CountySuite™
SHERIFF

TELEOSOFT

1700 7th Ave, Suite 150
York, PA 17403
Voice: (800) 858-5563
Fax: (866) 894-2784
sales@teleosoft.com

February 6, 2015
Expiration: May 6, 2015

This Proposal is provided for the Santa Barbara County Sheriff's Office. It defines the CountySuite:Sheriff software product, installation and configuration, training and support services.

The details below are a summary of what is located in the full Software License Agreement and the Software Maintenance Agreement.

CountySuite Sheriff Base Application $228,771

This includes:

- Installation of the CountySuite:Sheriff web-based application on a single server with these modules:
  - ACCOUNTING
  - CHECK PRINTING
  - CIVIL ACTIONS (Complaint, Summons, Order, Subpoena, etc.)
  - PERSONAL PROPERTY (Levies, EWO, Possession, Seizure, Eviction)
  - REAL PROPERTY
  - TEMPORARY RESTRAINING ORDERS (TRO)
  - CIVIL BENCH WARRANTS
  - SCAN & ATTACH
  - ATTORNEY PORTAL
  - SERVICES PUBLIC PORTAL
  - VEHICLE FORFEITURE
  - FIN INTEGRATION
- Data Migration from current system, including accounting data.
- Perpetual, non-assignable, non-exclusive right and license to use
- Up to one week of personal Training
- See Exhibit A: Statement of Work
- See Exhibit B: Payment Schedule
- OPTIONAL MODULES not included: Calendaring, Case Assignment, Child Support Services, Dispatch Integration, eFile, EFT Portal, GIS Integration, Levy Inventory, Mobile Deputy, Sheriff Sale Public Portal, Warrants Public Portal

Annual Maintenance & Support $26,954

This includes:

- General Help Desk support
- Database maintenance
- Corrections, changes or workarounds for any defects
- All improvements, modifications and enhancements to purchased modules made available generally

CountySuite:Sheriff is a web-based application which is installed on a single server, and is accessed via any standard web browser (Internet Explorer 9 or above is recommended). Microsoft Windows Server (2008 or above) and Microsoft SQL Server (2008 R2 or above) are required along with the appropriate licenses (not included).

Users are limited to employees of Santa Barbara County, California (public-facing pages such as the listings for Real Estate sales would be an exception to this limitation). There is no per-user fee.

EXHIBIT A: STATEMENT OF WORK

PREAMBLE

This Statement of Work accompanies an Agreement that has been executed by the parties. All statements of fact contained in this Statement of Work are subject to the terms and conditions set forth in such Agreement. The terms and conditions set forth in the Agreement control in the event of any inconsistency between such terms and conditions and the matters set forth in this Statement of Work.
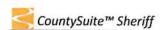
1. **Project Background**

    Teleosoft, Inc. intends to install CountySuite Sheriff Software for the Santa Barbara County Sheriff's Office. The Software for this installation is web-based and utilizes the Microsoft .NET Framework and Microsoft SQL Server.

2. **Technology**

    2.1. Upgrades to the application can be done remotely in cooperation with the county IT department and immediately be available to all users

    2.2. Browser-based interface doesn't require installs on each user machine

    2.3. User Security integrates with Windows Active Directory

    2.4. Reporting creates PDF documents for reliable printing and emailing

    2.5. Auditing system tracks every change to data within the system by time and user

3. **Unified System**

    3.1. Cases can be quickly retrieved using a variety of search criteria (names, property addresses, case numbers, etc.)

    3.2. Participant information is shared between cases so names and addresses are not re-entered if they are already in the system.

    3.3. Each contact can have an unlimited number of addresses which can be used for mailing, serving, and keeping historical information.

    3.4. When addresses are updated (by a deputy, for instance), all cases associated with that contact see the new information immediately

    3.5. Easily lookup an individual and see which cases (including warrants) are associated with them

    3.6. Municipal information is integrated to create notices for real estate sales

    3.7. An unlimited number of case participants (plaintiffs, defendants, attorneys, etc.) can be associated with each case

    3.8. An unlimited number of instructions can be associated with each case

    3.9. An unlimited number of services can be associated with each instruction

    3.10. An unlimited number of docket events can be associated with each case, or each instruction, or each service

    3.11. 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.)

    3.12. Contact details for all services include physical characteristics (height, weight scars) and the ability to store pictures and images

4. **Civil Actions**

   4.1. All types of requests (instructions) use a similar interface for a consistent user experience (received date, writ type, writ date, expiration date, notes, list of services, list of docket events, etc.)

   4.2. Latest status of each service is quickly visible (no action, served on what date, out with a deputy, etc.)

   4.3. Pre-defined text (customized for your county) is available for all docket events to avoid re-typing common paragraphs. This text supports SuiteTagsTM (like @ServeToName, @ServeToAddress, @DeputyName, etc.) that are automatically replaced by the appropriate service or case-related information.

   4.4. The sheriff return report is generated from text entered for each docket event (includes time and date of each service as entered by the deputy, etc.)

   4.5. Includes support for *In Forma Pauperis* (IFP) and being deputized by an out-of-county or out-of-state sheriff's office

5. **Personal Property**

   In addition to 4.1 – 4.4:

   5.1. Personal property payoff amount auto-calculates to include sheriff costs as they are accrued

   5.2. Levy sale dates can be scheduled and re-scheduled (notice reports are generated for mailing when a re-scheduling is necessary).

   5.3. Levy Sheriff Sale Posters are generated from case information and sale dates, and the list of levy items entered into the system.

   5.4. Supports garnishments, possessions, seizures and evictions as well.

   5.5. See EWO section below

   5.6. Includes: Bank Levy, 3rd Party Levy, Till Tap, Keeper, Book Levy, Claim of Exemption, 3rd Party Claim

6. **Real Property**

   In addition to 4.1 – 4.4:

   6.1. Clearly show the current state of a Real Property case, what the next step would be, and the required timeline for those events.

   6.2. Define and schedule sale dates whenever necessary

   6.3. Manage all properties associated with a sale date from one interface

   6.4. Cancel, postpone, and enter advertising events for multiple properties at once

   6.5. Create crier reports for the sale with a single button click (showing case info, address, sheriff costs, etc.)

   6.6. Enter sale costs for properties associated with a sale date from a single interface (including the ability to automatically split a total cost across all properties)

   6.7. Track all costs with an integrated sale worksheet (sheriff costs, judgment costs, municipal costs, etc.)

   6.8. Default costs are all pre-entered when a real property case is created (as defined by your county)

   6.9. Generate a sale costs report with a single button click

   6.10. Generate a sale poster using property and legal description information (entered via cut & paste)

   6.11. Generate a distribution schedule after the sale

   6.12. Generate a sheriff's deed using the information already entered prior to the sale

   6.13. Enter the municipality with the property address and have the system automatically generate municipal notices for all the appropriate authorities (tax collector, sewer, water, refuse, etc.)

6.14.   Automatically calculate service and posting mileage costs from deputy actions based on the mileage entered

6.15.   Easily transfer sale costs from the sale worksheet to the accounting ledger after a sale

6.16.   Optionally Includes a public web-site application that shows up-to-date sale status (active, postponed, cancelled), attorney contact information, judgment amount, etc.

6.17.   Generate Letters as required throughout the process

7. Temporary Restraining Order

In addition to 4.1 – 4.4:

7.1.   Includes support for *In Forma Pauperis* (IFP) and being deputized by an out-of-county or out-of-state sheriff's office

7.2.   Contact details for TRO defendants include physical characteristics (height, weight scars) and the ability to store pictures and images

7.3.   A TRO list can be generated of all active TROs with expiration date (when applicable)

8. Civil Bench Warrants

In addition to 4.1 – 4.4:

8.1.   Contact details includes physical characteristics (height, weight scars) and the ability to store pictures and images

8.2.   Supports additional information like Crimes Codes, state and FBI numbers, extradition codes, etc.

8.3.   A warrant list can be generated of all active warrants and/or warrants that have been served, but costs are still owed.

8.4.   Permissions and authentication system ensures only individuals with the proper access can see and process warrants

8.5.   Generate Bench Warrant letters

9. FIN Integration

9.1. On-Demand Payment Search and Check Status in CountySuite (Information from FIN)

9.2. Voids, NSF, Stale Date, Escheat

9.3. Vendor Number History

9.4. Vendor Search

10. Accounting

10.1.   Completely integrated throughout the entire application

10.2.   When Instructions are received by the Sheriff's Office, the Filing Fee and Deposit are entered along with the case information

10.3.   Deposits are verified by authorized personnel

10.4.   Receipts are created and can be printed for each deposit

10.5.   Journal entries are required for deposits that need to be changed/re-entered

10.6.   Full Reconciliation module for balancing with bank statements

10.7.   Each Instruction (Real Property, Civil Action, etc.) has its own ledger to track all costs and deposits

10.8.   When a case is closed, all costs are transferred (not re-entered) to the escrow/checking account

10.9. Costs can be consolidated into single checks for sheriff costs, surcharge costs, advertising costs, etc.

10.10. Checks can be printed directly out of the system

10.11. Audit reports can be printed across any date range to show closed cases, open cases, account ledger activity, surcharge costs and more

10.12. Disbursements

10.13. Reports (ex. Ledgers (Accounts, Closed Cases, Open Cases, Deposit, Receipt), Disbursements, Collections, Checks, Reconciliation)

11. Scan and Attach Documents

11.1. Ability to scan and attach documents and images to any case

11.2. Ability to automatically store electronic copies of any reports generated by the system with the associated case.

12. Earned Withholding Order (EWO)

12.1. Modifications to our current system to more easily manage EWO deposits/payments within a particular case, and across all active cases. Additional screens would be created showing the ledger, current balance, etc.

12.2. Implement rules and logic to allow the system to automatically determine when an EWO payout is authorized or not.

12.3. Implement rules and logic to determine if an EWO can be filed (ie. the defendant already has an EWO, has filed bankruptcy, etc.)

12.4. Implement rules and logic to automatically calculate the correct interest amounts, and update the case ledger.

12.5. Disbursements, Claim for Exemption

13. Bankruptcy Stipulations

13.1. Implement rules and logic to ensure that a bankruptcy filing by a defendant affects the appropriate areas throughout the system (deposits, payouts, claims for exemption, creditors, etc.)

13.2. Generate Bankruptcy letters to attorney, trustee, and debtor.

14. Report Enhancements

14.1. Update report formats and contents to comply with current California and county statutes

14.2. Reports are designed to allow expansion of data text fields so that information is not cut-off

14.3. Generate all service forms and trip tickets for deputies

14.4. Support bar coding of reports

15. System Analysis and Design

15.1. Conduct Interviews with key personnel identifying:

15.1.1. Processes and Procedures

15.1.2. Accounting details

15.1.3. Personnel and User Authorizations

15.1.4. Sample papers and reports

15.2.   Create Project Plan

16. Base Hardware & Software Setup

16.1.   Setup and configure Operating Systems and Active Directory integration

16.2.   Configure IIS Server(s)

16.3.   Configure SQL Server(s)

16.4.   Test hardware and network connectivity

16.5.   Obtain remote access credentials

17. Configuration Updates

17.1.   Application Settings (settings like default options and triggers, installation location details, check printer names, page and option titles, etc.)

17.2.   Users and Authorizations (internal user logons, security group membership, names and addresses for officials, etc.)

17.3.   Logos and Digital Signatures (report logos and official signatures)

17.4.   Category names and descriptions (all cost categories, service categories, service disposition categories, default text, etc.)

17.5.   Geography (Municipalities/Districts/Regions/Postal Codes)

17.6.   Default costs and Default payees

17.7.   Default text and SuiteTags™ (default text that can be inserted for any commonly-typed phrases when selecting specific categories and options)

17.8.   Business Rules

17.9.   Reporting updates

18. Data Migration

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

18.2.   Perform and verify a complete migration from Sirron to CountySuite Sheriff

19. Training

19.1.   General user training sessions, which would include everyone.

19.1.1. Our preference is to break these sessions into 4 hour periods, and give the users a break between each session.

19.1.2. So the process would be to train the first group of people and then train another group of people. The next day the first group would come back for their next session, and so on. This prevents burnout and also allows the users to think of questions, or play with things they learned on the test server in between classes.

19.2.   Accounting training

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

19.3.   Deputy training

    19.3.1. The number of classes here would depend on how many deputies will be performing civil process. We'd do as many as we need to so that the classes can remain small.

  19.4. Administrator training

    19.4.1. These classes would cover how to manage security administration, making changes to things like key official names, common multipliers (mileage), and default costs, etc.

  19.5. Train-the-trainer

    19.5.1. These classes would cover the materials presented in the above sessions to allow an internal office user to present these same training classes later on.

20. Testing

  20.1. Go Live on the Test server

  20.2. Functional testing

    20.2.1. Workflow testing and verification

    20.2.2. Mobile Deputy testing

  20.3. Reliability

  20.4. Accuracy (Configuration Settings are correct, etc.)

  20.5. Security

  20.6. Users are comfortable and ready to use the system in day to day operations

21. Go Live on Production Server

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

EXHIBIT B: PAYMENT SCHEDULE

#	License Payment Schedule	Payment Due	Due Date
1	Contract Signed	$91,508	Contract Signing
2	Analysis & Design Complete	$22,877	-
3	Testing Hardware & Software Setup	$34,316	-
4	Contra Costa Specific Configuration Updates	$22,877	-
5	Training & Final Testing	$22,877	-
6	Final Data Migration – Go Live	$34,316	-