live” means the first day, as agreed by the parties, that the Software is installed and used by the Licensee in the normal operation of the County department or office.

2 License and Use

- 2.1** Grant of License. Subject to the terms and conditions of this Agreement, Licensor grants to Licensee a perpetual, non-exclusive, non-assignable license to install and use the Software on one (1) Server computer in Licensee’s possession (the “License”). Licensee may make one (1) archival copy of the Software per computer on which its use is authorized, in non-printed, machine-readable form, in whole or in part, provided that such copy is for Licensee’s own use and that no more than that single copy is in use at any time. Licensee will make no other copies of the Software except as authorized herein. Title to the Software will remain vested in Licensor, and nothing in this Agreement will give or convey any right, title, or interest therein to Licensee except as a licensee under the terms of this Agreement.
- 2.2** Use of Software. Licensee may allow an unlimited number of its authorized employees to use the Software for the County department or office, provided that such employees have received proper training in the application and use of the Software. With the exception of public-facing web pages intended for the general public or for registered, third-party users, Licensee shall not permit use of the Software by any other person without the express written consent of Licensor. Nothing in this Agreement shall be interpreted as granting any right to Licensee to sell, lease, sub-

license, assign, or otherwise permit copying or transmittal of the Software by or for the benefit of any other person.

3 Price and Payment Terms

Licensee will pay Licensor for Licensor's work pursuant to the terms and conditions set forth in the addenda.

4 Term and Termination

- 4.1** This Agreement shall remain in force until terminated as provided herein.
- 4.2** Either party may terminate this Agreement without cause upon ninety (90) days written notice. In the event of termination without cause, Licensee agrees to pay Licensor for all of Licensor's Work performed up to the date of termination. Licensor and Licensee shall take all actions necessary to mitigate costs during the period between the date of notice and the effective date of termination, and specifically shall perform only such work during this time which shall be agreed between the parties to be essential to the ongoing operations of Licensee.
- 4.3** Either party may terminate this Agreement upon written notice for material breach, provided, however, that the terminating party has given the other party at least thirty (30) days written notice of and the opportunity to cure the breach. Termination for breach will not alter or affect the terminating party's right to exercise any other remedies for breach.
- 4.4** Termination of any addenda to this Agreement shall not constitute termination of this Agreement; however, termination of this Agreement shall terminate all addenda to this Agreement.
- 4.5** Upon termination of this Agreement, Licensee will (i) return all copies of the Software to Licensor without demand or notice, or (ii) permanently delete or destroy all copies of the Software in its possession and submit to Licensor a sworn affidavit signed by Licensee attesting to such destruction.

5 Addenda

- 5.1** This Agreement contains all the legal terms and conditions governing the contractual relationship between the parties. From time to time, the parties may agree to add or modify products or services to be provided by Licensor to Licensee. Each such addition or modification shall be evidenced by an Addendum describing in detail the additional products or services to be added or modified, together with any applicable pricing or payment terms. Each such Addendum shall be subject to the terms and conditions of this Agreement unless otherwise specifically set forth in such Addendum or specifically set forth in an amendment to this Agreement.
- 5.2** Each contract existing between the parties at the date this Agreement (if any) shall

become subject to the terms of this Agreement by incorporation herein as an addendum to this Agreement.

6 Confidentiality

- 6.1 Confidential Information Defined.** For purposes of this Agreement, “Confidential Information” shall mean: (i) any and all information, data, source code, stored procedures, knowledge, technology, and know-how relating to the design, production, manufacture, programming, and operation of the Software, whether in electronic, written or verbal form, provided or developed by Licensor and provided to Licensee under this Agreement, and (ii) any and all other data or information that is clearly labeled or identified as confidential or proprietary when disclosed by Licensor to Licensee. Licensee shall have no obligation with respect to information that (i) is public or becomes known to the public through no breach of Licensee, (ii) is independently developed by Licensee, (iii) is known to Licensee prior to its receipt from Licensor, (iv) is rightfully received from a third party, (v) is declared no longer confidential by Licensor, or (vi) is required to be disclosed by law.
- 6.2 Standard of Care for Confidential Information.** Licensee shall protect all Confidential Information with the same degree of care as it uses to avoid unauthorized use, disclosure, publication or dissemination of its own confidential information of a similar nature, but in no event less than a reasonable degree of care.
- 6.3 Restricted Disclosure.** Except as expressly permitted by the terms of this Agreement, Licensee shall not use for its own benefit (or for the benefit of any third party), or disclose, publish, release, transfer or otherwise make available to any third party, any Confidential Information without Licensor’s prior written consent.

7 Ownership and License of Intellectual Property Rights

- 7.1 Exclusive Rights of Licensor.** As between Licensor, Licensee, and any end-user of the Software, Licensor retains exclusive ownership of all Intellectual Property Rights and Trademark Rights. Except as expressly licensed in this Agreement, all rights, title, and interest to or in any such Intellectual Property Rights and Trademark Rights are reserved to Licensor.
- 7.2 Improvements.** As between Licensor, Licensee, and any end-user of the Software, Licensor will exclusively own all Intellectual Property Rights in and to all Improvements made to the Software. Except as expressly provided in this Agreement, all right, title, and interest to or in any such Improvement is reserved to Licensor.
- 7.3 User Data.** Ownership of all User Data input or otherwise provided by Licensee or any permitted end user shall remain exclusively with Licensee.
- 7.4 Proprietary Rights Protection.** Except as expressly permitted herein, neither Licensee nor any other person or entity may reproduce, alter, adapt, modify, create Improvements to, distribute, sublicense, transfer, rent, lease, loan, timeshare,

otherwise make available to third parties, reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code for the Software. Licensee shall place copyright, trademark, and other proprietary rights notices on all copies of the Software.

8 Licensee’s Obligation to Notify of Infringement

Licensee will immediately notify Licensor of any infringement or attempted infringement of Licensor's rights in the Software of which it becomes aware. Licensee will affirmatively cooperate with Licensor in any legal or equitable action that Licensor may undertake to protect any of its rights in connection with the Software.

9 Software Warranty and Disclaimer

- 9.1** Warranty of Ownership and Use. Licensor warrants: (i) that it is the lawful owner of all right and title to the Software and that it has the right to enter into this Agreement with Licensee; (ii) that to the best of its knowledge, the Software does not infringe any patent, copyright, trademark, or other proprietary right of a third party; and (iii) that the Software can be used by Licensee pursuant to this Agreement without infringing upon the proprietary rights of any third party.
- 9.2** Limited Product Warranty. Licensor warrants that, for a period of ninety (90) days from the Go-Live date (the “Warranty Period”), that the Software shall operate substantially in accordance with the specifications contained in the documentation that accompanies the Software.
- 9.3** Warranty Procedures. In the event that Licensee believes that the Software does not conform to the limited product warranty described in the preceding section, Licensee shall notify Licensor thereof describing with particularity the problems encountered. In the event that Licensor determines that software coding errors or other software defects exist, Licensor shall take one of the following actions, at Licensor's sole discretion: (1) correct such software coding errors or other software found by Licensor to be defective, or (2) refund to Licensee the license fee paid to Licensor under this Agreement. If Licensor chooses the first action, Licensor shall arrange to provide appropriate troubleshooting, repair, or programming services (either on-site or by remote access, at Licensor’s discretion) to repair, correct or resolve the problem. Licensor’s obligation to provide service and resolve problems under this warranty shall extend only to such problems duly reported to Licensor during the Warranty Period.
- 9.4** Warranty Exclusions. In the event that Licensor has provided service under this warranty and the problem is later determined to be caused either: (i) by an error in the use of the Software rather than a fault or error in the Software itself, (ii) by failure to follow Licensor’s operating instructions or the operating instructions of any other software program manufacturer or vendor of any software included in any related program application, (iii) by a hardware error, including but not limited to design error or hardware malfunction, (iv) by modification of the Software without Licensor’s prior written consent, or (v) by a software error in any program code other than the

Software, then Licensor reserves the right to, at its option, to charge Licensee at Licensor's standard labor rates for the service time expended by Licensor in investigating the reported problem and reaching such determination.

- 9.5** Disclaimer of Warranty Liability. THE LIMITED WARRANTY SET FORTH ABOVE IS THE EXCLUSIVE WARRANTY APPLICABLE TO THE SOFTWARE, AND LICENSOR EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES OR REMEDIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHETHER THE SAME ARE WRITTEN, VERBAL, IMPLIED, OR STATUTORY.

10 Limitation of Liability

- 10.1** Neither party will be liable to the other for special, indirect, or consequential damages incurred or suffered by the other arising as a result of or related to the use of the Software, whether in contract, tort or otherwise, even if the other has been advised of the possibility of such loss or damages.
- 10.2** Licensor's total liability under this Agreement with respect to the Software, regardless of cause or theory of recovery, will not exceed the actual amount paid by an insurer as a result of any claim made under Licensor's General and Professional liability insurance policies.
- 10.3** Licensee will indemnify and hold harmless Licensor, its officers, agents, and employees (Licensor's Indemnitees) against any claims, damages, and actions of any kind or nature, including reasonable costs, expenses, and attorneys' fees, related to and to the extent proximately caused by Licensee's unauthorized or improper use of the Software.
- 10.4** Licensor will indemnify and hold harmless Licensee, its officers, agents, and employees (Licensee's Indemnitees) against any claims, damages, and actions of any kind or nature, including reasonable costs, expenses, and attorneys' fees, related to and to the extent proximately caused by the negligence of Licensor, its agents, subcontractors, and employees, related to or in the performance provided by Licensor pursuant to this Agreement.
- 10.5** If judgment is entered against Licensor and Licensee by a court of competent jurisdiction because of the concurrent negligence of Licensor (or Licensor's Indemnitees) and Licensee (or Licensee's Indemnitees), Licensor and Licensee agree that liability will be apportioned as determined by the court.

11 Insurance

- 11.1** **Minimum Scope and Limits.** Licensor shall obtain and maintain during the life of this Agreement the following insurance coverages:
- 11.1.1** Commercial General Liability, including but not limited to premises-operations, products/completed operations, broad form property damage, blanket

contractual liability, independent contractors, and personal injury, with a minimum policy limit of One Million Dollars (\$1,000,000), combined single limits, per occurrence, and Two Million Dollars (\$2,000,000) aggregate.

- 11.1.2** Commercial Automobile Liability for owned vehicles, hired, and non-owned vehicles, with a minimum policy limit of One Million Dollars (\$1,000,000), combined single limits, per occurrence, and aggregate. If Licensor is transporting one or more non-employee passengers in performance of Agreement services, the automobile liability policy shall have a combined single limit of two million dollars (\$2,000,000) for bodily injury and property damage per occurrence. If Licensor owns no autos, a non-owned auto endorsement to the General Liability policy described above is acceptable.
- 11.1.3** Professional Liability and Cybersecurity insurance, with a minimum policy limit of Three Million Dollars (\$3,000,000) each occurrence and Three Million Dollars (\$3,000,000) aggregate.
- 11.1.4** Workers' Compensation insurance as required by the State of California.
- 11.1.5** Umbrella Liability Insurance – An umbrella (over primary) or excess policy may be used to comply with limits or other primary coverage requirements. When used, the umbrella policy shall apply to bodily injury/property damage, personal injury/advertising injury and shall include a “dropdown” provision providing primary coverage for any liability not covered by the primary policy. The coverage shall also apply to automobile liability.
- 11.2** **Additional Insured.** Licensee shall be considered an Additional Insured under Licensor’s General and Professional liability policies by virtue of the inclusion of this written provision.
- 11.3** **Certificates of Insurance.** Licensor shall provide to Licensee certificates of insurance showing the insurance coverages and required endorsements described above, in a form and content approved by Licensee, prior to performing any services under this Agreement, which certificates shall provide that such insurance shall not be terminated or expire without thirty (30) days written notice to the Licensee or as soon as is reasonably possible, and Licensor shall maintain such insurance from the time Licensor commences performance of services hereunder until the completion of such services. Within fifteen (15) days of the commencement of this Agreement, the Licensor shall furnish a copy of the Declaration page for all applicable policies and will provide complete certified copies of the policies and endorsements immediately upon request.
- 11.4** Acceptability of Insurance Carrier. Unless otherwise approved by Risk Management, insurance shall be written by insurers authorized to do business in the State of California and with a minimum “Best” Insurance Guide rating of “A- VII”.
- 11.5** Deductibles and Self-Insured Retention. Any and all deductibles or self-insured retentions in excess of \$10,000 shall be declared to and approved by Risk

Management.

- 11.6** Failure to Procure Coverage. In the event that any policy of insurance required under this Agreement does not comply with the requirements, is not procured, or is canceled and not replaced, Licensee has the right but not the obligation or duty to cancel the Agreement.
- 11.7** Insurance Review. Insurance requirements are subject to periodic review by Licensee. The Director of Risk Management or designee is authorized, but not required, to reduce, waive or suspend any insurance requirements whenever Risk Management determines that any of the required insurance is not available, is unreasonably priced, or is not needed to protect the interests of Licensee. In addition, if the Department of Risk Management determines that heretofore unreasonably priced or unavailable types of insurance coverage or coverage limits become reasonably priced or available, the Director of Risk Management or designee is authorized, but not required, to change the above insurance requirements to require additional types of insurance coverage or higher coverage limits, not to exceed the original coverage limits set forth in paragraph 11.1.1 through 11.1.4, provided that any such change is reasonable in light of past claims against Licensee, inflation, or any other item reasonably related to Licensee's risk. Any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this Agreement. Licensor agrees to execute any such amendment within thirty (30) days of receipt. Any failure, actual or alleged, on the part of Licensee to monitor or enforce compliance with any of the insurance and indemnification requirements will not be deemed as a waiver of any rights on the part of Licensee.

12 Relation of Parties

Nothing in this Agreement will create or imply an agency relationship between Licensor and Licensee, nor will this Agreement be deemed to constitute a joint venture or partnership between the parties.

13 Disputes

- 13.1** The parties shall attempt to resolve all disputes or controversies arising out of this Agreement by mutual agreement by discussing the issues in a businesslike manner between themselves. For any dispute or controversy that cannot be so resolved, either Party may submit a written request to the other Party for mediation. If such Party refuses to mediate the dispute or controversy, or if the terms and procedures for mediation cannot be agreed upon by the parties within thirty (30) days from the date of such written request, then such dispute or controversy shall be handled in

accordance with the following procedures:

13.2 Reserved.

13.3 Reserved.

13.4 Governing Law and Reservation of Court Jurisdiction for Certain Issues. This Agreement will be governed by and construed according to the laws of the State of California. Notwithstanding any other provisions of this Agreement (including the provisions of Section 13.2 above), Licensor may rely upon, and avail itself of, the court system of the Superior Court of California, San Bernardino County, San Bernardino District to enforce any rights or remedies provided by the terms of this Agreement or any additional rights or remedies, at law or in equity, allowed under applicable law (including the entry of temporary or permanent injunctions and/or orders of specific performance) with respect to the continuing obligations contained herein regarding the protection of proprietary rights, Intellectual Property Rights, Trademark Rights and Confidential Information. Nothing in this Agreement shall be interpreted to require Licensor to take legal or other affirmative action, the decision to do so in each case being solely within the discretion of Licensor.

14 Notice

14.1 All notices, requests, demands, consents, or other communications (“Notices”) which are required or permitted to be given under this Agreement shall be subject to the following requirements:

14.2 How Given. Notices, except for legal Notices, may be given electronically or in writing. If given electronically, Notices shall be confirmed by written communication. All Notices given or confirmed by written communication shall be delivered by certified mail (return receipt requested) or by nationally recognized overnight delivery service.

14.3 Where Delivered. All Notices must be addressed to the appropriate party at the addresses set forth below. Either party may designate, by Notice to the other, substitute addressees or addresses for Notices; and thereafter, Notices must be directed to those substitute addressees or addresses.

If to Licensor: Teleosoft, Inc.
96 South George Street
Suite 350
York, PA 17401
Attn: Contracts
E-mail: contracts@teleosoft.com

If to Licensee: San Bernardino County – Sheriff’s Department
Address: 655 East Third Street San Bernardino, CA 92415
Attn: Contracts Unit
E-mail: BOFA-Procurement@sbcasd.org

14.4 When Effective. Notices delivered electronically will be effective on the date of transmission; provided, however, that written confirmation thereof is sent by certified mail or by nationally recognized overnight delivery service within two (2) business days from the date of transmission.

15 Audit

Licensor reserves the right to periodically audit Licensee to ensure that Licensee is not using the Software in violation of this Agreement, the Software License Agreement, or any Order. During Licensee's standard business hours and upon prior written notice, Licensor may visit Licensee and Licensee will make available to Licensor or its representatives any records pertaining to the Software to Licensor. The cost of any requested audit will be solely borne by Licensor.

16 Severability

If any term of this Agreement is found to be unenforceable or contrary to law, it will be modified to the least extent necessary to make it enforceable, and the remaining portions of this Agreement will remain in full force and effect.

17 Force Majeure

Neither party will be held responsible for any delay or failure in performance of any part of this Agreement to the extent that such delay is caused by events or circumstances beyond the delayed party's reasonable control.

18 No Waiver

The waiver by any party of any breach of covenant will not be construed to be a waiver of any succeeding breach or any other covenant. All waivers must be in writing and signed by the party waiving its rights. This Agreement may be modified only by a written instrument executed by authorized representatives of the parties hereto.

19 Entire Agreement

This Agreement, together with any attachments or addenda referred to herein, constitutes the entire agreement between the parties with respect to its subject matter, and supersedes all prior agreements, proposals, negotiations, representations, or communications relating to the subject matter. Both parties acknowledge that they have not been induced to enter into this Agreement by any representations or promises not specifically stated herein.

20 Continuing Obligations

The provisions of Section 6 (Confidentiality) and Section 7 (Ownership and Licenses of Intellectual Property Rights) of this Agreement shall survive the expiration, termination, or

cancellation of this Agreement by either Party for any reason, and any disputes, claims or controversies arising from such continuing provisions may be enforced by either Party under the applicable provisions of Section 13 (Disputes).

21 Support and Maintenance

21.1 Scope

21.1.1 Maintenance Services: The following are the Maintenance Services that will be performed by Licensor in connection with the Software. Licensor shall:

21.1.1.1 Develop and provide corrections, changes, or workarounds ("Corrections") for any defects, errors, or malfunctions in the Software (collectively, "Defects"), discovered by Licensee (see Section 21.1.2: Reporting Procedures).

21.1.1.2 Provide to Licensee all improvements, modifications, and enhancements to the Software which Licensor shall make or acquire from time to time and which Licensor makes available to its clients generally. An enhancement is any improvement made that increases the functionality, performance, or usability of the software. Enhancements typically fall into one of three categories: compliance, environment, or functionality. A compliance enhancement is a response to a governing body requirement that affects procedures for the office using the software (e.g., a change in the rules of civil process). An environmental enhancement is a response to or implementation of a technology platform update, in order to maintain compatibility or improve performance, security, etc. A functional enhancement is any modification of the Software's features or functionality (e.g., a new menu selection or a new report).

21.1.1.3 Documentation of the above shall be provided at no additional cost and shall be adequate to inform Licensee of any problems resolved and any significant differences resulting from the improvement that are known by Licensor. Licensor warrants that each such general improvements, modifications, and enhancements have been tested and shall perform according to the Specifications. Licensor agrees to correct, at no cost to the Licensee, corrupted Data that may result from any system deficiency introduced by the Improvements.

21.1.1.4 Continuous Improvement. Contractor shall on an ongoing basis, as part of its total quality management process, identify, report to Licensee, and implement ways to improve performance of the System and identify and apply techniques and tools from other Licensor installations that would benefit Licensee either operationally or financially.

21.1.1.5 Performance Standard Measurement. Licensor shall maintain the System, in whole and in part, to meet all performance standards. Licensor will conduct tests for measuring and certifying the achievement of the performance standards. Licensor must implement all testing, measurement and monitoring tools and procedures required to measure and report Licensor's performance of the System against the applicable Performance Standards. Such testing, measurement and monitoring must permit reporting at a level of detail sufficient to verify compliance with the Performance Standards and will be subject to audit by Licensee. Licensor will provide Licensee with information and access to all information or work product produced by such tools and procedures upon request for purposes of verification.

21.1.1.6 Provide Licensee any upgrade releases ("Upgrade Releases") to the Software and all new Versions and Releases of the Software, which Licensor makes available to its clients generally.

21.1.1.7 At all times provide Maintenance Services for at least the current and one (1) previous Release of the Licensed Software; provided, that Licensor's obligation to maintain a previous Release will terminate 120 days after the current Release was made available to Licensee.

21.1.2 Reporting Procedures

21.1.2.1 The first line of support will be the Licensor's Help Desk, who will contact the Licensee's IT Help Desk.

21.1.2.2 Support calls and/or emails will be returned within one (1) business day. This response time may vary in any given call, based on telecommunications and internet availability and other factors. Licensor's only agreement herein with respect to such response time is to maintain functioning systems in place to permit achievement of such response times in more than eighty percent (80%) of such calls from all customers.

21.1.2.3 The Licensor shall maintain a technical support entry point ("Support Center") in Pennsylvania, identified by a dedicated phone number and e-mail address. Licensee may use this entry point to request service of the Covered Software. The Support Center operates during business hours, 8:00 a.m. to 5:00 p.m. (customer local time), Monday through Friday, excluding legal holidays.

21.1.2.4 This technical support entry point will also coordinate problem resolution and keep the Licensee apprised of efforts to remedy any problem situation until complete restoration of the service.

21.1.3 Coverage

21.1.3.1 Licensor assumes no responsibility for the correctness of, performance of, or any resulting incompatibilities with, current or future releases of the Covered Software if the Licensee has made changes to the system hardware / software configuration or modifications to any supplied source code which changes affect the performance of the Covered Software and were made without prior notification and written approval by Licensor.

21.1.3.2 Licensor assumes no responsibility for hardware vendor operating systems or other system software.

21.1.3.3 For the purpose of maintaining and supporting more current platform(s), both Licensee and Licensor agree that a currently supported Microsoft Environment is the most current release, and the previous releases detailed below.

Client Operating System	
Name	Release Date
Windows 10	July 2015

Server Operating System	
Name	Release Date
Windows Server 2022	August 2021
Windows Server 2019	November 2018

SQL Version	
Name	Release Date
SQL Server 2022	2022
SQL Server 2019	2019

- Both the Licensee and Licensor agree to maintain support for the most current and previous releases as detailed above for all software necessary for the support of the product provided to County.
- Licensor agrees to monitor the release of all software necessary for the support provided to Licensee and update “server” and “client applications to stay current with these versions.
- Licensor agrees to maintain a version control number which will allow for similar tracking and support for both “server” and “client” applications.

Licensor application versions should have a similar life span as the software required to support them. Licensee agrees to move to one of the most current three versions once notified by Licensor that such a release is required because a prior version is no longer supported. Licensor agrees to give Licensee 180 days' notice should there be such a release.

21.1.3.4 Coverage is limited to the Software operating at the following Licensee site(s):
San Bernardino County, CA

21.1.4 Change Management. The parties shall develop a mutually agreeable change management process. At a minimum, such process shall require Licensor to notify Licensee and obtain Licensee's approval prior to implementing any material changes to the services provided by Licensor hereunder or any changes that could materially affect Licensee's use of the Software as contemplated in this Agreement.

21.2 Price and Payment

Licensee will pay Licensor for Maintenance Services pursuant to the terms and conditions set forth in the addenda.

22 Assignment

Without the prior written consent of Licensee, the Agreement is not assignable by Licensor either in whole or in part.

23 Iran Contracting Act of 2010, Public Contract Code section 2200 et seq.

In accordance with California Public Contract Code section 2204(a), Licensor certifies that at the time the Agreement is signed, Licensor is not identified on a list created pursuant to subdivision (b) of Public Contract Code section 2203 as a person (as defined in Public Contract Code section 2202(e)) engaging in investment activities in Iran described in subdivision (a) of Public Contract Code section 2202.5, or as a person described in subdivision (b) of Public Contract Code section 2202.5, as applicable. Licensor is cautioned that making a false certification may subject Licensor to civil penalties, termination of existing contract, and ineligibility to bid on a contract for a period of three (3) years in accordance with Public Contract Code section 2205.

24 Campaign Contribution Disclosure

Licensor has disclosed to the County using Attachment A – Levine Act – Campaign Contribution Disclosure (formerly referred to as Senate Bill 1439), whether it has made any campaign contributions of more than \$500 to any member of the County Board of

Supervisors or other County elected officer, including County Sheriff, within the earlier of: (1) the date of the submission of Licensor’s proposal to the County, or (2) 12 months before the date this Agreement was approved by the County Board of Supervisors. Licensor acknowledges that under California Government Code section 84308, Licensor is prohibited from making campaign contributions of more than \$500 to any member of the County Board of Supervisors or other County elected officer for 12 months after the County’s consideration of the Agreement. In the event of a proposed amendment to this Agreement, Licensor will provide the County a written statement disclosing any campaign contribution(s) of more than \$500 to any member of the Board of Supervisors or other County elected officer within the preceding 12 months of the date of the proposed amendment. Campaign contributions include those made by any agent/person/entity on behalf of Licensor or by a parent, subsidiary or otherwise related business entity of Licensor.

25 Electronic Signatures

This Agreement, and if applicable, any subsequent amendments, 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 Agreement. The parties shall be entitled to sign and transmit an electronic signature of this Agreement (whether by facsimile, PDF or other mail 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 Agreement upon request.

IN WITNESS WHEREOF, the parties have executed this Agreement by their duly authorized representatives.

Licensors:

Teleosoft, Inc.

Licensee:

San Bernardino County, CA

Signed: _____

Print: Cory Fregm

Title: CEO

Signed: _____

Print: _____

Title: Chair, Board of Supervisors



ATTACHMENT A

Levine Act –

Campaign Contribution Disclosure

(formerly referred to as Senate Bill 1439)

The following is a list of items that are not covered by the Levine Act. A Campaign Contribution Disclosure Form will not be required for the following:

- Contracts that are competitively bid and awarded as required by law or County policy
- Contracts with labor unions regarding employee salaries and benefits
- Personal employment contracts
- Contracts under \$50,000
- Contracts where no party receives financial compensation
- Contracts between two or more public agencies
- The review or renewal of development agreements unless there is a material modification or amendment to the agreement
- The review or renewal of competitively bid contracts unless there is a material modification or amendment to the agreement that is worth more than 10% of the value of the contract or \$50,000, whichever is less
- Any modification or amendment to a matter listed above, except for competitively bid contracts.

DEFINITIONS

Actively supporting the matter: (a) Communicate directly with a member of the Board of Supervisors or other County elected officer [Sheriff, Assessor-Recorder-Clerk, District Attorney, Auditor-Controller/Treasurer/Tax Collector] for the purpose of influencing the decision on the matter; or (b) testifies or makes an oral statement before the County in a proceeding on the matter for the purpose of influencing the County's decision on the matter; or (c) communicates with County employees, for the purpose of influencing the County's decision on the matter; or (d) when the person/company's agent lobbies in person, testifies in person or otherwise communicates with the Board or County employees for purposes of influencing the County's decision in a matter.

Agent: A third-party individual or firm who, for compensation, is representing a party or a participant in the matter submitted to the Board of Supervisors. If an agent is an employee or member of a third-party law, architectural, engineering or consulting firm, or a similar entity, both the entity and the individual are considered agents.

Otherwise related entity: An otherwise related entity is any for-profit organization/company which does not have a parent-subsidary relationship but meets one of the following criteria:

- (1) One business entity has a controlling ownership interest in the other business entity;
- (2) there is shared management and control between the entities; or
- (3) a controlling owner (50% or greater interest as a shareholder or as a general partner) in one entity also is a controlling owner in the other entity.

For purposes of (2), “shared management and control” can be found when the same person or substantially the same persons own and manage the two entities; there are common or commingled funds or assets; the business entities share the use of the same offices or employees, or otherwise share activities, resources or personnel on a regular basis; or there is otherwise a regular and close working relationship between the entities.

Parent-Subsidiary Relationship: A parent-subsidiary relationship exists when one corporation has more than 50 percent of the voting power of another corporation.

Contractors must respond to the questions on the following page. If a question does not apply respond N/A or Not Applicable.

1. Name of Contractor: Teleosoft, Inc _____
2. Is the entity listed in Question No.1 a nonprofit organization under Internal Revenue Code section 501(c)(3)?

Yes If yes, skip Question Nos. 3-4 and go to Question No. 5 No X

3. Name of Principal (i.e., CEO/President) of entity listed in Question No. 1, if the individual actively supports the matter and has a financial interest in the decision: Cory Fregm

4. If the entity identified in Question No.1 is a corporation held by 35 or less shareholders, and not publicly traded (“closed corporation”), identify the major shareholder(s):

Luke Gatchell, Matt Gatchell, T. Boone Brumagen

5. Name of any parent, subsidiary, or otherwise related entity for the entity listed in Question No. 1 (see definitions above):

Company Name	Relationship
Not applicable	

6. Name of agent(s) of Contractor:

Company Name	Agent(s)	Date Agent Retained (if less than 12 months prior)
Not applicable		

7. Name of Subcontractor(s) (including Principal and Agent(s)) that will be providing services/work under the awarded contract if the subcontractor (1) actively supports the matter and (2) has a financial interest in the decision and (3) will be possibly identified in the contract with the County or board governed special district.

Company Name	Subcontractor(s):	Principal and//or Agent(s):
<u>Not applicable</u>		

8. Name of any known individuals/companies who are not listed in Questions 1-7, but who may (1) actively support or oppose the matter submitted to the Board and (2) have a financial interest in the outcome of the decision:

Company Name	Individual(s) Name
Not applicable	

9. Was a campaign contribution, of more than \$500, made to any member of the San Bernardino County Board of Supervisors or other County elected officer within the prior 12 months, by any of the individuals or entities listed in Question Nos. 1-8?

No If **no**, please skip Question No. 10.

Yes If **yes**, please continue to complete this form.

10. Name of Board of Supervisor Member or other County elected officer: _____

Name of Contributor: _____

Date(s) of Contribution(s): _____

Amount(s): _____

Please add an additional sheet(s) to identify additional Board Members or other County elected officers to whom anyone listed made campaign contributions.

By signing the Contract, Contractor certifies that the statements made herein are true and correct. Contractor understands that the individuals and entities listed in Question Nos. 1-8 are prohibited from making campaign contributions of more than \$500 to any member of the Board of Supervisors or other County elected officer while award of the Contract is being considered and for 12 months after a final decision by the County.

ADDENDUM – SAN BERNARDINO SHERIFF

THIS ADDENDUM ("Addendum") supplements the Master Agreement ("Agreement") dated January 14, 2025, made by and between Teleosoft, Inc. ("Licensor"), with its principal place of business located at 96 South George Street Suite 350, York, PA 17401 and San Bernardino County ("Licensee" or "County"), with a facility located at 655 East Third Street San Bernardino, CA 92415, and is effective the later of January 14, 2024 and the date of the Agreement (the "Effective Date").

The rights, obligations, and liabilities of the parties shall be determined by the above referenced Agreement, and its definitions shall apply to all language used in this Addendum. If there is conflict between this Addendum and the Agreement, the Addendum shall take precedence.

SECTION A1: HOSTING SERVICES

CountySuite™ Cloud Hosting

This Addendum is provided for San Bernardino County and defines the details related to the hosting of the specified CountySuite™ software in an Azure Govt CJIS Compliant Cloud Hosted environment as outlined in Section C: Cloud Hosting Statement of Work.

SECTION A2: LICENSED SOFTWARE

1. Licensed Software

This Addendum licenses **CountySuite™ Sheriff**, with the functionality described in Section B below, covering Base Product Features and Module Features.

2. No Hardware

No hardware is included as a part of this proposal (e.g., tablets, printers, bar code scanners, label printers, etc.).

3. License Fee

Licensee agrees to pay a one-time fee of \$1,594,527 for the grant of the License herein. THERE IS NO PER USER FEE.

SECTION B: PRODUCT FEATURES

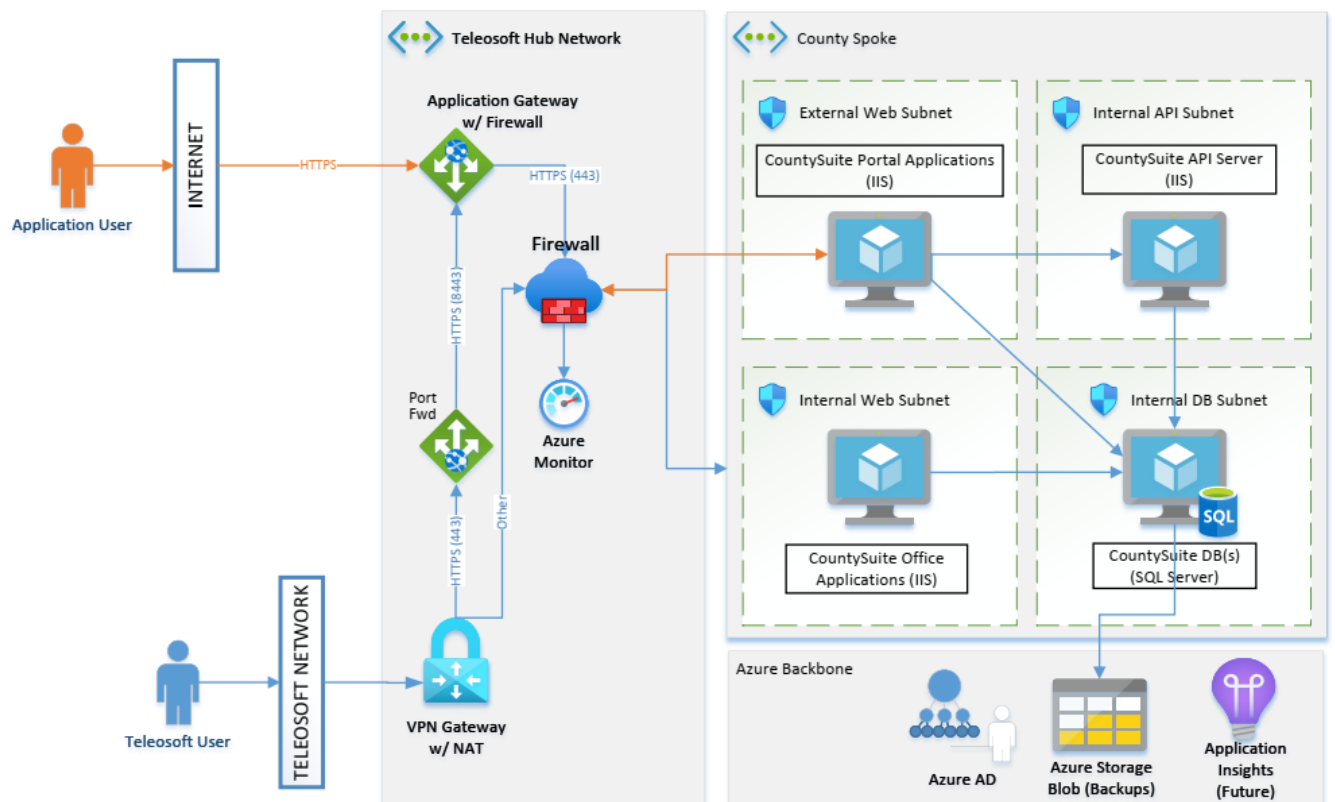
HOSTING PLATFORM

1. Product Overview

This section provides a summary of the details and work associated with the licensed CountySuite™ Sheriff software referenced below in CountySuite™ Cloud environment.

2. Cloud Architecture

The following diagram outlines the typical architecture for provisioning in the CountySuite™ Cloud environment.



Architecture Clarifications

- Direct TCP communication from VPN Gateway to Firewall is limited to Teleosoft access.
- All County network communication will occur over the public internet (shown above) or over a site-to-site connection on the Teleosoft Hub VPN Gateway (depending on communication requirements and/or 3rd party integrations).
- Authentication via OAuth:
 - The preferred model is to use the County’s Azure AD as the Identity Provider, allowing user and credential management to remain unchanged.
 - Alternatively, Teleosoft will provide an Azure AD Identity Provider, including MFA, and Sheriff IT will hold responsibility for user management.

3. Cloud Hosting Benefits & Services

AZURE INFRASTRUCTURE

- FedRAMP high, CJIS, PCI, HIPAA & IRS compliant
- VM Infrastructure 7x24x365 Uptime (99.9% SLA)
- Data Security
 - Data at rest
 - VM Disk Encryption
 - Data in motion
 - All web traffic is transmitted using HTTPS and TLS 1.2

TELEOSOFT MANAGED SERVICES

- Microsoft Windows Server, SQL Server, and CountySuite™ Patch Management, Inventory, and Change Tracking
- VM backups w/ 30-day retention and redundant copies
- Data backups w/ 1-year retention

Timeframe	RTO	RPO
0-7 days	1 day	4 hours
8-30 days	1 day	1 day
31-365 days	1 day	1 month

COUNTYSUITE™ SHERIFF

1. Technology

- 1.1. Upgrades to the application can be done remotely using Microsoft Azure Deployment Agent and are immediately available to all users
- 1.2. Browser-based interface does not require installs on each user machine
- 1.3. The preferred User Security model is to use the County's Azure AD as the Identity Provider, allowing user and credential management to remain unchanged.
- 1.4. Reporting creates PDF documents for reliable printing and emailing (excel export for accounting)
- 1.5. Auditing system tracks every change to data within the system by time and user
- 1.6. A cookie will be installed to set up the Kiosk functionality to work within the existing E-Filing portal

CASE MANAGEMENT

2. Unified System

- 2.1. Participant information is shared between cases so names and addresses are not re-entered if they are already in the system.
- 2.2. Each contact can have an unlimited number of addresses which can be used for mailing, serving, and keeping historical information.
- 2.3. When addresses are added (by a deputy, for instance), all cases associated with that contact see the new information immediately
- 2.4. Easily look up an individual and see which Cases / Files are associated with them
- 2.5. An unlimited number of case participants (plaintiffs, defendants, attorneys, etc.) can be associated with each Case
- 2.6. An unlimited number of Files can be associated with each Case
- 2.7. An unlimited number of Services can be associated with each File
- 2.8. An unlimited number of Actions can be associated with each Case, or each File, or each Service
- 2.9. Contact details for all Services include physical characteristics (height, weight, scars) and the ability to store pictures and images
- 2.10. Reports pull from information already entered into the system, so there is no need to enter information again (like case numbers, case participants, addresses, etc.)
- 2.11. Activities are contextual (ability to perform certain functions or access reports will be right there within the page you are already on, and where you expect them to be)

3. Home Page

- 3.1. Search both Open and Closed Files and Returned Instructions by Case Number, File Number, Participant Name, Property Address, SSN, Check Number, and more

- 3.2.** Search results will show in list, or if only one File Number matches, take user to File immediately
 - 3.2.1.** Results show File and Service status, and additional data depending on search filter selected
- 3.3.** Search for Services allows immediate jump to add Service Action for field staff (like Trip Ticket Update)
- 3.4.** Notifications show for upcoming events / deadlines
- 3.5.** Quick Links to:
 - 3.5.1.** Receiving (where a File starts)
 - 3.5.2.** Levy Receivables (taking in payments from Debtors)
 - 3.5.3.** Contacts (manage global contacts, like attorneys, vendors, keepers, etc.)
 - 3.5.4.** Accounts (all things financial)
 - 3.5.5.** Batch Printing (for Service Packets, Proof Packets, Writ Returns, etc.)
 - 3.5.6.** Assignment (manage a large office by assigning Files to staff, tracking progress)
 - 3.5.7.** Reports (System and Metric Reports)
 - 3.5.8.** Pending Files (view files entered that are missing service information)

4. Receiving Process

- 4.1.** Cashiering page(s) all in one page
 - 4.1.1.** Handles multiple locations (but defaults to the Default location for the current user)
- 4.2.** Look up existing Court Cases and/or File Numbers
 - 4.2.1.** Pull in all existing participants/attorneys and the Case Title
 - 4.2.2.** Add new participants if necessary
 - 4.2.3.** Defaults the Requestor (Plaintiff Attorney, or just Plaintiff if pro se), but can be changed
- 4.3.** Look up existing Contacts
 - 4.3.1.** Not just for attorneys
 - 4.3.2.** Add address information immediately (helpful to Receipts, ready to mail)
- 4.4.** Add to existing File, or create a new File
 - 4.4.1.** Select the Requestor from Case Participants
- 4.5.** Can charge for Copies in addition to filing fees
- 4.6.** Add unlimited number of Services
 - 4.6.1.** Use Quantity multiplier to avoid redundant entry
 - 4.6.2.** Checkbox to auto-add Notary fee
 - 4.6.3.** Only show the Waiver choices that are valid for the selected Service category
 - 4.6.4.** Add additional Deposit amount (can be set for a default amount for any Service)
 - 4.6.5.** Auto-adds Eviction service "pairs"
 - 4.6.6.** Capture Service Documents (can be required)
 - 4.6.7.** Capture Waiver Documents (can be required)
 - 4.6.8.** Automatically calculates expected Service Fees
- 4.7.** Add payment information

- 4.7.1. Defaults to being paid by the Requestor, but the user can choose any case participant, or enter anyone outside of the case
- 4.7.2. Take multiple forms of payment to add up to total required (mixture of checks, cash, etc.)
- 4.7.3. Recalculates remaining amount every time a payment is added (user can override)
- 4.8. Option to generate Receipt document now, or later
 - 4.8.1. Receipt can include cash breakdown grid, office contact information on the back
- 4.9. Capture additional documents
 - 4.9.1. Writ, Warrant, Instructions, etc.
- 4.10. Generate File Number label using Dymo Label printer (for manila folders)
- 4.11. For Writs, option to Check APR validity based on provided information, so File can (potentially) be rejected immediately
- 4.12. Link to Returned Instructions page, so user can easily generate form that will be mailed back to the Requestor (when rejected)

5. Manage Court Case Information

- 5.1. Shows all case participants with name, address, phone number information
 - 5.1.1. Easily jump to the Contacts page to manage the details of each participant, or add a new one
- 5.2. Jurisdiction information (Case Title and Court)
 - 5.2.1. Court uses type-ahead technology to make it easy to find court by typing ANY PART of the Court name and address (usually using the street address if the fastest way to filter to the court you need)
 - 5.2.2. Case Title fields are limited in length to warn the user when they will not fit in the Mandatory Judicial report header
- 5.3. Shows list of all Files associated with this Court Case
 - 5.3.1. Displays File Number, File Category and current status (Open, Closed, etc.)
 - 5.3.2. Easily click on a File to jump to the details for that File

6. Manage Contacts

- 6.1. When the user IS NOT inside of a Case
 - 6.1.1. This page can be used to add or update global contacts that can be used for any Case
 - 6.1.2. Contacts can be placed in global categories such as Vendor, Trustee, Keeper, Attorney so that later parts of the application will only show applicable contacts in those contexts
 - 6.1.3. Contacts can also be added to the system, even if they are not yet associated with any Court Case (if you find out information about this person or expect paperwork to arrive soon). Then, when Receiving that paperwork, the contact can be chosen and associated with that filing.
- 6.2. When the user IS inside of a Case
 - 6.2.1. This page allows the user to look up any existing contact within the system, or add a new one, and attach them to this court case by defining their role for that Case (Plaintiff, Defendant, Garnishee, Employee, Spouse, etc.)

- 6.2.2. The user can easily jump between the details for all Case Participants without leaving this page
- 6.2.3. The user can set the relationship between participants here (Employer/Employee)
- 6.2.4. A feature is available to substitute an attorney, and capture the appropriate paperwork
- 6.3. Names and aliases can be entered
- 6.4. Additional data such as Email, SSN, State Bar Number and Vendor Number can be added
- 6.5. Warning Notes can be added to the user, which will follow them to any Cases they are associated with
- 6.6. Physical Details can be added to ANY contact (not just for Warrants or TRO)
 - 6.6.1. DOB, Facial Hair, Scars/tattoos, vehicle description, height, weight, driver's license, XREF number, etc.
 - 6.6.2. This includes attachment of photos
- 6.7. Unlimited number of phone numbers
- 6.8. Unlimited number of addresses
 - 6.8.1. Ability to set address as invalid
 - 6.8.2. Ability to exclude address for Services (won't show on the Trip Ticket)
- 6.9. Easily copy entered information (for husband/wife) with the Save As New Contact option
- 6.10. Primary bankruptcy information is connected to the Contact
 - 6.10.1. Only need to enter it once, then affects all Services associated with the Contact
 - 6.10.2. Easily see the list of those Services, and jump to them from this page to enter Service-specific information related to the bankruptcy
- 6.11. Contact History button
 - 6.11.1. Takes user to a page showing ALL files the user is associated with, including role in that File
- 6.12. Print Mailer page
 - 6.12.1. Print a mailer sheet for any contact/address combination right from this page

7. Manage Bankruptcies

- 7.1. Add Filing information (filing date, received date, court, 341 meeting date, etc.)
 - 7.1.1. Capture Bankruptcy documents
- 7.2. Select Trustee (if applicable)
- 7.3. Track Disposition type and date
 - 7.3.1. Capture Disposition documents
 - 7.3.2. Track Closed date
- 7.4. Capture any additional correspondence documents
- 7.5. Once the primary bankruptcy information is added, the user can view all Services associated with this contact that may need additional details added, specific to that Service
 - 7.5.1. User can easily jump to each Service to enter service-specific information about the bankruptcy

8. Manage Service-Specific Bankruptcy Information

- 8.1. All the general information about the bankruptcy DOES NOT have to be re-entered for each Service
- 8.2. Since the bankruptcy is associated with the person, who is specifically a debtor on a particular levy (or eviction), ONLY that particular Service/Levy is affected by the Bankruptcy, NOT the entire File (which could have other active levies where payments can still be received and disbursed)
- 8.3. Enter details about when the Employer/Garnishee was notified, when/if the trustee letter was sent, when the Levy was re-instated, who the Funds should be sent to, and when they were sent
- 8.4. The Bankruptcy Notices are then printed from this page with a single click
- 8.5. A Trustee Letter is captured from this page
- 8.6. An Order Avoiding Lien is captured from this page
- 8.7. Quick links are provided to jump to the Levy Notices page (WG-012, etc.), and the Judgment Ledger (for holding any pending receivables)
- 8.8. A bankruptcy on an eviction will affect the Deputy Services listing, notifying the field staff to halt the eviction, until paperwork is received to allow the eviction to proceed.

9. Manage Levy Receivables (Single)

- 9.1. Type-ahead technology allows the user to enter a Court Case or File Number
- 9.2. Any associated (active) Levies associated with that File are displayed, with the Judgment amount, Garnishee Name and Debtor Name (and the entry date of the Service, to differentiate re-levies)
- 9.3. Details are brought in for the selected Levy
 - 9.3.1. File Closed, Levy Claim, Bankruptcy, Last Received Amount (and list of all past receivables), Levy Status, Levy Modification/Frequency, Judgment Expiration, Current Judgment Balance, all Comments
- 9.4. Funds Available Date defaults to county specifics
- 9.5. Paid By defaults to Employer or Garnishee, depending on whether service is EWO or EOJ
 - 9.5.1. But any case participant can be selected, or a new contact entered
- 9.6. Payment can be placed on Hold if desired
- 9.7. Payment document can be captured
- 9.8. Refund can be auto-queued up for over-payments (Levy Modification, etc.)
- 9.9. MORF (Memorandum of Returned Funds) can be generated from this page (if the check cannot be identified, or other problems exist)
- 9.10. Quick Links to jump to the associated File or Ledger for any entry

10. Manage Levy Receivables (Multiple)

- 10.1. Similar interface to above, but allows the entry of check details for a single receivable
- 10.2. Then type-ahead lookup is used to bring in specific File/Service details
- 10.3. Details are brought in for the selected Levy
 - 10.3.1. File Closed, Levy Claim, Bankruptcy, Last Received Amount (and list of all past receivables), Levy Status, Levy Modification/Frequency, Judgment Expiration, Current Judgment Balance, all Comments

- 10.4. The user then enters the amount applicable for that Levy
- 10.5. Refund can be auto-queued up for over-payments (Levy Modification, etc.)
- 10.6. The total of all entries is constantly recalculated along with the remaining amount (compared to the total check amount)
- 10.7. Once the totals match, all deposits are submitted and entered on the appropriate Judgment Ledgers

11. Memorandum of Returned Funds

- 11.1. User can enter mailing name/address, or choose from case participants
- 11.2. Capture the payment document
- 11.3. Enter check number, date and amount
- 11.4. Choose from several default reasons
 - 11.4.1. Case released/stayed, Case has been Closed, Case is fully Satisfied, Due to Employer Response, EWO Modified, Return Funds to Debtor, etc.
- 11.5. Add any other free form notes desired

12. Manage File Information

- 12.1. Track general information such as File Number, Filing Source (counter, mail, e-filed, etc.), Requestor, Received Dates
- 12.2. Badges at the top of the page inform the user of important status information (WRIT RETURNED, WRIT EXPIRED, FILE OPEN, FILE CLOSED, etc.)
- 12.3. If the File is associated with a Writ, the Writ section is visible
 - 12.3.1. Enter the writ category (execution, possession, etc.) and type (money judgment, personal property, real property, etc.)
 - 12.3.2. Enter the Writ Issued Date (expiration is auto-calculated)
 - 12.3.3. Enter judgment type (limited, unlimited, pre-judgment, etc.)
 - 12.3.4. Set whether to Hold the Writ Full Term, and whether this is a Criminal writ
- 12.4. If the File is associated with a Writ, the Judgments section is visible
 - 12.4.1. Add as many Judgments as are necessary for the Writ
 - 12.4.2. This handles Attachment 20 scenarios for Writs of Execution
 - 12.4.3. This handles a multiple-address situation for Evictions
 - 12.4.4. The Judgment section shows the date Entered, Expires (including handling NEVER), the Debtor Names, the Judgment Amount, and the current Judgment Balance
 - 12.4.5. Clicking on the row takes the user to the Judgment Page
- 12.5. Show the list of all Services (Levies) associated with that File
 - 12.5.1. Date Entered, Date Completed
 - 12.5.2. Bankruptcy Active
 - 12.5.3. Service Category
 - 12.5.4. Name and Address of Serve To (or Property Address for Real Property)
 - 12.5.5. Service Status (Successful, Unsuccessful, In Progress, Checked Out by Deputy X, etc.)
 - 12.5.6. Clicking on a Service row takes the user to the Service Page
- 12.6. Show the list of all File Actions

- 12.6.1.** Each File Action row shows the Priority, Entry Date, User name, category, description, and a paperclip to easily launch any attached documents
- 12.6.2.** When a Critical comment has not expired, visiting the File page pops this text up in front of the user and forces a dismissal of the dialog
- 12.6.3.** This list can be filtered to only show entries with documents attached, or vice versa
- 12.6.4.** This list can also be filtered to hide all Accounting-related items (scanned checks, deposits received, etc.)
- 12.6.5.** Clicking on a File Action row takes the user to the File Actions page
- 12.7.** The user can Close a File or Re-Open a File or Delete a File
- 12.8.** The user can generate a Notice of Action Taken (or not Taken)
- 12.9.** The user can generate documents for all Services associated with this File in batch
 - 12.9.1.** Service Packets (Trip Tickets and Service Documents)
 - 12.9.2.** Proof Packets (Proof of Service, Declaration of Diligence)
 - 12.9.3.** Certified Mailers
- 12.10.** The user can generate a Writ Return (if a Writ is associated with this File)
 - 12.10.1.** Prompted to also produce Audit Report (can be defaulted per county)
 - 12.10.2.** Supports Regular and Final and Supplemental Return types
 - 12.10.3.** User can add remarks and pause interest
 - 12.10.4.** File can be auto-closed after Writ Return is generated
- 12.11.** Whenever documents are Printed, they are always attached to a File Action that is auto-created
- 12.12.** However, the user also has the option to Preview the documents, which generates them as a PDF, but does NOT create the associated File Action
- 12.13.** Quick Links to jump to the File Ledger or Judgment Ledger (only for files with Judgments)
- 12.14.** The user has the ability to put the file on hold at any time (permission based) which will prevent money from being disbursed until the hold is removed.

13. Manage File Actions

- 13.1.** The user can add a File Action with a date/time and category, and then add notes and set a priority (and expiration date) for the Action
- 13.2.** The user can capture any document and associate it with the File Action
- 13.3.** When selecting a category, default text can be defined for that category to prevent redundant data entry
- 13.4.** Whenever documents are generated from a File or Service (Notice of Action Taken, Proof of Service, Levy Notices for Modification/Release, etc.) a File Action is always automatically created, and the generated document attached

14. Notice of Action Taken

- 14.1.** Allows the user to generate notices with numerous default text fields added (primarily used for Returned Instructions)
- 14.2.** This includes specific check details so that the user can search even Returned Instructions (from the main page of the application) using the check number

- 14.3. The user can also choose to add ONLY the text that they have entered without any other text being included (and this text field is UNLIMITED)
- 14.4. Additionally, the title of the report can be changed (allowing it to be used for just about any type of office communication), but the generic header will still be used
- 14.5. It is also possible to include the sheriff signature at the bottom of the generated document
- 14.6. Any case participant and address can be selected as the name/address combination for the mailer
- 14.7. Documents can be scanned and attached with the Notice of Action Taken Letter that is generated
- 14.8. When a Notice of Action Taken is generated from within a File, a File Action is created with the generated document attached.

15. Manage Judgment Information

- 15.1. Enter Creditor (select from list of case participants) and Debtor(s) (select from list of case participants)
 - 15.1.1. Note that ANY participant can be used as the Creditor or Debtor.
 - 15.1.2. Case Participants are NOT tagged as Plaintiff/Creditor or Defendant/Debtor when they are added to the case.
 - 15.1.3. Rather, their role as Plaintiff or Defendant remains with their association to the Case. Their role as Creditor or Debtor remains with their association to the Judgment
 - 15.1.4. This easily allows cross filings to be handled without the need to re-enter case participants with a different case participant category
- 15.2. Enter Judgment Entered (or Renewed) Date (limited by the Writ issued Date already entered)
- 15.3. Set whether or not this is a Sister State judgment (which will hold payments until the user captures the POS from the other office)
- 15.4. Enter Financial Details
 - 15.4.1. Entry fields are labeled with the California Writ line numbers
 - 15.4.2. Entering the Daily Interest amount calculates the APR
 - 15.4.3. User is warned if the APR exceeds the 10% limit. The application can be configured to allow for decimals above 10.00% to match county preferences
 - 15.4.4. User is warned if the APR=0% (in case it was left blank in error)
 - 15.4.5. User is warned if Direct Court Costs are entered (since normally they are blank)
 - 15.4.6. The Judgment Ledger is initialized with the information entered here
- 15.5. Enter Property Information
 - 15.5.1. This can be used with or without the Financial Details (one or both can be entered)
 - 15.5.2. This is where the address would be entered for an Eviction, or a real property situation
 - 15.5.3. The user can select from addresses already associated with case participants, to avoid redundant entry
 - 15.5.4. The user can also enter just a Property Description (and not an address) for a personal property situation
- 15.6. Quick Links to jump to the Judgment Ledger page (very similar to the debtor ledger you are familiar with), or to add a Creditor Judgment Reduction or Costs After Judgment

16. Creditor Judgment Reduction

- 16.1.** Allows the user to enter the date received, the amount, any notes, and capture the document received
- 16.2.** This can also be used to enter a Creditor Credit Bid, which has the same effect
- 16.3.** The adjustment is added to the Judgment Ledger
- 16.4.** The user is then taken to a page listing all Levies associated with this Judgment so that Notices (WG-012, etc.) can be generated, if desired

17. Costs After Judgment

- 17.1.** Allows the user to enter the date received, the amount, any notes, and capture the document received
- 17.2.** The adjustment is added to the Judgment Ledger
- 17.3.** The user is then taken to a page listing all Levies associated with this Judgment so that Notices (WG-012, etc.) can be generated, if desired

18. Manage Judgment Ledger

- 18.1.** Provide the user visibility into all financial activity pertaining to the process of paying off a judgment
- 18.2.** As such, while it is in Ledger form, not all the rows in the ledger represent actual financial transactions
- 18.3.** The grid will show things like the original judgment amounts, the accruing costs and interest, and even entries that indicate when interest was paused and resumed. Creditor Judgment reductions affect the overall judgment balance but are not financial transactions in themselves.
- 18.4.** The user can quickly see on this page the current Funds Available and the remaining Judgment Balance
- 18.5.** The Daily Interest Rate is calculated and displayed at all times
- 18.6.** A Notification of Account Status report can be generated to provide the debtor payoff specifics
 - 18.6.1.** The system can auto-include any remaining Service fees and a final disbursement fee. The Notification of Account Status report will highlight the current amount owed based on the payment date specified
- 18.7.** The user can Split money out of incoming credits (to create refunds, etc.), VOID entries, Stale Date entries, Hold entries, Delete entries, and generate an NSF letter (with the appropriate permissions)
- 18.8.** The user can also regenerate receipts at any time
- 18.9.** When payment documents (checks, money orders, etc.) are captured during entry, they appear on the ledger as a paperclip so the user can easily view the PDF at any time
- 18.10.** Clicking on a ledger row provides the user with further details about the entry, including the actual relationship between the credits and debits on the ledger, and how much money may remain in the credit. This is because our system maintains a connection between credits and debits for every amount that is disbursed.
- 18.11.** The user can also edit limited information about the entry

- 18.12.** The user can select only certain entries and then limit the ledger view to only the selected entries (sometimes helpful when trying to determine how credits and debits were apportioned when there was a long delay in between disbursement (maybe due to a Levy Claim, etc.)
- 18.13.** The ledger grid can also be expanded to show the entire ledger (without scrolling within the limited grid window)
- 18.14.** The ledger can be printed (which matches the Audit report format that prints with a Writ Return)
- 18.15.** The ledger can be exported to Excel
- 18.16.** All of the above capabilities can be granularly assigned based on user permissions

19. Manage File Ledger

- 19.1.** Provide the user visibility into all actual financial transactions that take place on the File
- 19.2.** This includes all credit and debit activity, but will NOT include non-financial entries in the way that the Judgment Ledger does
- 19.3.** The user can look at the File Ledger and know exactly the current money balance on the File
- 19.4.** There is no need to enter information on "both" ledgers to make things "balance". Any real money transactions will show on the File Ledger.
- 19.5.** The ledger will show the "Remaining Amount" in any credits on the ledger, allow the user to easily see what is remaining in specific credit payments (like Fee for Services, Deposits, or even Levy Receivables)
- 19.6.** The user can add new Credit or Debit entries to the ledger from this page (an additional Deposit from an Attorney to cover additional costs for a levy, for instance)
- 19.7.** Adding a Vendor Payment (or Keeper payment) is as simple as adding the correct Debit amount and selecting the proper payee from this page
 - 19.7.1.** The system can automatically find and associate the Debit with an available Credit, or the user can choose a specific Credit from the ledger and "split" out the amount they wish to pay the Vendor, or Refund the Creditor, etc.
 - 19.7.2.** The payment will then become part of the next check disbursement run
- 19.8.** The user can Split money out of incoming credits (to create refunds, etc.), VOID entries, Stale Date entries, Hold entries, Delete entries, and generate an NSF letter (with the appropriate permissions)
- 19.9.** The user can also regenerate receipts at any time
- 19.10.** When payment documents (checks, money orders, etc.) are captured during entry, they appear here on the ledger as a paperclip so the user can easily view the PDF at any time
- 19.11.** Clicking on a ledger row provides the user with further details about the entry, including the actual relationship between the credits and debits on the ledger. This is because our system maintains a connection between credits and debits for every amount that is disbursed.
- 19.12.** The user can also edit limited information about the entry
- 19.13.** The user can select only certain entries and then limit the ledger view to only the selected entries (sometimes helpful when trying to determine how credits and debits were apportioned when there was a long delay in between disbursement (maybe due to a Levy Claim, etc.)
- 19.14.** The ledger grid can also be expanded to show the entire ledger (without scrolling within the limited grid window)

19.15. The ledger can be printed and/or exported to Excel

19.16. All of the above capabilities can be granularly assigned based on user permissions

20. Manage Services

20.1. Entry fields adapt depending on whether the page is a Miscellaneous Service, Hearing Date Service, Eviction, EWO or EOJ.

20.2. Serve By Dates are auto-calculated as they are related to Hearing Dates or Writ Expiration Dates.

20.3. Bench Warrant Courtesy letters can be generated, and Bail amounts entered

20.4. Ability to select Service Documents

20.4.1. Filtered down so only those that are related to the selected Service are shown

20.4.2. And documents can now be selected in groups, making common selections easier and faster

20.5. Specify the Serve To name/address combination (select from a dropdown list containing case participants)

20.6. For an EWO, the Employer associated to the judgment debtor is automatically selected

20.7. For an EOJ, the user can select multiple debtors for the selected Garnishee

20.8. For a levy, specify additional information, such as to whom payments should be made

20.9. Show a list of all Service Actions on this service (attempts, final service, cancellation, etc.)

20.10. Generate Service packets (Trip Tickets plus Service documents)

20.11. Generate Proof of Service

20.12. Capture Levy Release, Levy Modification, Garnishee Response

20.13. Add Levy Claim and/or Bankruptcy Details for this Service

20.14. Other reports that are generated (visible only for the correct Service type)

20.14.1. Certified Mailer

20.14.2. Request for Employer Return

20.14.3. Request for Safe Deposit Box Fees

20.14.4. Third Party Notice of Levy

20.14.5. Garnishee Demand Letter

20.14.6. Eviction Information Letter

20.14.7. Eviction Poster

20.14.8. Sister-State Bench Warrant

21. Manage Levy Claims

21.1. These claims are associated with a particular Levy (Service).

21.2. Several claims can be added at the same time, and they do NOT overwrite previous claim information

21.3. Can choose whether this is a Claim of Exemption or Third-Party Claim

21.4. Allows for entry of all details (Claimant, date received, date notice to creditor mailed)

21.5. Notice of Opposition due date is automatically set

21.6. Once NOO is received, due date for the Notice of Hearing is set

- 21.7. One NOH is received, then further information about the Hearing results can be captured
- 21.8. A cover sheet, creditor notice, and third-party notice can all be generated
 - 21.8.1. For a Third-Party claim, the appropriate documents are generated based on in/out of state conditions and whether an undertaking is involved.
- 21.9. For an EWO, if the Order Determining indicates a new garnishment frequency and amount, that can be entered directly on this page

22. Manage Levy Releases

- 22.1. Capture the document filed that initiated the release
- 22.2. Data entry fields adapt depending on whether or not the levy is an EWO or EOJ
- 22.3. Specify the termination date and possibly “other orders” text to generate the appropriate release notice.
- 22.4. For an EOJ, the user can specify a date when the item can be released from Storage
- 22.5. The appropriate Levy Release notice is generated, based on the information entered

23. Manage Levy Modifications

- 23.1. Capture the document filed that initiated the modification
- 23.2. Data entry fields adapt depending on whether or not the levy is an EWO or EOJ
- 23.3. Specify the garnishment frequency and amount (if applicable for an EWO)
- 23.4. Specify the modification date and possibly “other orders” to generate the appropriate WG-012 or EOJ form
- 23.5. The appropriate Levy Modification notice is generated, based on the information entered
- 23.6. Notices can be generated (for things like bankruptcy) without affecting/including any garnishment frequency/amount information
- 23.7. Once a garnishment frequency/amount is entered here, this will affect how Levy Receivables work, and the appropriate details will be captured in a File Action and appear on the Disbursement Verification report.

24. Manage Garnishee Response (EWO - Employer Return)

- 24.1. Capture the document that was received, along with the date and any notes
- 24.2. When this document was generated by our application, a barcode is included, and scanning that barcode will take the user to the Levy page to process the response
- 24.3. Track if the employee is:
 - 24.3.1. Not Employed (automatically changes Order status to Not Effective)
 - 24.3.2. Now Employed (provide fields to specify pay period, last period earnings)
 - 24.3.3. On a Leave of Absence, or Undetermined
- 24.4. Specify Order status (Effective, Not Effective, Undetermined)
- 24.5. Track Status of Other Order (if applicable)
 - 24.5.1. Received First On (enter Date)
 - 24.5.2. Has Higher Priority
 - 24.5.3. Capture Copy of Other Order
- 24.6. If Other Order not provided, enter details

- 24.6.1. Court Name, Address, Court Case Number
- 24.6.2. Levying Office Name, Address, File Number
- 24.6.3. Total Withheld Amount
- 24.6.4. Additional Comments

25. Manage Garnishee Response (EOJ – Memorandum of Garnishee)

- 25.1. Capture the document that was received, along with the date and any notes
- 25.2. When this document was generated by our application, a barcode is included, and scanning that barcode will take the user to the Levy page to process the response
- 25.3. Options for Typical Responses (No such account, No funds available, No safe deposit box, Account closed, Nothing to report, Social Security Funds deposited directly into this account, Other party on account)
- 25.4. If Other party on Account, the option is presented to select or add a Third-Party Contact to the levy

26. Manage Service Actions

- 26.1. Enter Disposition, Date and Time of Service Action
- 26.2. Entry fields adapt based on the type of Service (show/hide fields like Signed by (3b) Accepted by (5b) or Mailed Date).
- 26.3. Default text is created for the Declaration of Diligence and Proof of Service information, based on the type of Service Disposition selected (Served – Personally, Served – Sub-Service, Served – Business Representative, etc.)
- 26.4. Deputy selection defaults to the current user (if they are in the list), otherwise they can be selected from the dropdown
- 26.5. Capture the Trip Ticket as part of the entry process (or RPS Proof of Service)
- 26.6. Ability to charge no fee, if desired
- 26.7. All required options and variations to support a Summons service (On behalf of, etc.) are supported
- 26.8. For an EWO Service, can generate an Unsuccessful Attempt letter (only visible, if service was unsuccessful)

27. Manage Real Property Process

- 27.1. New Real Property Assistant
- 27.2. Now connected to the actual Services!
- 27.3. Walks the user through all steps
- 27.4. Generate all reports, reduced redundant entry

28. Manage Personal Property Process

- 28.1. Walks the user through all steps
- 28.2. Track inventory
- 28.3. Generates Sale Notices
- 28.4. Track the sale day process

28.5. Generate all reports, reduced redundant entry

29. Barcode Scanning

29.1. Can be done from ANY page within the application

29.2. Will take the user to the related Service, or to add a Service Action if the Service is not completed

29.3. Barcodes are included on Trip Tickets, Employer Return, Garnishee Response, etc.

30. Manage Accounts

30.1. Provides a basic view of your "checkbook" (for the escrow account you manage)

30.2. View the Account entries (both debit and credit) for any date range

30.3. Search and find any check(s) by name, check number, category

30.4. Consolidated checks (like Civil Revenue, etc.) can be printed individually

30.4.1. Details reports can be generated for each consolidated check showing all files/services that contributed to the totals

30.4.2. Checks can be printed at any interval (usually end of month) but can be configured to "lock down" monthly, weekly, and even daily

30.5. Any check can be printed individually without going through the Disbursement process (with permissions)

30.6. Insert VOID entries for damaged checks

30.7. For offices with multiple Locations, Accounts can be filtered by Location

31. Manage Deposit Verification

31.1. Daily review of all entered money (via Receiving, Ledger, etc.)

31.2. Filter by individual cashier and/or Tender Type (can be useful when approving ACH transactions)

31.3. For offices with multiple Locations, Deposits can be filtered by Location

31.4. Deposits can be VOIDed if they do not match the actual received payment documents, and some information can be corrected and updated prior to final approval on this page (all VOIDS require a journal entry reason)

31.5. Deposits can be put on hold by a user with the proper permissions

31.6. Deposits can be approved and "Posted to Accounts" at your desired interval (usually daily)

31.7. Generate Deposit Ledger reports (can be exported to Excel), grouped by Tender Type or File Type

31.8. Generate Account Activity (and Detail) reports for Civil Revenue, Total Receivables, and Total Disbursements, with Prior and Next Day Trial Balance numbers

31.9. Receipts can be reprinted by selecting a Deposit

31.10. User can be limited to only make changes to their own deposits or allowed to edit all deposits dependent on permissions

32. Manage Reconciliation

32.1. Monthly reconciliation with Bank Statement

- 32.2.** Shows all Credit and Debit activity that is non-reconciled
- 32.3.** For offices with multiple Locations, Reconciliation can be filtered by Location
- 32.4.** Simple check-box interface
- 32.5.** Auto-calculates cleared amounts and compares to entered Statement Balance as items are checked
- 32.6.** Supports import from many banks to reconcile Checks Written (Deposits must be manually reconciled)
- 32.7.** Generate reconciliation summary
- 32.8.** Can always generate a list of Outstanding Checks

33. Manage Disbursements

- 33.1.** A list of all Disbursements can be viewed and filtered, showing the date it was Created, the Funds Available Date, the Finalized Date, the Mailed Date (entered after checks are printed), and any Notes, along with a paperclip allowing you to view the actual check PDF (or check request report) that was produced
- 33.2.** Clicking on a completed Disbursement will allow the user to see a list of all the checks created, as well as edit the Mailed Date
 - 33.2.1.** Batch VOIDS can be done from this interface in the event of printer issues
 - 33.2.2.** A Positive Pay export can be created and uploaded to your bank (several formats supported)
- 33.3.** For offices with multiple Locations, Disbursements can be filtered by Location
- 33.4.** Only one Disbursement (per location) can be In Progress at any one time
- 33.5.** A new Disbursement can be created (if none are In Progress) by defining the Funds Available Date
- 33.6.** The user then initiates the process that identifies all Pending Receivables within the system
 - 33.6.1.** The user can choose to view these Receivables, which are listed with the Entry Date, File Number, Funds Available Date, Category and Amount
 - 33.6.2.** Our application identifies INDIVIDUAL receivables that are available, not the TOTAL amount available within a given File/Levy.
 - 33.6.3.** This allows us to create Creditor Payments for each Receivable, eliminating the need for you to manually SPLIT that check later in the process to maximize the final disbursement fees that you can collect
 - 33.6.4.** Receivables that are “blocked” (will not be used) are highlighted and the reason is defined (On Hold, Bankruptcy, Active Levy Claim, Levy Ineffective/Invalid, Levy Closed/Terminated, Judgment Expired)
 - 33.6.5.** The user can choose to click on any row and be taken to the ledger for this File, where perhaps the conditions can be resolved, and then the credit can be included
 - 33.6.6.** This view allows regular review of Receivables that may be held up so that those conditions can be addressed
- 33.7.** The user then initiates the process that creates Pending Checks for review and printing
 - 33.7.1.** This logic involves applying county-specified criteria for minimum check amounts, the ability to combine smaller credits to exceed the minimum check amount, the ability to combine smaller credits with a larger check that is already being printed from that

- Levy, etc. in order to maximize the number of final disbursement fees that can be collected, and minimize the number of checks actually be printed
- 33.7.2.** Additional logic can allow checks below the normal minimum to be printed if there has been no further activity on that File for 180 days (or a specified number of days)
 - 33.7.3.** Creditor Payments are created, and the associated disbursement fees are also created, and any other checks (like queued Debtor or Creditor Refunds, Vendor Payments, Keeper Payments, etc.) are all generated into a list of Pending Checks
 - 33.7.4.** During this process, and until the Disbursement process is finalized, all the credits utilized are disabled on the individual File and Judgment Ledgers to prevent any changes being made during the check processing
 - 33.7.5.** The checks in the Pending Checks list will show the File Number, Payee, Amount, Levy Modification amount, Overpayment amount, and Last Received Amount
 - 33.7.6.** Any check can be removed from the list of Pending Checks during the evaluation of the checks
 - 33.7.7.** Any check can Edited from the list of Pending Checks, which will allow the check to be Split (any number of times), a disbursement fee to be skipped, etc.
- 33.8.** The user can then work their way through the grid listing of the checks, confirming that all looks correct, and choosing to include/exclude any check from being printed (using a checkbox).
 - 33.9.** Clicking on a row will open the Judgment or File Ledger in a new tab, allowing for further research.
 - 33.10.** As checks are included / excluded, a count of how many checks will be printed is updated in the Print Checks button
 - 33.11.** A Check Verification report can be generated which will list the details of all the checks listed in the Pending Checks grid
 - 33.11.1.** This report includes information about the checks, along with (optionally) a list of the previous 5 checks, and (optionally) any active critical File Actions or disbursement File Actions
 - 33.11.2.** Red flags on this report include things like First Check, Bad Address, Missing Address, Levy Modification details, etc.
 - 33.12.** For counties that require a Vendor ID for all payees, a Pending Check will be blocked and highlighted until this condition is corrected
 - 33.13.** Checks that are greater than a specified amount will automatically be skipped within the check run until approved by a Supervisor. The supervisor is shown these checks in a list. Clicking on the check will take the user to the File for further review before approval.
 - 33.14.** For counties that have a large list of Pending Checks, a Filter field is provided to type in the File Number and find all checks that match the entered value
 - 33.15.** For counties that have a large list of Pending Checks, the ability to skip a range of checks can be accomplished by entering a beginning and ending File Number. (If the starting File Number is left blank, all checks up to the ending File Number will be skipped. If the ending File Number is left blank, all checks after the starting File Number will be skipped.)
 - 33.16.** When all review has been done, the Print Checks button will assign check numbers, and then present a confirmation dialog which will show the beginning/ending check numbers (which helps to retrieve the proper number of checks from the safe), and it will also generate a report of all checks about to be written (in check number order) for auditor confirmation

- 33.17.** If the user confirms that checks should be printed, the system will either generate a PDF of actual checks (using the specified county check format), or a PDF of a report called a “Check Request Report”, which will list all pertinent information about the checks, and can be sent to the auditor controller (the latter is usually used when the sheriff’s office does not print their own checks)
- 33.18.** If the user desires to cancel the Disbursement run, the Undo All button will remove all the Pending Checks, and the Disbursement run can even be deleted.
- 33.19.** For several counties, we have created a text/XML file formatted for upload to the auditor/controller
- 33.20.** Ability to upload to a bank for Positive Pay

34. Manage Invoices

- 34.1.** For offices with multiple Locations, Invoices can be view/created per Location, or across all Locations
- 34.2.** Provides a way to simply do Court Billing (and also invoice other offices, if desired)
- 34.3.** Selecting the Waiver type (like Waiver – Bill Courts, or Waiver – Billable), and then entering a Date Range will return all the costs that have been queued up during the selected time period
- 34.4.** The user can choose to uncheck any of the costs to exclude them from Invoice creation
- 34.5.** The user can export the list of all ledger entries for invoicing into excel
- 34.6.** For Court Billing, clicking Create New Invoice(s) will create an invoice for each Court associated with the list of costs
- 34.7.** For other Billing, clicking Create new Invoice(s) will create a single invoice made up of all the listed costs, addressed to the entity associated with that Waiver category.
- 34.8.** A PDF of the Invoice(s) will also be generated which can be mailed
- 34.9.** A list view of all Invoices ever created can be filtered by All, Open, Closed
- 34.10.** Clicking on any Open invoice will display the particular costs associated with that Invoice.
 - 34.10.1.** The Invoice can be modified by checking/unchecking any of the costs in the list, and then the invoice can be regenerated
- 34.11.** When payment is received, simply click on the related Open invoice, and select the Receive Payment option
 - 34.11.1.** If the court has chosen not to pay particular costs, simply uncheck those costs in the list
 - 34.11.2.** Enter the amount of the payment
 - 34.11.3.** Click the Apply Payment button, and if the payment amount equals the total of all the included costs in the list, then the appropriate deposit will be entered on each ledger to cover the costs
- 34.12.** Once payment is received and applied, the invoice is marked as closed
- 34.13.** Ability to print a receipt for the payment received that will display the invoice number(s) the payment was applied towards

35. Accounting Reports

- 35.1.** For offices with multiple Locations, Reports can be run per Location, or across all Locations
- 35.2.** Reports can be run across any date range, with additional filter/grouping options

- 35.3. All reports can be generated as PDF documents, or exported to Excel
- 35.4. Deposits Approved & Batch Deposits (for mailing to attorneys, creditors, etc.)
- 35.5. Receipts Received & Receipts Voided (also can be grouped by Payer)
- 35.6. Checks Written & Checks Voided
- 35.7. Disbursements grouped by Payee or by File Category
- 35.8. Escrow (Trial Balance) grouped by Payer or by File
- 35.9. File Ledgers by specific File Category, and filtered by Open/Closed File status
- 35.10. Deposits on Hold
- 35.11. Waiver Report
- 35.12. Vendor Report
- 35.13. Pending Refunds
- 35.14. Checks Stale Dated
- 35.15. Escheated Funds
- 35.16. Service Amount Changes

36. System Reports

- 36.1. For offices with multiple Locations, Reports can be run per Location, or across all Locations
- 36.2. Reports can be run across any date range, with additional filter/grouping options
- 36.3. All reports can be generated as PDF documents, and some exported to Excel
- 36.4. Metrics and statistical reports
 - 36.4.1. Files & Services that were Opened and Closed
 - 36.4.2. Attempts & Completed Services
- 36.5. Files Received
 - 36.5.1. Group by File category and/or filtered by File Category
 - 36.5.2. Sort by Date Received or File Number
- 36.6. Active Services
 - 36.6.1. Show only Expired Services
 - 36.6.2. Filter by File and/or Service category
 - 36.6.3. Sort by Expiration Date, File Number, Defendant Name, Service Address, Postal Code
- 36.7. Completed Services
 - 36.7.1. Filter by File and/or Service category
 - 36.7.2. Sort by Served Date, File Number, Defendant Name, Service Address, Postal Code
- 36.8. Temporary Restraining Orders
 - 36.8.1. List of all active Restraining Orders
- 36.9. Levy Claims
 - 36.9.1. List of all active Levy Claims (Claims of Exemption & Third-Party Claims)
- 36.10. Bankruptcy
 - 36.10.1. List of all active Bankruptcies, with the option to also include Closed Bankruptcies

37. Manage Notifications / Calendar

- 37.1.** Notifications inform the user of upcoming events or when due dates have expired (things like Writ Expiration, Levy Claim Notice of Opposition Overdue, Third Party Notice sent 15 days ago, Employer Return not received, etc.)
- 37.2.** When used in conjunction with the Assignment module, on the File Manager will be notified about events relating to their Files. Supervisors will be able to see notifications for all File Managers (and clear those notifications globally).
- 37.3.** Users can dismiss a notification, or snooze it for a period of time
- 37.4.** It will remain in the notification queue until dismissed by the user, or the conditions are resolved
- 37.5.** Clicking on the Notification will take the user to the appropriate location to resolve the issue
- 37.6.** Default Location will be set for users when there are multiple locations for a county

38. User Management

- 38.1.** Provide an interface to add or edit system Users
 - 38.1.1.** Define user full name, initials, and login name (no password is needed since the application integrates with Active Directory)
 - 38.1.2.** Set the default search filter for the home page (could be different for users who focus on Orphans' Court, Register of Wills, or Marriage Licenses)
 - 38.1.3.** Associate the user with a full system contact (which can then include phone numbers, email, multiple addresses, etc.)
 - 38.1.4.** Associate the user with a digital signature and / or job title
 - 38.1.5.** Users can easily be disabled (without removing them from historical reporting, etc.)
 - 38.1.6.** For counties with multiple locations, a user can have a default location set, which will default any Location choices to that setting whenever they enter a page
- 38.2.** Assign permissions to a user
 - 38.2.1.** Only a user with the "Manage User Permissions" rights can adjust user permissions
 - 38.2.2.** The list of permissions is presented and can be assigned to the user (or removed from the user)
 - 38.2.3.** Each permission has a description explaining its functionality
 - 38.2.4.** Permission can be copied from an existing user, and then individual permissions can be added or removed as necessary
- 38.3.** Define Roles that group common permissions
 - 38.3.1.** Many offices group users into categories such as Clerk, Senior Clerk, Accounting, etc.
 - 38.3.2.** The application allows the definition of Roles that group certain permissions that would most commonly apply to Users in those departments
 - 38.3.3.** Roles can be assigned to a User, which will then assign all those permissions to that User (and then individual permissions can be removed, and other individual permissions can be added)
- 38.4.** As part of project implementation and data migration, all existing users will be migrated and configured with proper permissions

39. Manage Batch Operations

- 39.1. Batch Printing of Service Packets**
 - 39.1.1.** Filter by File Category, Start & End Date, User, and whether to include already printed Services
 - 39.1.2.** Can individually select/deselect from results
 - 39.1.3.** Generates Trip Tickets (in one PDF) and Service Documents (if applicable, as another PDF)
- 39.2. Batch Printing of Proof Packets**
 - 39.2.1.** Filter by File Category, Start & End Date, User, and whether to include already printed Services
 - 39.2.2.** Can individually select/deselect from results
 - 39.2.3.** Generates Proofs of Service in one PDF, and Return on Writ of Possession for Evictions
- 39.3. Batch Print of Certified Mailers**
 - 39.3.1.** Filter by File Category, Start & End Date, User, and whether to include already printed Services
 - 39.3.2.** Can individually select/deselect from results
 - 39.3.3.** Generates Certified Mailers in one PDF (supports several formats)
- 39.4. Batch Print Writ Returns**
 - 39.4.1.** Filter by File Category, Start & End Date, User, and whether to include Audit worksheet
 - 39.4.2.** Can individually select/deselect from results
 - 39.4.3.** Generates Writ Returns in one PDF
- 39.5. Batch Close Files**
 - 39.5.1.** Filter by File Category, File Number, Court Case Number, Start & End Date
 - 39.5.2.** Results show Aging of File, File Number, Court Case Number, File Category, Opened Date, and how many Services are on the File, and the current Balance on the File Ledger
 - 39.5.3.** Only Files that have all Services completed will be shown
 - 39.5.4.** Can individually select/deselect from results
 - 39.5.5.** Items with a non-zero Balance cannot be selected

40. Manage Deputy Services

- 40.1.** Auto-selects the deputy name from the dropdown list based on who is logged in (will also allow other deputy names to be selected, but not the default)
- 40.2.** Use barcodes to “check out” Services
 - 40.2.1.** As each Trip Ticket is scanned, the Service is added to the grid assigned to that deputy
 - 40.2.2.** A Service Action is also added to the Service showing that the paperwork is currently checked out and which deputy has it
- 40.3.** Selecting another deputy name, and re-scanning the barcode will re-assign the paperwork to a new deputy
- 40.4.** Within the grid, the user can click on “Add Action” to be taken to the Service Action page to add an attempt / disposition for the Service.

- 40.4.1.** However, re-scanning the trip ticket will take the user to the Service Action page directly (and this can be done from anywhere within the application)
- 40.4.2.** Once the Service Action is entered and saved, clicking Close will take the user back to the Deputy Services page
- 40.4.3.** For ease of use, the deputy can also just scan the next trip ticket, which will refresh the Service Action page, but now within the new Service, where the next set of details can be entered (no need to go back and forth to the Deputy Services page)
- 40.4.4.** A copy of the service packet is attached to each service entry within the grid. This enables a deputy with access to a printer to print out service packets from within the field instead of returning to the office for paperwork.
- 40.5.** The grid will show live information regarding Eviction Bankruptcy (warning the deputy to hold off on the restoration, and correspondingly, instructing them to proceed if the internal staff have updated the Eviction Bankruptcy accordingly)
- 40.6.** An Export Addresses function is available to create a text file of all addresses included in the list of Services (including alternate addresses). These can be imported into routing software if desired.
- 40.7.** An Export Services function is available to provide a list of all services assigned to a deputy from within the Deputy Services grid.

MODULE FEATURES

41. Portal Technology

- 41.1. The Portal application interfaces with the existing CountySuite™ Sheriff system, which must already be installed and configured.
- 41.2. The Portal application must be installed on a public-facing server, which is accessible to the internet. This server must have a DNS entry and appropriate certificate installed to facilitate HTTPS communication.
- 41.3. An additional API Server must be available on the internal county network, which interfaces with the public-facing server using secure HTTPS communication and an API key.
- 41.4. If the Public User Registration and Approval module is required, a Portal database must be installed. (Generally, this is created on the same alongside the internal Sheriff database, in which case, no additional SQL Server is necessary.)
- 41.5. The API Server must be able to interface with the internal Sheriff database, and the internal Portal database (if installed).
- 41.6. All Portal modules that require payment processing will require the County create a relationship with Authorize.net for Gateway Payment services.
- 41.7. A cookie will be installed to set up the Kiosk functionality to work within the existing E-Filing portal

PUBLIC ACCESS PORTALS

42. Public Access File Status Listing Portal

- 42.1. Users can access information by supplying the Court Case Number and associated File Number
- 42.2. For General Services
 - 42.2.1. Show Case information (court case number, case title, court, attorney, etc.)
 - 42.2.2. Show Services information (Date issued, fee, party served, number of attempts, status, date served, who signed, etc.)
- 42.3. For Levy Services
 - 42.3.1. Show Case information (court case number, case title, court, attorney, etc.)
 - 42.3.2. Show Services information (Date issued, fee, party served, number of attempts, status, date served, who signed, etc.)
 - 42.3.3. Show Writ Information (Original Judgment Amount, Original Daily Interest, Writ & Judgment Expiration Dates, Writ Return Date)
 - 42.3.4. Show Estimated Amount to Satisfy, Current Daily Interest, any Modification
 - 42.3.5. Show Creditor Fees (deposited, applied, available, refunded)
 - 42.3.6. Show Collection Information (Last Payment Date, Total Payment Received, Last Payout Date, Actual Mailed Date, Total Creditor Payout, Total Debtor Refunds)
 - 42.3.7. Show List of Receivables (Received on Behalf of, Date, Amount,)
 - 42.3.8. Show List of Disbursement (Paid To, Date, Amount, Check Number, Mailed Date)
- 42.4. File Actions for all service types

- 42.4.1. File Action comments and document attachments entered into the sheriff application can be set to show for the public (based on setting)

CONTROLLED ACCESS PORTALS

*E-Services require the County to establish a relationship with Authorize.net to provide Payment Gateway services.

43. Portal Base Module

- 43.1. This module provides the foundational technology for all the additional add-on modules described below.
- 43.2. This page becomes the primary landing page for all users to access the various E-Services available to the public.
- 43.3. If the Public User Registration and Approval module is available, this page will present users with the opportunity to register as a new user, or login with existing registration information
- 43.4. Once logged in, additional sites will become available to the public user
- 43.5. This page will provide links to all publicly accessible sites, without the requirement to login

44. User Registration and Approval Module

- 44.1. This add-on module includes the ability for users to register with your public portal
- 44.2. In order to register, users must provide basic information about themselves (name, address, email) and select a username and password, along with answers to several “secret questions” (in order to later reset their password)
- 44.3. This password is stored encrypted at-rest.
- 44.4. Users must also agree to basic Terms and Conditions (as defined by your county)
- 44.5. Once registered, users will receive a confirmation email, which must be responded to before they are able to login
- 44.6. On the internal User Management site, internal staff have the ability to de-activate any registered user. This can allow the county to charge subscription fees, but then activate or de-activate users based on whether or not their subscription is paid in full.
- 44.7. For Attorney users
 - 44.7.1. An attorney must provide their State Bar Number and expiration date, along with the state they are licensed in.
 - 44.7.2. It is possible to require internal approval before attorney access is allowed, because they will often then have access to additional information.
 - 44.7.3. It is also possible (and necessary) for internal staff to “map” the attorney to the internal CountySuite™ Contact that is used when associating this attorney to specific cases. This can later allow the attorney to submit Case Filings as themselves, and also to access additional information (like attachments) on Cases where they are an active attorney.

45. E-Filing and Approval Module

- 45.1. This add-on module requires the Portal base with the Public User Registration Module.
- 45.2. Once registered, users have the ability to submit Filings to the Sheriff’s office.
- 45.3. Registered users must create a payment profile using a credit card in order to file.

- 45.4. Credit Card information is stored in a PCI-compliant warehouse using the Authorize.net Payment Gateway.
- 45.5. The county may select from a number of Payment Processing vendors that work with Authorize.net
- 45.6. Multiple Filings can be submitted at one time using a Shopping Cart.
- 45.7. Users can see a history of their Filings and their current status.
- 45.8. Once submitted, internal staff use an interface to approve or reject Filings after review of the attached documentation.
- 45.9. Internal Users can search for filing packets by Order #, Filing Packet #, File Number, or Case Number.
- 45.10. Once an order is under review by an internal user, any other user who tries to access the order will be provided a warning that the filing is already under review until the filing is no longer in the status of pending.
- 45.11. Rejected filings generate an email to the user informing them of the reason for the rejection. Those Filings can be re-submitted for a defined period of time.
- 45.12. Approved Filings generate an email to the user information them of successful processing, and the appropriate Case is created automatically in the internal Sheriff system, with corresponding File, Service(s) and Attachments.
- 45.13. The county is able to define convenience fees which can be charged in addition to the standard filing fees, and any payment processing fees. Teleosoft does not add any fees for this service.
- 45.14. An E-Filing Payment Transactions report is available for the county to generate by date range to view all transactions and fees associated with the filings that are received, rejected and approved.

MODULES

46. File Assignment Module

- 46.1. View the state of all Files in the system
- 46.2. A Supervisor can filter the list by the type of Files (which can have priority orders, configured by your county), a Date range within which the Files were Received, and a Court Case or File Number
- 46.3. From the list of Files that are returned, any or all of them can be selected, and then Assigned to a File Manager, who will “own” these Files from beginning to end
- 46.4. The Supervisor can select the user to assign the Files to, or select the Auto-Assign option where more than one user can be selected, and the application will auto-balance the assignment across those users
 - 46.4.1. The list of available users also shows the number of active files the user is currently managing
- 46.5. Users can be set up to only work on certain file types. This allows the system to know when to assign general vs. complex levies to certain users.
- 46.6. Once assigned, files can also be unassigned or re-assigned as necessary
- 46.7. When viewing Assigned Files, the user can filter by User name, and File Workflow and Service Workflow state

- 46.7.1.** This view will return all Services showing whether they are in Pending, Open, Active, Closed or Rejected
- 46.7.2.** By default, only Open Files will be included, but the user can choose to include Closed files as well
- 46.8.** A “My Files” interface allows a user to view all the Services on the Files assigned to themselves, with updated status information related to the File/Service.
 - 46.8.1.** Clicking on any row will take the user directly to the Service
- 46.9.** A File Workload dashboard allows the Supervisor to see the current list of all Files/Services assigned to each user (by Type)
 - 46.9.1.** Totals for Files/Services in each Workflow state are included
- 46.10.** Notifications can be directed only to File Managers, but Supervisors can view the Notifications for any user
- 46.11.** Both Unassigned and Assigned Files can be filtered by Location if applicable for the office

47. Accounting Export For SAP Business Use Case:

- 47.1.** The general accounting process for the SAP export: All money received by the county goes into the Trust Transactions account e.g. 40809990-4430007506. All money paid to the county or disbursed to a vendor also comes out of this account. ALL money initially goes into the “Trust Transactions account” e.g. 40809990-4430007506.
- 47.2.** Two files that are created every day that are used to update the SAP accounting system. These are the G/L and A/P flat files.
- 47.3.** The G/L file is for all transactions from the county to the County with the exception of Recorder’s fees. The G/L file instructs SAP on which G/L code and cost center combination to move money from and to which county G/L code and cost center combination to credit. We (Teleosoft) understand this as all money paid to the county. The A/P file is the actual disbursement file. This is the file that’s used to pay money to vendors and other payees. Both files have all the information in a fixed width file that is used by SAP daily.
- 47.4.** Recorder’s Fees are excluded from both the G/L file and AP file. Therefore, the CountySuite™ system must be able to account for a Recorder’s Fee as if it were a vendor disbursement (to the County Recorder), without the need for the SAP Vendor Code, nor being recorded within the G/L file as discussed in the Accounting Export section below. The Recorder’s Fee is shown within the file ledger and may be notated with the SAP document.
- 47.5.** Every day at 16:40 the system automatically generates two .txt files for SAP. This is done through DB scripting and the file is created and added to a location on the server. Due to .txt files being stored in a cloud environment, file generation and transfer to SAP shall be completed by Teleosoft. SAP sends a confirmation file every day to show if the file was received and if there were any errors with the file.
- 47.6.** For periods during which transactions should not be sent to SAP, including the County Fiscal Year End, Teleosoft will provide a mechanism to suspend and resume the generation of flat files within the application. This mechanism will be accessible to designated San Bernardino County users.
- 47.7.** If the designated cloud storage location is offline or otherwise fails to accept the file transfer from CountySuite™, the system will hold the file and retry the transmission using an “exponential back-off” cadence of increasing time intervals, beginning with the small interval and increasing the duration between attempts. If the final retry fails, an email will be sent to Teleosoft and County IT to provide notification of the problem.

47.8. General Ledger Flat File Export

47.8.1. The G/L summary reports increase G/L code and cost center combinations, and decrease other G/L code and cost center combinations but must balance end of business each day.

47.8.2. Transactions included within the G/L flat file represent receipts cashiered into the system, whether physical (cash, checks) or electronic (deferred payments, credit cards).

47.8.3. Generally, the G/L file is used to show revenue, deferred payments and NSF checks

47.8.3.1. Certain San Bernardino County entities may pay for Sheriff services via electronic transfer. These electronic transfers are one category of electronic receipts are referred to as deferred payments. The instructions from the requesting party specifies, which cost center to utilize.

47.8.3.2. Revenue Recovery accounts are money paid by other county entities to pay for services. These transactions are specified on the instructions and will be electronically wired from the appropriate Revenue Recovery G/L Code and Cost Center combination to the Trust G/L Code and Cost Center combination.

47.8.4. There are also summary reports that will show a summary of GL transactions with the net increase or decrease of each G/L code and cost center combination, per office location. The summary reports are high level reports and will not show when Revenue Recovery is decreased while only the net total of the Trust Transaction account amount is shown on the summary. However, the entire transaction information will be included on the detailed transaction report.

47.8.4.1. If a special situation arises when the net decrease/increase from a particular G/L Code and Cost Center Combination from the daily activity is zero, that information is omitted from the G/L file and the summary report, however the entire transaction information is shown within the detail documenting the "net zero" transaction.

47.9. An interface certification message and signature line is shown at the bottom of the summary G/L report.

47.9.1. The detailed G/L transaction report may be exported to Excel

47.9.2. All transactions will be included daily on a detailed account report that shows how all Cost Centers are increased or decreased. This is where the county will see exactly what money is credited to the Trust Transactions account by the Revenue Recovery account.

47.10. Accounts Payable Flat File Export

47.10.1. File disbursements are made from G/L code and cost center combination, 40809990-4430007506.

47.10.2. A detailed report showing all disbursements, payee information, addresses and payment amounts is available to print or export to Excel.

47.11. An interface certification message and signature line are shown at the bottom of the detailed A/P report.

47.11.1. San Bernardino Sheriff has two locations and all transactions will be grouped by location.

SECTION C: STATEMENT OF WORK

PROJECT INITIATION

1. Project Overview

- 1.1. Teleosoft, Inc. shall install the CountySuite™ Software for San Bernardino County, which shall include all Product Features as detailed in Section B of this document.
- 1.2. The software for this installation shall be web-based and shall utilize the Microsoft .NET Framework and Microsoft SQL Server.
- 1.3. No custom product development shall be included as part of this project. Any custom product development needs to be mutually agreed upon and will be subject to a change order.

2. Project Kickoff & Project Plan

- 2.1. Hold Project Kickoff Meeting
- 2.2. Create and Deliver Project Plan

3. Testing Hardware & Software Setup

- 3.1. Set up and configure a Test system on hosted environment including Operating System and Microsoft Entra ID.
- 3.2. Configure IIS Server(s) and SQL Server(s)
- 3.3. Install Azure Release Agent on servers
- 3.4. Test hardware and network connectivity
- 3.5. Install base configuration of CountySuite™ Sheriff on environment

CASE MANAGEMENT

4. System Analysis & County-Specific Configuration

- 4.1. Conduct Interviews with key personnel identifying Processes and Procedures, Accounting Details, Personnel and User Permissions, and collecting sample papers and reports
- 4.2. Provide backup on server (Sheriff IT)
- 4.3. Application Settings (installation details, etc.)
- 4.4. Users and Permissions (user logins, security groups, names and addresses for officials, etc.)
- 4.5. Logos and Digital Signatures (report logos and official signatures)
- 4.6. Category names and descriptions (Files, File Actions, Services, Service Actions, Costs, etc.)
- 4.7. Geography (location details, etc.)
- 4.8. Accounting (default cost amounts, default payees)

4.9. Default generic text (i.e. @deputy name/@ deputy time) used as SuiteTags™ (canned text for commonly typed phrases and for specific actions)

4.10. Business Rules (operating parameters specific to the county)

5. Initial Data Migration

5.1. Develop and test scripts to move all case information, including accounting, from the current system into the new CountySuite™ Sheriff system

5.2. Data Migration will be performed for the cases entered from October 2023 to present in the current Tyler system, including .PDF documents and scanned images included within the file server directory named Attachments.

5.3. Perform and verify a complete migration from current system to CountySuite™ Sheriff

6. Initial Case Management Training

6.1. All training sessions include Help Documents, complete with screenshots and step-by-step details. The number of sessions required for each type of training will be dependent on the number of county users.

6.2. Identify specific users who will be involved in the validation and verification of the application, and any county-specific enhancements that will be added.

6.3. Identify specific users who will participate in “train-the-trainer” sessions. These would cover the complete functionality of the application to allow this user to later assist in training future employees in the same subjects.

6.4. General user training sessions: Includes all staff and covers general operation of the application.

7. Initial Validation of Features, County-Specific Configuration, and Data Migration

7.1. County validation of data migration and product configuration

7.2. Period of dual entry in CountySuite™ and the current system

7.3. Validate migrated scanned documents and confirm all are attached to the proper File Actions

8. Subsequent Training

8.1. General user training sessions: Includes all staff and covers general operation of the application.

8.2. Accounting training: Specific to the finance staff. This would cover issues like deposit verifications, void, NSF, bank reconciling, check printing and accounting reports

8.3. County-specific enhancement training

9. Subsequent Validation of Features, County-Specific Configuration, and Data Migration

9.1. County validation of data migration and product configuration

9.2. Period of dual entry in CountySuite™ and the current system

9.3. Provide matching Trial Balance report to verify accurate conversion

9.4. Walk through comparative Check Disbursement runs to verify accurate conversion

9.5. Validate individual ledger balances, judgment balances

9.6. County-specific enhancements validation

10. Final Validation and Training

10.1. Final review of the application (as configured) assessing the Functionality, Reliability, Accuracy (Configuration Settings are correct, etc.) and Security

10.2. Field Staff training: Specific to the field staff and Supervisors. This would cover the Deputy Services area.

10.3. Administrator training: These classes would cover how to manage security administration, making changes to things like key official names, service categories, and default costs, etc.

10.4. Confirm Go-Live Schedule

11. Final Data Migration and Go Live

11.1. Final production environment configuration and installation of CountySuite™ Sheriff

11.2. Final data migration

12. Go Live Support

12.1. Teleosoft personnel will be on-site to support the launch and assist any users

PUBLIC PORTAL

13. System Analysis & County-Specific Configuration

13.1. Conduct Interviews with key personnel identifying the configuration details

13.2. Application Settings (installation details, etc.)

13.3. Users and Permissions (user logons, security groups, names, and addresses for officials, etc.)

13.4. Logos and Links (landing page logos and Terms & Conditions links)

14. Training

14.1. All training sessions include Help Documents, complete with screenshots and step-by-step details.

14.2. Identify specific users who will be involved in the validation and verification of the application, and any county-specific configuration.

15. Validation and Verification

15.1. Final review of the application (as configured) assessing the Functionality, Reliability, Accuracy (Configuration Settings are correct, etc.) and Security

15.2. Confirm Go-Live Schedule

16. Public Portal Go Live

- 16.1. Final production environment configuration and installation of CountySuite™ Public Access File Status Listing Portal
- 16.2. Publish site link on Sheriff website and enable access to the public-facing Server.

17. Go Live Support

- 17.1. Teleosoft personnel will be available to support the launch and assist any users

CONTROLLED ACCESS PORTAL

*E-Services require the County to establish a relationship with Authorize.net to provide Payment Gateway services.

18. System Analysis & County-Specific Configuration

- 18.1. Conduct Interviews with key personnel identifying the configuration details
- 18.2. Obtain Authorize.net account and provide credentials to Teleosoft (Sheriff IT)
- 18.3. Application Settings (installation details, etc.)
- 18.4. Users and Permissions (user logons, security groups, names, and addresses for officials, etc.)
- 18.5. Logos and Links (landing page logos and Terms & Conditions links)

19. Training

- 19.1. All training sessions include Help Documents, complete with screenshots and step-by-step details.
- 19.2. Identify specific users who will be involved in the validation and verification of the application, and any county-specific configuration.
- 19.3. Conduct training for internal staff which covers the general operation of the public-facing application, and any internal Approval modules.
- 19.4. Host an optional virtual training session for public users and attorneys.

20. Validation and Verification

- 20.1. Final review of the application (as configured) assessing the Functionality, Reliability, Accuracy (Configuration Settings are correct, etc.) and Security
- 20.2. For payment processing, confirm that funds are properly processed and posted to the proper account.
- 20.3. Confirm Go-Live Schedule

21. Optional External User Testing

- 21.1. Identify Attorney's and other public users to test on a public test environment
- 21.2. Capture feedback from users related to product configuration

22. Controlled Access Portal Go Live

- 22.1. Final production environment configuration and installation of CountySuite™ Sheriff E-Services
- 22.2. Publish site link on Sheriff website and enable access to the public-facing Server.

23. Go Live Support

- 23.1. Teleosoft personnel will be available to support the launch and assist any users

FILE ASSIGNMENT MODULE

24. System Analysis & County-Specific Configuration

- 24.1. Conduct Interviews with key personnel identifying Processes and Procedures, Accounting Details, Personnel and User Permissions, and collecting sample papers and reports
- 24.2. Application Settings (installation details, etc.)
- 24.3. Users and Permissions (user logins, security groups, names, and addresses for officials, etc.)
- 24.4. Logos and Digital Signatures (report logos and official signatures)
- 24.5. Category names and descriptions (Files, File Actions, Services, Service Actions, Costs, etc.)
- 24.6. Geography (location details, etc.)
- 24.7. Accounting (default cost amounts, default payees)
- 24.8. Default generic text (i.e. @deputy name/@ deputy time) used as SuiteTags™ (canned text for commonly typed phrases and for specific actions)
- 24.9. Business Rules (operating parameters specific to the county)

25. Initial Training

- 25.1. All training sessions include Help Documents, complete with screenshots and step-by-step details. The number of sessions required for each type of training will be dependent on the number of county users.
- 25.2. Identify specific users who will be involved in the validation and verification of the application, and any county-specific enhancements that will be added.
- 25.3. Identify specific users who will participate in “train-the-trainer” sessions. These would cover the complete functionality of the application to allow this user to later assist in training future employees in the same subjects.
- 25.4. General user training sessions: Includes all staff and covers general operation of the application.

26. Initial Validation of Features and County-Specific Configuration

- 26.1. County validation of product configuration

27. Final Validation and Training

- 27.1. Final review of the application (as configured) assessing the Functionality, Reliability, Accuracy (Configuration Settings are correct, etc.) and Security

27.2. Confirm Go-Live Schedule

28. Go Live

28.1. Final production environment configuration and installation of CountySuite™ File Assignment Module

29. Go Live Support

29.1. Teleosoft personnel will be available to support the launch and assist any users

Accounting Export for SAP

30. System Analysis & County-Specific Configuration

30.1. Conduct Interviews with key personnel identifying Processes and Procedures, Accounting Details, Personnel and User Permissions, and collecting sample papers and reports

31. Final Validation and Training

31.1. County validation of product configuration

31.2. Confirm Go-Live Schedule

32. Go Live

32.1. Final production server configuration and installation of Accounting Export for SAP

33. Go Live Support

33.1. Teleosoft personnel will be available to support the launch and assist any users

34. Ongoing Support

34.1 Teleosoft personnel will be available for timely support in the event of a failure of an SAP Export file to successfully upload to SAP.

34.2 Timeliness of SAP accounting export support is critical due to SAP posting period closures and potential posting errors if support is delayed. Because of SAP deadlines, support in this regard shall not extend beyond seven County business days.

Cloud Infrastructure & Software Provisioning

Teleosoft shall be responsible for all aspects of CountySuite™ Sheriff software and CountySuite™ Cloud environment provisioning. This includes infrastructure provisioning (as shown in the cloud architecture diagram above), installation and configuration of all prerequisite software, and any special networking considerations.

A sample list of covered items:

- Windows Server OS (licensing covered in hosting costs)
- SQL Server (licensing covered in hosting costs)
- Internet Information Server
- Acquisition of SSL Certificates
- Domain Name registration
- Coordination with Sheriff IT on any Cloud/Local Network configuration
 - Site-to-site VPN configuration
 - 3rd-party integrations

1. Cloud Resource Capacity & Usage-Based Costs

In the cloud environment, certain resource costs are based on resource capacity and/or usage. As a result, some of the costs included in this proposal are baseline costs that have been estimated for a specific usage amount or resource capacity.

The following are maximum usage allotments/capacities for this proposal:

- Contract allows for a maximum of 5 TB of traffic per month
 - Additional bandwidth cost (approx. \$0.13 /GB)
- Contract allows for a maximum of 2 TB Total DB active storage
 - Additional storage cost (approx. \$108 per 2 TB per month)
- Total Database Backup storage size (16 TB) & retention period (1 year)
- Compute capacities (VM sizes)

Production usage will be continually monitored to determine if additional capacity is required. County will be notified of any adjusted costs semiannually, and overages will be invoiced along with the annual renewal. Annual renewal rates will also reflect the latest capacities, updated growth estimates, and current Azure pricing.

2. Rightsizing

Rightsizing involves matching cloud resources to performance and capacity needs. Teleosoft shall continually monitor key metrics to determine optimal sizing that will contain costs while providing adequate margins around demand loads.

If additional resource costs are identified as necessary during the rightsizing process, County will be invoiced for the additional costs.

3. Office Transition (2-Phased Approach)

Teleosoft will work with Sheriff IT and the respective offices to successfully transition you from your current software to CountySuite™. This is done using a 2-phased approach:

- Phase 1 is test environment provisioning where all the software is setup on the new servers and user training and validation of the new application software is done. Depending on the office/application, this may include 1 (or more) test migrations where the existing application database is migrated to the new CountySuite™ application DB. In this situation, select office staff will assist with migration database validation. *This can be done during normal business hours.*
- Phase 2 is production launch/go-live. During this phase, final database migration shall be done (where applicable). Additionally, any necessary DNS entries as well as internal links shall be adjusted to point to the new Cloud-hosted environment. *This must be done off hours and shall require coordination between Teleosoft and Sheriff IT.*

4. Data Ownership and Cloud Environment Exit Strategy

All data created by and through the CountySuite™ applications (collectively stored as the SQL Databases) is the property of San Bernardino County, with the exception of any CountySuite™ proprietary metadata such as application and system configuration. Access to the data from outside the CountySuite™ applications is possible at any time with a support request; data will be accessible within 3 business days and will be free of any encryption used during normal storage. The transfer of this data will utilize the environment's bandwidth allotment and can incur additional charges if maximum capacities are exceeded.

In the event that this agreement is terminated, the following actions shall be taken:

1. A copy of the most recent SQL Databases shall be provided to Sheriff IT or another designated representative. Any existing encryption used in the data at rest shall be removed prior to delivery.
2. All resources exclusively used in the environment shall be deleted, including but not limited to:
 - a. Virtual Machines and/or other cloud compute technologies
 - b. Storage Accounts
 - c. Virtual Networks, subnets and user defined routes
 - d. KeyVaults
3. All resources shared by the environment shall be updated to remove any configuration, including but not limited to:
 - a. Firewalls
 - b. Load Balancers
 - c. VPN Gateways
 - d. Logging and Monitoring solutions
4. All data backups shall be deleted unless specifically requested to retain. Any retention request will be evaluated for feasibility and cost impact.

Any resources and/or data which utilize a soft-delete or delayed-delete mechanism to protect against unauthorized deletion or modification shall be allowed to expire the resource per the given time (for

example, secrets in KeyVault are soft-deleted for 7 days and can be recovered until that period passes, after which the secret is completely deleted).

SECTION D: MILESTONE & PAYMENT SCHEDULE

Below you will find the CountySuite™ project milestone sequence to provide an overview of how the project will progress. An estimated project timeline will be assessed after Analysis & Design, and a Final Project Plan will be provided. The project timeline will be dependent on multiple factors, including availability of Sheriff IT, servers, office, and field staff.

Project Initiation Milestones	Payment Due
1. Contracts Signed & Deposit Payment Approved (Includes first year Azure hosting fees) Final Deliverable: Contracts signed and approved	\$637,810
2. Project Kickoff & Project Plan Dependencies: Scheduling stakeholders and Deposit Payment received Final Deliverable: Project Kickoff Meeting and Project Plan	
3. Complete base cloud server setup and validation Deliverables: Provisioned CountySuite™ Cloud Test Environment with CountySuite™ application(s) installed and validation provided	\$34,169
4. Testing Hardware & Software Setup Dependencies: County environment in place and accessible Final Deliverable: CountySuite™ Sheriff available on Test Environment	\$34,169

Case Management Milestones	Payment Due
5. Case Management System Analysis & County-Specific Configuration Dependencies: On-site Review of Process, Receipt of logos, names, fee schedules, and signatures Final Deliverable: CountySuite™ Sheriff configured for county on Test Environment	\$34,169
6. Case Management Initial Data Migration Dependencies: Provide backup on server Final Deliverable: Test Environment ready for Initial Training	\$34,169
7. Initial Case Management Training Dependencies: Staff available to train Final Deliverable: Initial training complete	\$34,169
8. Complete pre-production CountySuite Sheriff UAT V & V (verification and validation) Deliverables: CountySuite™ Sheriff Cloud Environment has been validated and CountySuite™ Sheriff software functionality verified through office user acceptance testing sessions	\$34,169
9. Case Management Initial Validation of Features, County-Specific Configuration, and Data Migration Dependencies: Staff available to complete Verification and Validation Final deliverable: Test Environment ready for Verification and Validation	\$34,169
10. Case Management Subsequent Training	\$34,169

Dependencies: Staff available to train Final Deliverable: Subsequent training complete	
11. Case Management Subsequent Validation of Features, County-Specific Configuration, and Data Migration Dependencies: Staff available to complete Verification and Validation Final deliverable: Test Environment ready for Verification and Validation	\$34,169
12. Case Management Final Validation and Training Dependencies: Staff available to train Final deliverable: Final training complete	\$34,169
13. Complete production cutover for CountySuite™ Sheriff in the cloud environment Deliverables: <ul style="list-style-type: none"> Final production database migration from existing on-premises environment to CountySuite™ Sheriff cloud Production environment County Sheriff Office is using CountySuite™ in production 	\$34,169
14. Final Data Migration and Civil Case Management Go Live Dependencies: Production Environment ready for Go Live Final Deliverable: CountySuite™ Sheriff installed and configured on Production Environment	\$34,169
15. Case Management Go Live Support Final Deliverable: Go Live on-site support complete	

Public Portal Milestones	Payment Due
16. Public Portal System Analysis & County-Specific Configuration Dependencies: Review of Process, and configuration specifics Final Deliverable: CountySuite™ Portal configured for county on Test Environment	\$34,169
17. Public Portal Training Dependencies: Staff available to train Final deliverable: Training complete	\$34,168
18. Public Portal Validation and Verification Dependencies: Staff available to complete Verification and Validation Final Deliverable: Test Environment ready for Verification and Validation	\$34,168
19. Public Portal Go Live Dependencies: Production Environment ready for Go Live Final Deliverable: CountySuite™ Portal installed and configured on Production Environment	\$34,168
20. Public Portal Go Live Support Final Deliverable: Go Live support complete	

Controlled Access Portal Milestones	Payment Due
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<p>21. Controlled Access Portal System Analysis & County-Specific Configuration</p> <p>Dependencies: Review of Process, and configuration specifics Final Deliverable: CountySuite™ Portal configured for county on Test Environment</p>	\$34,168
<p>22. Controlled Access Portal Training</p> <p>Dependencies: Staff available to train Final deliverable: Training complete</p>	\$34,168
<p>23. Controlled Access Portal Validation and Verification</p> <p>Dependencies: Staff available to complete Verification and Validation Final Deliverable: Test Environment ready for Verification and Validation</p>	\$34,168
<p>24. Controlled Access Portal Optional External User Testing</p> <p>Dependencies: External Users available to for testing Final deliverable: External User testing complete</p>	\$34,168
<p>25. Controlled Access Portal Go Live</p> <p>Dependencies: Production Environment ready for Go Live Final Deliverable: CountySuite™ Portal installed and configured on Production Environment</p>	\$34,168
<p>26. Sheriff Controlled Access Portal Go Live Support</p> <p>Final Deliverable: Go Live support complete</p>	

File Assignment Module Milestones	Payment Due
<p>27. File Assignment Module System Analysis & County-Specific Configuration</p> <p>Dependencies: On-site Review of Process, Receipt of logos, names, fee schedules, and signatures Final Deliverable: CountySuite™ File Assignment Module configured for county on Test Environment</p>	\$34,168
<p>28. File Assignment Module Initial Training</p> <p>Dependencies: Staff available to train Final Deliverable: Initial training complete</p>	\$34,168
<p>29. File Assignment Module Initial Validation of Features and County-Specific Configuration</p> <p>Dependencies: Staff available to complete Verification and Validation Final deliverable: Test Environment ready for Verification and Validation</p>	
<p>30. File Assignment Module Final Validation and Training</p> <p>Dependencies: Staff available to train Final deliverable: Final training complete</p>	\$34,168
<p>31. File Assignment Module Go Live</p> <p>Dependencies: Production Environment ready for Go Live Final Deliverable: CountySuite™ File Assignment Module installed and configured on Production Environment</p>	\$34,168
<p>32. File Assignment Module Go Live Support</p> <p>Final Deliverable: Go Live support complete</p>	

Accounting Export for SAP	Payment Due
<p>33. System Process Analysis & County-Specific Configuration</p> <p>Dependencies: Definition of Accounting Export for SAP specifics (docket categories, documents) Final Deliverable: Accounting Export for SAP configured for county on Test Environment</p>	\$34,168
<p>34. Final Validation and Training</p> <p>Dependencies: Staff available to train Final deliverable: Final training complete</p>	\$34,168
<p>35. Go Live</p> <p>Dependencies: Production Environment ready for Go Live Final Deliverable: Accounting Export for SAP installed and configured on Production Server</p>	\$34,168
<p>36. Go Live Support</p> <p>Final Deliverable: Go Live support complete.</p>	

Annual Maintenance prorated at Go Live to align renewals with the fiscal year.

SECTION E: SOFTWARE MAINTENANCE

1. Scope of Services

Licensor agrees to perform, and Licensee agrees to accept, the maintenance and support services referred to in the Agreement with respect to the Software.

2. CountySuite™ Cloud Hosting Fees

CountySuite™ Cloud Hosting will be provided for a fee of \$172,249 per year. The first-year hosting fee will be invoiced at contract execution as per milestone #1. The second annual hosting fee will be issued one year from contract execution and will be prorated to align with the fiscal year. Subsequent annual hosting fees will be invoiced thirty (30) days in advance of each fiscal year, due thirty days after the fiscal year start. All renewal rates will reflect the latest capacities, updated growth estimates, and current CountySuite Cloud™ pricing.

3. Licensed Software Annual Maintenance & Support

Maintenance and support services for the applications and configuration listed in this Addendum will be provided for a fee of \$195,000 per year. After the first full fiscal year of service, this fee will be adjusted at the beginning of each fiscal year to the then current pricing not to exceed 3%.

4. Invoices

- 4.1.** The first maintenance invoice will be issued at Go-Live, prorated to align with Licensee's fiscal year Invoices.
- 4.2.** Subsequent invoices shall be issued annually, thirty (30) days in advance of Licensee's fiscal year.
- 4.3.** Invoices shall be due and payable within sixty (60) days after date of invoice.

IN WITNESS WHEREOF, the parties have executed this Addendum by their duly authorized representatives.

Licensors:

Teleosoft, Inc.

Licensee:

San Bernardino County, CA

Signed: _____

Print: Cory Fregm

Title: CEO

Signed: _____

Print: _____

Title: Chair, Board of Supervisors