

ADDENDUM B – E-FILING

THIS ADDENDUM ("Addendum") supplements the Master Agreement ("Agreement") dated, January 1, 2024 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 the County of Ventura ("Licensee"), with its principal place of business located at 800 South Victoria Avenue Ventura, CA 93009, and is effective the later of January 1, 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 A - LICENSE

1. Licensed Software

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

2. Hosting

When hosted by Licensee, Microsoft Windows Server 2019 or above and Microsoft SQL Server 2019 or above are required along with the appropriate licenses (not included). Licensee shall provide Client VPN software and Windows Remote Desktop access to all CountySuite™ servers. Teleosoft will install a Microsoft Azure agent service on the application server to manage all CountySuite™ updates (security information available upon request). Additionally, IIS and SQL Server instances are required to be dedicated to CountySuite™ usage only, for ease of application maintenance, disruption and performance isolation, and Intellectual Property protection. Any necessary certificates for public facing IIS Servers must be acquired from a third-party Certificate Authority. Teleosoft does not support self-signed certificates. Certificate management is the responsibility of County IT.

3. No Hardware

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

4. License Fee

Licensee agrees to pay a one-time fee of \$77,447 for the grant of the License herein. THERE IS NO PER USER FEE.

SECTION B – PRODUCT DESCRIPTION

1. Technology

- 1.1. Upgrades to the application can be done remotely in cooperation with the county IT department and are immediately available to all users
- 1.2. Browser-based interface does not require installs on each user machine
- 1.3. User Security integrates with Windows Active Directory
- 1.4. Reporting creates PDF documents for reliable printing, as well as Excel exports for Metric Reporting
- 1.5. Auditing system tracks every change to data within the system by time and user

MODULE FEATURES

2. Portal Technology

- 2.1. The Portal application interfaces with the existing CountySuite™ Sheriff system, which must already be installed and configured.
- 2.2. 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.
- 2.3. 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.
- 2.4. 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.)
- 2.5. The API Server must be able to interface with the internal Sheriff database, and the internal Portal database (if installed).
- 2.6. All Portal modules that require payment processing will require the County create a relationship with Authorize.net for Gateway Payment services.

CONTROLLED ACCESS PORTALS

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

3. Portal Base Module

- 3.1. This module provides the foundational technology for all the additional add-on modules described below.
- 3.2. This page becomes the primary landing page for all users to access the various E-Services available to the public.
- 3.3. 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

- 3.4. Once logged in, additional sites will become available to the public user
- 3.5. This page will provide links to all publicly accessible sites, without the requirement to login

4. User Registration and Approval Module

- 4.1. This add-on module includes the ability for users to register with your public portal
- 4.2. 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)
- 4.3. This password is stored encrypted at-rest.
- 4.4. Users must also agree to basic Terms and Conditions (as defined by your county)
- 4.5. Once registered, users will receive a confirmation email, which must be responded to before they are able to login
- 4.6. 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.
- 4.7. For Attorney users
 - 4.7.1. An attorney must provide their State Bar Number and expiration date, along with the state they are licensed in.
 - 4.7.2. It is possible to require internal approval before attorney access is allowed, because they will often then have access to additional information.
 - 4.7.3. 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.

5. E-Filing and Approval Module

- 5.1. This add-on module requires the Portal base with the Public User Registration Module.
- 5.2. Once registered, users have the ability to submit Filings to the Sheriff’s office.
- 5.3. Registered users must create a payment profile using a credit card in order to file.
- 5.4. Credit Card information is stored in a PCI-compliant warehouse using the Authorize.net Payment Gateway.
- 5.5. The county may select from a number of Payment Processing vendors that work with Authorize.net
- 5.6. Multiple Filings can be submitted at one time using a Shopping Cart.
- 5.7. Users can see a history of their Filings and their current status.
- 5.8. Once submitted, internal staff use an interface to approve or reject Filings after review of the attached documentation.
- 5.9. Internal Users can search for filing packets by Order #, Filing Packet #, File Number, or Case Number.
- 5.10. 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.
- 5.11. 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.

- 5.12. 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.
- 5.13. 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.
- 5.14. 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

6. File Assignment Module

- 6.1. View the state of all Files in the system
- 6.2. 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
- 6.3. 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
- 6.4. 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
 - 6.4.1. The list of available users also shows the number of active files the user is currently managing
- 6.5. 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.
- 6.6. Once assigned, files can also be unassigned or re-assigned as necessary
- 6.7. When viewing Assigned Files, the user can filter by User name, and File Workflow and Service Workflow state
 - 6.7.1. This view will return all Services showing whether they are in Pending, Open, Active, Closed or Rejected
 - 6.7.2. By default, only Open Files will be included, but the user can choose to include Closed files as well
- 6.8. 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.
 - 6.8.1. Clicking on any row will take the user directly to the Service
- 6.9. A File Workload dashboard allows the Supervisor to see the current list of all Files/Services assigned to each user (by Type)
 - 6.9.1. Totals for Files/Services in each Workflow state are included
- 6.10. Notifications can be directed only to File Managers, but Supervisors can view the Notifications for any user
- 6.11. Both Unassigned and Assigned Files can be filtered by Location if applicable for the office

SECTION C - STATEMENT OF WORK

PROJECT INITIATION

1. Project Overview

- 1.1. Teleosoft, Inc. shall install the CountySuite™ Software for the Ventura 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. Provide remote access credentials to Teleosoft (County IT)
- 3.2. Set up and configure a Test system on Sheriff's provided hardware including Operating System and Active Directory integration (County IT)
- 3.3. Configure IIS Server(s) and SQL Server(s)
- 3.4. Install Azure Release Agent on servers
- 3.5. Test hardware and network connectivity
- 3.6. Install base configuration of CountySuite™ Sheriff on environment

CONTROLLED ACCESS PORTAL

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

4. System Analysis & County-Specific Configuration

- 4.1. Conduct Interviews with key personnel identifying the configuration details
- 4.2. Obtain Authorize.net account and provide credentials to Teleosoft (County IT)
- 4.3. Application Settings (installation details, etc.)
- 4.4. Users and Permissions (user logons, security groups, names, and addresses for officials, etc.)
- 4.5. Logos and Links (landing page logos and Terms & Conditions links)

5. Training

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

6. Validation and Verification

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

7. Optional External User Testing

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

8. Controlled Access Portal Go Live

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

9. Go Live Support

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

FILE ASSIGNMENT MODULE

10. System Analysis & County-Specific Configuration

- 10.1. Conduct Interviews with key personnel identifying Processes and Procedures, Accounting Details, Personnel and User Permissions, and collecting sample papers and reports
- 10.2. Application Settings (installation details, etc.)
- 10.3. Users and Permissions (user logins, security groups, names, and addresses for officials, etc.)
- 10.4. Logos and Digital Signatures (report logos and official signatures)
- 10.5. Category names and descriptions (Files, File Actions, Services, Service Actions, Costs, etc.)
- 10.6. Geography (location details, etc.)
- 10.7. Accounting (default cost amounts, default payees)
- 10.8. Default generic text (i.e. @deputy name/@ deputy time) used as SuiteTags™ (canned text for commonly typed phrases and for specific actions)

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

11. Initial Training

11.1. 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.

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

11.3. 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.

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

12. Initial Validation of Features and County-Specific Configuration

12.1. County validation of product configuration

13. Final Validation and Training

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

13.2. Confirm Go-Live Schedule

14. Go Live

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

15. Go Live Support

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

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 county IT, servers, office, and field staff.

Project Initiation Milestones	Payment Due
1. Contracts Signed & Deposit Payment Approved Final Deliverable: Contracts signed and approved	\$23,234
2. Project Kickoff & Project Plan Dependencies: Scheduling stakeholders and Deposit Payment received Final Deliverable: Project Kickoff Meeting and Project Plan	
3. Hardware & Software Setup Dependencies: County IT server in place and accessible Final Deliverable: CountySuite™ Portal available on Test Environment	\$5,421

Sheriff Controlled Access Portal Milestones	Payment Due
4. System Analysis & County-Specific Configuration Dependencies: Review of Process, and configuration specifics Final Deliverable: CountySuite™ Portal configured for county on Test Environment	\$5,421
5. Training Dependencies: Staff available to train Final deliverable: Training complete	\$5,421
6. Validation and Verification Dependencies: Staff available to complete Verification and Validation Final Deliverable: Test Environment ready for Verification and Validation	\$5,421
7. Optional External User Testing Dependencies: External Users available to for testing Final deliverable: External User testing complete	
8. Controlled Access Portal Go Live Dependencies: Production Environment ready for Go Live Final Deliverable: CountySuite™ Portal installed and configured on Production Server	\$5,421
9. Go Live Support Final Deliverable: Go Live support complete	

File Assignment Module Milestones	Payment Due
10. System Analysis & County-Specific Configuration Dependencies: On-site Review of Process, Receipt of logos, names, fee schedules, and signatures	\$5,421

Final Deliverable: CountySuite™ File Assignment Module configured for county on Test Environment	
11. Initial Training Dependencies: Staff available to train Final Deliverable: Initial training complete	\$5,421
12. Initial Validation of Features and County-Specific Configuration Dependencies: Staff available to complete Verification and Validation Final deliverable: Test Environment ready for Verification and Validation	\$5,422
13. Final Validation and Training Dependencies: Staff available to train Final deliverable: Final training complete	\$5,422
14. File Assignment Module Go Live Dependencies: Production Environment ready for Go Live Final Deliverable: CountySuite™ File Assignment Module installed and configured on Production Server	\$5,422
15. Go Live Support Final Deliverable: Go Live support complete	

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. Fees

Maintenance and support services for the applications and configuration listed in this Addendum will be provided for a fee of \$11,027 for a period of one year and will begin on the first date the software is completely installed and is at the "Go-Live" stage. 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.

3. Invoices

4.

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 thirty (30) days after date of invoice.

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

Licensor:
Teleosoft, Inc.

Licensee:
Ventura County, CA

Signed: _____
Print: _____
Title: _____

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