ADDENDUM A – E-FILING

THIS ADDENDUM ("Addendum") supplements the Master Agreement ("Agreement") dated _____, 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 Santa Barbara County ("Licensee"), with its principal place of business located at PO Box 5049 Santa Maria, CA 93456, and is effective the later of _____, 20 ___ 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 $76,983 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.

PUBLIC ACCESS PORTAL

3. **Public Access File Status Listing Portal**

   3.1. Users can access information by supplying the Court Case Number and associated File Number

   3.2. For General Services

       3.2.1. Show Case information (court case number, case title, court, attorney, etc.)

       3.2.2. Show Services information (Date issued, fee, party served, number of attempts, status, date served, who signed, etc.)

   3.3. For Levy Services

       3.3.1. Show Case information (court case number, case title, court, attorney, etc.)

3.3.2. Show Services information (Date issued, fee, party served, number of attempts, status, date served, who signed, etc.)

3.3.3. Show Writ Information (Original Judgment Amount, Original Daily Interest, Writ & Judgment Expiration Dates, Writ Return Date)

3.3.4. Show Estimated Amount to Satisfy, Current Daily Interest, any Modification

3.3.5. Show Creditor Fees (deposited, applied, available, refunded)

3.3.6. Show Collection Information (Last Payment Date, Total Payment Received, Last Payout Date, Actual Mailed Date, Total Creditor Payout, Total Debtor Refunds)

3.3.7. Show List of Receivables (Received on Behalf of, Date, Amount,)

3.3.8. Show List of Disbursement (Paid To, Date, Amount, Check Number, Mailed Date)

3.4. File Actions for all service types

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

CONTROLLED ACCESS PORTAL

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

4. Portal Base Module

4.1. This module provides the foundational technology for all the additional add-on modules described below.

4.2. This page becomes the primary landing page for all users to access the various E-Services available to the public.

4.3. 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

4.4. Once logged in, additional sites will become available to the public user

4.5. This page will provide links to all publicly accessible sites, without the requirement to login

5. User Registration and Approval Module

5.1. This add-on module includes the ability for users to register with your public portal

5.2. 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)

5.3. This password is stored encrypted at-rest.

5.4. Users must also agree to basic Terms and Conditions (as defined by your county)

5.5. Once registered, users will receive a confirmation email, which must be responded to before they are able to login

5.6. 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.

5.7. For Attorney users

5.7.1. An attorney must provide their State Bar Number and expiration date, along with the state they are licensed in.

5.7.2. It is possible to require internal approval before attorney access is allowed, because they will often then have access to additional information.

5.7.3. 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.

6. **E-Filing and Approval Module**

6.1. This add-on module requires the Portal base with the Public User Registration Module.

6.2. Once registered, users have the ability to submit Filings to the Sheriff's office.

6.3. Registered users must create a payment profile using a credit card in order to file.

6.4. Credit Cart information is stored in a PCI-compliant warehouse using the Authorize.net Payment Gateway.

6.5. The county may select from a number of Payment Processing vendors that work with Authorize.net

6.6. Multiple Filings can be submitted at one time using a Shopping Cart.

6.7. Users can see a history of their Filings and their current status.

6.8. Once submitted, internal staff use an interface to approve or reject Filings after review of the attached documentation.

6.9. Internal Users can search for filing packets by Order #, Filing Packet #, File Number, or Case Number.

6.10. 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.

6.11. 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.

6.12. 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.

6.13. 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.

6.14. 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.

SECTION C - STATEMENT OF WORK

PROJECT INITIATION

1. **Project Overview**

    1.1. Teleosoft, Inc. shall install the CountySuite™ Software for the Santa Barbara 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 environment including Operating System and Active Directory integration (County IT)

    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

PUBLIC PORTAL

4. **System Analysis & County-Specific Configuration**

    4.1. Conduct Interviews with key personnel identifying the configuration details

    4.2. Application Settings (installation details, etc.)

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

    4.4. 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.

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. Confirm Go-Live Schedule

7. Public Portal Go Live

7.1. Final production environment configuration and installation of CountySuite™ Public Access File Status Listing Portal

7.2. Publish site link on Sheriff website and enable access to the public-facing Server.

8. Go Live Support

8.1. 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.

9. System Analysis & County-Specific Configuration

9.1. Conduct Interviews with key personnel identifying the configuration details

9.2. Obtain Authorize.net account and provide credentials to Teleosoft (County IT)

9.3. Application Settings (installation details, etc.)

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

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

10. Training

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

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

10.3. Conduct training for internal staff which covers the general operation of the public-facing application, and any internal Approval modules.

10.4. Host an optional virtual training session for public users and attorneys.

11. Validation and Verification

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

11.2. For payment processing, confirm that funds are properly processed and posted to the proper account.

11.3. Confirm Go-Live Schedule

12. Optional External User Testing

12.1. Identify Attorney's and other public users to test on a public test environment

12.2. Capture feedback from users related to product configuration

13. Controlled Access Portal Go Live

13.1. Final production environment configuration and installation of CountySuite™ Sheriff E-Services

13.2. Publish site link on Sheriff website and enable access to the public-facing Server.

14. Go Live Support

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

SECTION D – MILESTONE & PAYMENT SCHEDULE

Below you will find an example of a typical CountySuite™ project milestone schedule, to provide an overview of how a project may progress. An estimated project timeline will be assessed after Analysis & Design, and a Final Project Plan will be provided. Milestone dates are dependent on multiple factors, including availability of county staff and IT resources.

Project Initiation Milestones	Payment Due
1. **Contracts Signed & Deposit Payment Approved** Final Deliverable: Contracts signed and approved	**$38,492**
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	**$4,276**

Public 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	**$4,276**
5. **Training** Dependencies: Staff available to train Final deliverable: Training complete	**$4,277**
6. **Validation and Verification** Dependencies: Staff available to complete Verification and Validation Final Deliverable: Test Environment ready for Verification and Validation	**$4,277**
7. **Public Portal Go Live** Dependencies: Production Environment ready for Go Live Final Deliverable: CountySuite™ Portal installed and configured on Production Server	**$4,277**
8. **Go Live Support** Final Deliverable: Go Live support complete	

Controlled Access Portal Milestones	Payment Due
9. **System Analysis & County-Specific Configuration** Dependencies: Review of Process, and configuration specifics Final Deliverable: CountySuite™ Portal configured for county on Test Environment	**$4,277**
10. **Training** Dependencies: Staff available to train Final deliverable: Training complete	**$4,277**

11. Validation and Verification Dependencies: Staff available to complete Verification and Validation Final Deliverable: Test Environment ready for Verification and Validation	**$4,277**
12. Optional External User Testing Dependencies: External Users available to for testing Final deliverable: External User testing complete	
13. Controlled Access Portal Go Live Dependencies: Production Environment ready for Go Live Final Deliverable: CountySuite™ Portal installed and configured on Production Server	**$4,277**
14. 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 as per the table below.

3. **Invoices**

   3.1. The first maintenance invoice will be issued at Go-Live, prorated to align with Licensee's fiscal year Invoices.

   3.2. Subsequent invoices shall be issued annually, thirty (30) days in advance of Licensee's fiscal year.

   3.3. Invoices shall be due and payable within thirty (30) days after date of invoice.

4. **Annual Maintenance Table**

Annual Maintenance Table	
Year 1*	$11,433
Year 2	$11,433
Year 3	$12,005
Optional Year 4	$12,605
Optional Year 5	$13,235

Year 1 will be prorated from go live to align with the County fiscal year.

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

Licensor:

Teleosoft, Inc.

Signed:

Print: Cory Fregm

Title: Chief Executive Officer

Licensee:

Santa Barbara County, CA

Signed:

Print:

Title:

Signed:

Print:

Title:

Signed:

Print:

Title: