

AMENDMENT NUMBER TWO
TO
CONTRACT MA-060-20011652
BETWEEN THE
COUNTY OF ORANGE
AND
CENTRALSQUARE TECHNOLOGIES LLC

This AMENDMENT NUMBER TWO to Contract Number MA-060-20011652 (hereinafter “AMENDMENT NUMBER TWO”) between the County of Orange, a political subdivision of the State of California (hereinafter “COUNTY”) and CentralSquare Technologies LLC (hereinafter “CONTRACTOR”) with a business address of 1000 Business Center Dr., Lake Mary, FL 32746-5585, is made and entered upon execution of all necessary signatures.

RECITALS

WHEREAS, COUNTY and CONTRACTOR executed a Contract for Software, Subscriptions, Associated Implementation Services and Support of Inform and Vision Field Based Reporting (“FBR”) on June 23, 2020, as Contract Number MA-060-20011652 (hereinafter “ORIGINAL CONTRACT”), for a two (2) year term of June 23, 2020 through and including June 22, 2022, renewable for one (1), two (2) year term and one (1) additional one (1) year term; and

WHEREAS, COUNTY and CONTRACTOR renewed the ORIGINAL CONTRACT on July 19, 2022 for a one year term of June 23, 2022 through and including June 22, 2023 in an amount not to exceed \$199,071.43, and amended Attachment B, Compensation and Pricing Provisions, Section 2. Fees and Charges, D. Additional Interfaces Annual Maintenance and Support, # 37 to reduce pricing to \$4,660.27, (hereinafter “AMENDMENT NUMBER ONE”);

WHEREAS, COUNTY desires to renew the ORIGINAL CONTRACT for a one year term of June 23, 2023 through and including June 22, 2024 in an amount not to exceed \$212,981.19, and to amend Attachment B, Compensation and Pricing Provisions, Section 2. Fees and Charges, Section B. Inform and Vision FBR Annual Maintenance and Support, #30 to \$208,019.94, and Section D. Additional Interfaces Annual Maintenance and Support, #38 to decrease pricing to \$4,961.25, and the CONTRACTOR has agreed to continue to provide those services at the rates set forth in the ORIGINAL CONTRACT as amended by AMENDMENT NUMBER ONE and as amended herein;

NOW, THEREFORE, the Parties mutually agree as follows:

1. ARTICLES

- a. Additional Terms and Conditions, Section 2, Term of Contract, of the ORIGINAL CONTRACT is amended to read in its entirety as follows:

2. Term of Contract:

This Contract shall commence upon execution of all necessary signatures, and continue in effect from 6/23/2020 through and including 6/22/2024, unless otherwise terminated by COUNTY.

- b. Additional Terms and Conditions, Section 3, Renewals, of the ORIGINAL CONTRACT is amended in its entirety as follows:

This Contract may be renewed for one (1) additional one (1) year term upon mutual agreement of both Parties. The County is not under any obligation to provide Contractor with a reason should it elect not to renew the Contract, nor is it required to give Contractor prior notice of its intent not to renew.

- c. Attachment B, Compensation and Pricing Provisions, Section 2, Fees and Charges, of the ORIGINAL CONTRACT is amended in part as follows:

B. INFORM AND VISION FBR ANNUAL MAINTENANCE AND SUPPORT

Item #	Description	Qty	Price
30	FBR Maintenance and Support – Year 4 (June 2023 to June 2024)	1	\$208,019.94

D. ADDITIONAL INTERFACES ANNUAL MAINTENANCE AND SUPPORT

Item #	Description	Qty	Price
38	Interfaces Annual Maintenance (Enterprise RMS NIBRS) – Year 4 (June 2023 to June 2024)*	1	\$4,961.25

Total Contract Amount for the Term of June 23, 2023, through June 22, 2024,
Shall Not Exceed \$212,981.19.

2. All other terms and conditions shall remain unchanged and with full force and effect.

Signature Page Follows

IN WITNESS WHERE OF, the Parties have executed AMENDMENT NUMBER TWO to Contract number MA-060-20011652.

*Contractor: CentralSquare Technologies LLC

DocuSigned by: Ron A. Anderson
By: Ron A. Anderson Title: Chief sales officer
Print Name: Ron A. Anderson Date: 4/20/2023

*Contractor: CentralSquare Technologies LLC

DocuSigned by: Barry Medintz
By: Barry Medintz Title: General Counsel and Corporate Secretary
Print Name: Barry Medintz Date: 4/20/2023

**If the contracting party is a corporation, (2) two signatures are required: (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer.*

The signature of one person alone is sufficient to bind a corporation, as long as he or she holds corporate offices in each of the two categories described above. For County purposes, proof of such dual office holding will be satisfied by having the individual sign the instrument twice, each time indicating his or her office that qualifies under the above-described provision.

In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signature to bind the company.

County Of Orange

A political subdivision of the State of California



Sheriff-Coroner Department

By: _____ Title: _____

Print Name: _____ Date: _____

Approved by the Board of Supervisors: _____

Approved as to Form
Office of the County Counsel
Orange County, California

By: **Annie Loo**
Deputy
Digitally signed by Annie Loo
DN: cn=Annie Loo, o=County Counsel, ou,
email=annie.loo@coco.ocgov.com, c=US
Date: 2023.04.21 14:54:48 -07'00'

AMENDMENT NUMBER ONE
TO
CONTRACT MA-060-20011652
BETWEEN THE
COUNTY OF ORANGE
AND
CENTRALSQUARE TECHNOLOGIES LLC

This AMENDMENT NUMBER ONE to Contract Number MA-060-20011652 (hereinafter "AMENDMENT NUMBER ONE") between the County of Orange, a political subdivision of the State of California (hereinafter "COUNTY") and CentralSquare Technologies LLC (hereinafter "CONTRACTOR") with a business address of 1000 Business Center Dr., Lake Mary, FL 32746-5585, is made and entered upon execution of all necessary signatures.

RECITALS

WHEREAS, COUNTY and CONTRACTOR executed a Contract for Software, Subscriptions, Associated Implementation Services and Support of Inform and Vision Field Based Reporting ("FBR") on June 23, 2020, as Contract Number MA-060-20011652 (hereinafter "ORIGINAL CONTRACT"), for a two (2) year term of June 23, 2020 through and including June 22, 2022, renewable for one (1), two (2) year term and one (1) additional one (1) year term; and

WHEREAS, COUNTY desires to renew the ORIGINAL CONTRACT for a one year term of June 23, 2022 through and including June 22, 2023 in an amount not to exceed \$199,071.43, as well as amend Attachment B, Compensation and Pricing Provisions, Section 2. Fees and Charges, D. Additional Interfaces Annual Maintenance and Support, # 37 to reduce pricing to \$4,660.27, and the CONTRACTOR has agreed to continue to provide those services at the rates set forth in the ORIGINAL CONTRACT as amended herein;

NOW, THEREFORE, the Parties mutually agree as follows:

1. ARTICLES

- a. Additional Terms and Conditions, Section 2, Term of Contract, of the ORIGINAL CONTRACT is amended to read in its entirety as follows:

2. Term of Contract:

This Contract shall commence upon execution of all necessary signatures, and continue in effect from 6/23/2020 through and including 6/22/2023, unless otherwise terminated by COUNTY.

- b. Additional Terms and Conditions, Section 3, Renewals, of the ORIGINAL CONTRACT is amended in its entirety as follows:

This Contract may be renewed for two (2) additional, one (1) year terms upon mutual agreement of both Parties. The County is not under any obligation to provide Contractor with a reason should it elect not to renew the Contract, nor is it required to give Contractor prior notice of its intent not to renew.

- c. Attachment B, Compensation and Pricing Provisions, Section 2, Fees and Charges, of the ORIGINAL CONTRACT is amended in part as follows:

Total Contract Amount for the Term of June 23, 2022, through June 22, 2023, Shall Not Exceed \$199,071.43.

- d. Attachment B, Compensation and Pricing Provisions, Section 2, Fees and Charges, D. Additional Interfaces Annual Maintenance and Support of the ORIGINAL CONTRACT is amended in part as follows:

D. ADDITIONAL INTERFACES ANNUAL MAINTENANCE AND SUPPORT

37	Interfaces Annual Maintenance (IQ, RMS Coplogic, AARS, NIBRS) – Year 3 (June 2022 – June 2023)*	1	\$4,660.27
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- 2. All other terms and conditions in this Contract shall remain unchanged and with full force and effect.

Signature Page Follows

IN WITNESS WHERE OF, the Parties have executed AMENDMENT NUMBER ONE to Contract number MA-060-20011652.

*Contractor: CentralSquare Technologies LLC

DocuSigned by:
By: David Zolet Title: CEO
2BC4CE9698BD4F0...
Print Name: David Zolet Date: 5/26/2022

*Contractor: CentralSquare Technologies LLC

DocuSigned by:
By: Barry Medintz Title: General Counsel & Corporate Secretary
3E5ECC43504B4EE...
Print Name: Barry Medintz Date: 5/26/2022

**If the contracting party is a corporation, (2) two signatures are required: (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. The signature of one person alone is sufficient to bind a corporation, as long as he or she holds corporate offices in each of the two categories described above. For County purposes, proof of such dual office holding will be satisfied by having the individual sign the instrument twice, each time indicating his or her office that qualifies under the above described provision.*

In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signature to bind the company.

County Of Orange

A political subdivision of the State of California



Sheriff-Coroner Department

By: [Signature] Title: Supervising PCS
Print Name: Dina Prudencio Date: 7/19/22

Approved by the Board of Supervisors: 7/19/22

Approved as to Form
Office of the County Counsel
Orange County, California

By: [Signature]
Deputy

MA-060-20011652
with
CentralSquare Technologies LLC
for
Software, Subscriptions and Associated Implementation Services and Support of Inform and
Vision Field Based Reporting (“FBR”)

This Contract MA-060-20011652 for software, subscriptions and associated implementation services and support of Inform and Vision Field Based Reporting (“FBR”)(hereinafter referred to as “Contract”) is made and entered into as of the date fully executed by and between the County of Orange, a political subdivision of the State of California (hereinafter referred to as “County”) and CentralSquare Technologies LLC (formerly TriTech Software Systems), with a place of business at 1000 Business Center Drive, Lake Mary, FL 32746 (hereinafter referred to as “Contractor”), with County and Contractor sometimes referred to as “Party” or collectively as “Parties”.

ATTACHMENTS

This Contract is comprised of this document and the following Attachments, which are attached hereto and incorporated by reference into this Contract:

- Attachment A – Scope of Work
- Attachment B – Compensation and Pricing Provision
- Attachment C – Software Error Correction, Guidelines and Procedures

RECITALS

WHEREAS, TriTech Software Systems and County previously entered into a contract for software, subscriptions, associated implementation services and support of Inform and Field Based Reporting (“FBR”) (hereinafter Contract MA-060-15011970), which has expired but the services and goods in Milestone Four have yet to be provided; and

WHEREAS, TriTech Software Systems merged with three other software companies to form CentralSquare Technologies LLC, and there has been a change in the federal tax identification number; and

WHEREAS, Contractor and County are entering into this Contract for software, subscriptions and associated implementation services and support of Inform and Vision Field Based Reporting (“FBR”) under a firm fixed fee Contract to continue the work started under Contract MA-060-15011970 and expand upon those goods and services; and

WHEREAS, Contractor agrees to provide software, subscriptions and associated implementation services and support of Inform and Vision Field Based Reporting (“FBR”) to the County as further set forth in the Scope of Work, attached hereto as Attachment A; and

WHEREAS, County agrees to pay Contractor based on the schedule of fees set forth in Compensation and Pricing Provision, attached hereto as Attachment B; and

WHEREAS, the County Board of Supervisors has authorized the Purchasing Agent or designee to enter into a Contract for software, subscriptions and associated implementation services and support of Inform and Vision Field Based Reporting (“FBR”) Inform and Vision Field Based Reporting (“FBR”) with the Contractor;

NOW, THEREFORE, the Parties mutually agree as follows:

ARTICLES

General Terms and Conditions:

- A. **Governing Law and Venue:** This Contract, including Attachments which have been incorporated herein by reference, has been negotiated and executed in the state of California and shall be governed by and construed under the laws of the state of California. In the event of any legal action to enforce or interpret this Contract, the sole and exclusive venue shall be a court of competent jurisdiction located in Orange County, California, and the parties hereto agree to and do hereby submit to the jurisdiction of such court, notwithstanding Code of Civil Procedure Section 394. Furthermore, the parties specifically agree to waive any and all rights to request that an action be transferred for adjudication to another county.
- B. **Entire Contract:** This Contract and Attachments contain the entire Contract between the parties with respect to the matters herein, and there are no restrictions, promises, warranties or undertakings other than those set forth herein or referred to herein. No exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing. Electronic acceptance of any additional terms, conditions or supplemental Contracts by any County employee or agent, including but not limited to installers of software, shall not be valid or binding on County unless accepted in writing by County’s Purchasing Agent or designee.
- C. **Amendments:** No alteration or variation of the terms of this Contract shall be valid unless made in writing and signed by the Parties; no oral understanding or agreement not incorporated herein shall be binding on either of the Parties; and no exceptions, alternatives, substitutes or revisions are valid or binding on either Party unless authorized by both Parties in writing.
- D. **Taxes:** Unless otherwise provided herein or by law, price quoted does not include California state sales or use tax. Out-of-state Contractors shall indicate California Board of Equalization permit number and sales permit number on invoices, if California sales tax is added and collectable. If no permit numbers are shown, sales tax will be deducted from payment. The Auditor-Controller will then pay use tax directly to the State of California in lieu of payment of sales tax to the Contractor.
- E. **Delivery:** Time of delivery of goods or services is of the essence in this Contract. Delivery shall be made in accordance with Attachment A, Scope of Work. County reserves the right to refuse any goods or services and to cancel all or any part of the goods not conforming to applicable specifications, drawings, samples, descriptions or services that do not conform to the prescribed statement of work. Acceptance of any part of the service components or

software shall not bind County to accept future service components or software. Delivery shall not be deemed to be complete until all software and services have actually been received and accepted in writing by County.

- F. **Acceptance Payment:** Unless otherwise agreed to in writing by County, 1) acceptance shall not be deemed complete unless in writing and until all the goods/services have actually been received, inspected, and tested in accordance with Attachment A, Scope of Work and 2) payment shall be in accordance with Attachment B, Compensation and Pricing Provisions.

- G. **Warranty:** Contractor expressly warrants that the goods covered by this Contract are 1) free of liens or encumbrances, and 2) the services will be provided in accordance with applicable, commercially acceptable standards for such services. Acceptance of this order shall constitute an agreement upon Contractor’s part to indemnify, defend and hold County and its indemnities as identified in paragraph “Z” below, and as more fully described in paragraph “Z,” harmless from liability, loss, damage and expense, including reasonable counsel fees, incurred or sustained by County by reason of the failure of the goods/services to conform to such warranties, faulty work performance, negligent or unlawful acts, and non-compliance with any applicable state or federal codes, ordinances, orders, or statutes, including the Occupational Safety and Health Act (OSHA) and the California Industrial Safety Act. Such remedies shall be in addition to any other remedies provided by law. **CONTRACTOR MAKES AND COUNTY RECEIVES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

- H. **Patent/Copyright Materials/Proprietary Infringement:** Unless otherwise expressly provided in this Contract, Contractor shall be solely responsible for clearing the right to use any patented or copyrighted materials in the performance of this Contract. Contractor warrants that to the best of its actual and current knowledge, or information that the Contractor should know, Contractor's software does not infringe upon or violate any patent, proprietary right, or trade secret right of any third party. Contractor will, at its expense defend County against any claim, action or proceeding by a third party (“Action” herein) in which the County is named as a Defendant or Cross-Defendant for infringement by the Contractor’s Software of copyright, patent, or trade secrets. County agrees to immediately notify Contractor in writing of such Action and will cooperate with Contractor and its legal counsel in the defense thereof. In the event that the County is named as a Defendant or Cross-Defendant, Contractor shall notify County of the identity of its counsel, who will also be representing the County pursuant to the Indemnification provision below, and request approval in writing by County, which approval shall not be unreasonably withheld

Contractor may in its discretion (i) contest, (ii) settle, (iii) procure for the County the right to continue using the Contractor’s software, or (iv) modify or replace the Contractor’s software so that it no longer infringes (so long as the functionality and performance described in Contractor’s specifications substantially remains the same following such modification or replacement). Any settlement must be approved by the County Board of Supervisors if the settlement (a) has a finding that the County is liable or at fault in any way for the alleged infringement and/or (b) includes any financial obligation or a monetary award that the County would be liable to pay.

If Contractor concludes in its sole judgment that none of the foregoing options are commercially reasonable, and the County's use of the Contractor software is permanently enjoined as a result of a judgment of a court of competent jurisdiction in such Action, then Contractor will return to the County the Contractor software license fee(s) paid by the County under this Contract less a prorated portion of said fee(s) for the County's use of the Contractor software (calculated by multiplying the ratio of the number of months of actual use in live operations to sixty (60) months times the license fees paid) and the licenses granted in this Contract shall terminate.

Notwithstanding the above, Contractor shall have no duty under this paragraph "H" with respect to any claim, action or proceeding arising from or related to infringements (i) resulting from use of the Contractor's software in combination with hardware or software not provided by Contractor; (ii) arising out of modifications to the Contractor Software and/or Documentation not made by or under the direction of Contractor; or (iii) resulting from use of the Contractor software to practice any method or process which does not occur wholly within the Contractor software. This paragraph "H" states the entire obligation of Contractor regarding infringement of intellectual property rights, and it will survive the termination of this Contract.

Contractor agrees that, in accordance with the more specific requirement contained in paragraph "Z" below, it shall indemnify, defend and hold County and County Indemnitees harmless from any and all such claims and be responsible for payment of all costs, damages, penalties and expenses related to or arising from such claim(s), including, costs and expenses but not including attorney's fees.

- I. **Assignment:** The terms, covenants, and conditions contained herein shall apply to and bind the heirs, successors, executors, administrators and assigns of the Parties. Furthermore, neither the performance of this Contract nor any portion thereof may be assigned by Contractor without the express written consent of County, which consent shall not be unreasonably withheld. Any attempt by Contractor to assign the performance or any portion thereof of this Contract without the express written consent of County shall be invalid and shall constitute a breach of this Contract.
- J. **Non-Discrimination:** In the performance of this Contract, Contractor agrees that it will comply with the requirements of Section 1735 of the California Labor Code and not engage nor permit any subcontractors to engage in discrimination in employment of persons because of the race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, or sex of such persons. Contractor acknowledges that a violation of this provision shall subject Contractor to penalties pursuant to Section 1741 of the California Labor Code.
- K. **Termination:** In addition to any other remedies or rights either Party may have by law, in the event that a Party fails to comply with any material term or condition of this Contract, the other Party has the right to terminate this Contract following thirty (30) days prior written notice to the Party alleged to be in breach, provided that such breach has not been cured within said thirty (30) period. In the case of failure to pay monies due to Contractor in

accordance with Attachment B, Contractor may terminate this Contract following thirty (30) days written notice to County unless such failure is cured within said thirty (30) day period. The County may terminate this Contract for convenience following thirty (30) days prior written notice to Contractor. County may terminate without penalty immediately with cause, unless otherwise specified. Cause shall be defined as any material breach of contract, any misrepresentation or fraud on the part of the Contractor. Exercise by County of its right to terminate the Contract shall relieve County of all further obligation.

- L. **Consent to Breach Not Waiver:** No term or provision of this Contract shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.
- M. **Independent Contractor:** Contractor shall be considered an independent contractor and neither Contractor, its employees, nor anyone working under Contractor shall be considered an agent or an employee of County. Neither Contractor, its employees nor anyone working under Contractor shall qualify for workers' compensation or other fringe benefits of any kind through County.
- N. **Performance Warranty:** Contractor shall warrant all work under this Contract, taking necessary steps and precautions to perform the work to County's satisfaction. Contractor shall be responsible for the professional quality, technical assurance, timely completion and coordination of all documentation and other goods/services furnished by the Contractor under this Contract. Contractor shall perform all work diligently, carefully, and in a good and workmanlike manner; shall furnish all necessary labor, supervision, machinery, equipment, materials, and supplies, shall at its sole expense obtain and maintain all permits and licenses required by public authorities, including those of County required in its governmental capacity, in connection with performance of the work. If permitted to subcontract, Contractor shall be fully responsible for all work performed by subcontractors.
- O. **Insurance Provisions:** Prior to the provision of services under this Contract, the Contractor agrees to purchase all required insurance at Contractor's expense, including all endorsements required herein, necessary to satisfy the County that the insurance provisions of this Contract have been complied with. Contractor agrees to keep such insurance coverage, Certificates of Insurance, and endorsements on deposit with the County during the entire term of this Contract. In addition, all subcontractors performing work on behalf of Contractor pursuant to this Contract shall obtain insurance subject to the same terms and conditions as set forth herein for Contractor.

Contractor shall ensure that all subcontractors performing work on behalf of Contractor pursuant to this Contract shall be covered under Contractor's insurance as an Additional Insured or maintain insurance subject to the same terms and conditions as set forth herein for Contractor. Contractor shall not allow subcontractors to work if subcontractors have less than the level of coverage required by County from Contractor under this Contract. It is the obligation of Contractor to provide notice of the insurance requirements to every subcontractor and to receive proof of insurance prior to allowing any subcontractor to begin

work. Such proof of insurance must be maintained by Contractor through the entirety of this Contract for inspection by County representative(s) at any reasonable time.

All self-insured retentions (SIRs) shall be clearly stated on the Certificate of Insurance. If Contractor is self-insured, Contractor, in addition to, and without limitation of, any other indemnity provision(s) in this Contract, agrees to all of the following:

- 1) In addition to the duty to indemnify and hold the County harmless against any and all liability, claim, demand or suit resulting from Contractor's, its agents, employee's or subcontractor's performance of this Contract, Contractor shall defend the County at its sole cost and expense with counsel approved by Board of Supervisors against same; and
- 2) Contractor's duty to defend, as stated above, shall be absolute and irrespective of any duty to indemnify or hold harmless.

If the Contractor fails to maintain insurance acceptable to the County for the full term of this Contract, the County may terminate this Contract.

Qualified Insurer

The policy or policies of insurance must be issued by an insurer with a minimum rating of A- (Secure A.M. Best's Rating) and VIII (Financial Size Category as determined by the most current edition of the Best's Key Rating Guide/Property-Casualty/United States or ambest.com). It is preferred, but not mandatory, that the insurer be licensed to do business in the state of California (California Admitted Carrier).

If the insurance carrier does not have an A.M. Best Rating of A-/VIII, the CEO/Office of Risk Management retains the right to approve or reject a carrier after a review of the company's performance and financial ratings.

The policy or policies of insurance maintained by the Contractor shall provide the minimum limits and coverage as set forth below:

<u>Coverage</u>	<u>Minimum Limits</u>
Technology Errors & Omissions	\$1,000,000 per claims-made \$1,000,000 aggregate

All insurance policies required by this Contract shall waive all rights of subrogation against the County of Orange, its elected and appointed officials, officers, agents and employees when acting within the scope of their appointment or employment.

Contractor shall notify County in writing within thirty (30) days of any policy cancellation and ten (10) days for non-payment of premium and provide a copy of the cancellation notice to County. Failure to provide written notice of cancellation may constitute a material breach of the Contract, upon which the County may suspend or terminate this Contract.

Technology Errors & Omissions are “Claims-Made” policy(ies), Contractor shall agree to maintain coverage for two (2) years following the completion of the Contract.

Insurance certificates should be forwarded to the agency/department address listed on the solicitation.

If the Contractor fails to provide the insurance certificates and endorsements within seven (7) days of notification by CEO/Purchasing or the agency/department purchasing division, award may be made to the next qualified vendor.

County expressly retains the right to require Contractor to increase or decrease insurance of any of the above insurance types throughout the term of this Contract. Any increase or decrease in insurance will be as deemed by County of Orange Risk Manager as appropriate to adequately protect County.

County shall notify Contractor in writing of changes in the insurance requirements. If Contractor does not deposit copies of acceptable Certificates of Insurance and endorsements with County incorporating such changes within thirty (30) days of receipt of such notice, this Contract may be in breach without further notice to Contractor, and County shall be entitled to all legal remedies.

The procuring of such required policy or policies of insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this Contract, nor act in any way to reduce the policy coverage and limits available from the insurer.

- P. Changes: Contractor shall make no changes in the work or perform any additional work without the County's specific written approval.
- Q. Change of Ownership/Name, Litigation Status, Conflict with County Interests: Contractor agrees that if there is a change or transfer in ownership of Contractor's business prior to completion of this Contract, and the County agrees to an assignment of the Contract, which County's approval to assign shall not be unreasonably withheld, the new owners shall be required under the terms of sale or other instruments of transfer to assume Contractor's obligations contained in this Contract and complete them to the satisfaction of the County.

County reserves the right to immediately terminate the Contract in the event the County determines that the assignee is not qualified or is otherwise unacceptable to the County for the provision of services under the Contract.

In addition, Contractor has the duty to notify the County in writing of any change in the Contractor's status with respect to name changes that do not require an assignment of the Contract. The Contractor is also obligated to notify the County in writing if the Contractor becomes a party to any litigation against the County, or a party to litigation that may reasonably affect the Contractor's performance under the Contract, as well as any potential conflicts of interest between Contractor and County that may arise prior to or during the period of Contract performance. While Contractor will be required to provide this information without prompting from the County any time there is a change in Contractor's

name, conflict of interest or litigation status, Contractor must also provide an update to the County of its status in these areas whenever requested by the County.

The Contractor shall exercise reasonable care and diligence to prevent any actions or conditions that could result in a conflict with County interests. In addition to the Contractor, this obligation shall apply to the Contractor's employees, agents, and subcontractors associated with the provision of goods and services provided under this Contract. The Contractor's efforts shall include, but not be limited to establishing rules and procedures preventing its employees, agents, and subcontractors from providing or offering gifts, entertainment, payments, loans or other considerations which could be deemed to influence or appear to influence County staff or elected officers in the performance of their duties.

- R. **Force Majeure:** Contractor shall not be assessed or be found in breach during any delay beyond the time named for the performance of this Contract caused by any act of God, war, civil disorder, employment strike or other cause beyond its reasonable control, provided Contractor gives written notice of the cause of the delay to County within 36 hours of the start of the delay and Contractor avails himself of any available remedies.
- S. **Confidentiality:** Contractor agrees to maintain the confidentiality of all County and County-related records and information pursuant to all statutory laws relating to privacy and confidentiality that currently exist or exist at any time during the term of this Contract. All such records and information shall be considered confidential and kept confidential by Contractor and Contractor's staff, agents and employees. Contractor shall not disclose any of County's confidential information without County's express prior written consent for any such disclosure and shall not use any County confidential information, except as expressly set forth in this Contract. If any of County's confidential information is subject to production pursuant to any Federal or State statutes(s) and/or court orders providing for disclosure of records, documents or other material, Contractor shall (i) provide to County written notice of any request or other action by a third party under said statute(s) for release, access, or other disclosure thereof, (ii) provide to County a reasonable opportunity to respond to and/or oppose such action in the appropriate forum and (iii) take such steps as are permitted under said statutes to assert in response to such action any exemptions or other protections available thereunder to prevent, restrict and/or control the release, access and/or disclosure of the County's confidential information.

County agrees to maintain the confidentiality of Contractor's confidential information, Contractor's Software and its associated documentation. If any Contractor confidential information is subject to production pursuant to any Federal or State statutes(s) providing for public access or disclosure of public records, documents or other material, the County shall (i) provide to Contractor written notice of any request or other action by a third party under said statute(s) for release, access, or other disclosure thereof, (ii) provide to Contractor a reasonable opportunity to respond to and/or oppose such action in the appropriate forum and (iii) take such steps as are permitted under said statutes to assert in response to such action any exemptions or other protections available thereunder to prevent, restrict and/or control the public release, access and/or disclosure of the Contractor confidential information. In the event County is sued as a result of withholding records or information based upon Contractor's assertion of confidentiality, trade secret, etc., Contractor agrees to indemnify the County and to pay County, in full, for the costs of defense of the case, including the costs

for the County's attorney; court costs; and any and all sanction that may be ordered against the County, in the form of attorneys fees or otherwise

- T. **Compliance with Laws:** Contractor represents and warrants that services to be provided under this Contract shall fully comply, at Contractor's expense, with all applicable standards, laws, statutes, restrictions, ordinances, requirements, and regulations (collectively "laws"), including, but not limited to those issued by County in its governmental capacity and all other laws applicable to the services at the time services are provided to and accepted by County. Contractor acknowledges that County is relying on Contractor to ensure such compliance, and pursuant to the requirements of paragraph "Z" below, Contractor agrees that it shall defend, indemnify and hold County and County Indemnitees harmless from all liability, damages, costs and expenses arising from or related to a violation of such laws.
- U. **Intentionally Left Blank.**
- V. **Severability:** If any term, covenant, condition or provision of this Contract is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remainder of the provisions hereof shall remain in full force and effect and shall in no way be affected, impaired or invalidated thereby.
- W. **Attorney Fees:** In any action or proceeding to enforce or interpret any provision of this Contract, each party shall bear their own attorney's fees, costs and expenses.
- X. **Interpretation:** This Contract has been negotiated at arm's length and between persons sophisticated and knowledgeable in the matters dealt with in this Contract. In addition, each party had been represented by experienced and knowledgeable independent legal counsel of their own choosing or has knowingly declined to seek such counsel despite being encouraged and given the opportunity to do so. Each party further acknowledges that they have not been influenced to any extent whatsoever in executing this Contract by any other party hereto or by any person representing them, or both. Accordingly, any rule or law (including California Civil Code Section 1654) or legal decision that would require interpretation of any ambiguities in this Contract against the party that has drafted it is not applicable and is waived. The provisions of this Contract shall be interpreted in a reasonable manner to effect the purpose of the parties and this Contract.
- Y. **Employee Eligibility Verification:** The Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirement set forth in Federal statutes and regulations. The Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal or State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all covered employees for the period prescribed by the law. The Contractor shall indemnify, defend with counsel approved in writing by County, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or both in

connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.

- Z. **Indemnification:** Contractor agrees to indemnify, defend with counsel approved in writing by County, which approval shall not be reasonably withheld, and hold County, its elected and appointed officials, officers, employees, agents and those special districts and agencies which County's Board of Supervisors acts as the governing Board ("County Indemnitees") harmless from any claims, demands or liability of any kind or nature, including but not limited to personal injury or property damage, arising from or related to the services, products or other performance provided by Contractor pursuant to this Contract. If judgment is entered against Contractor and County by a court of competent jurisdiction because of the concurrent active negligence of County or County Indemnitees, Contractor and County agree that liability will be apportioned as determined by the court. Neither party shall request a jury apportionment.

Notwithstanding the foregoing, excluding third party claims for patent, copyright or trade secret infringement, the total liability of Contractor for any claim or damage arising from or otherwise related to this Contract, whether in contract, tort by way of indemnification or under statute, shall be limited to direct damages which shall not exceed (i) one and one-half (1.5) times the Contract Price set forth in Attachment B not including years one (1) through five (5) of annual software maintenance and support and subscription fees; or (ii) for claims arising under annual software support, the software support fees paid during the twelve (12) month support term in which the claim arises; or (iii) in the case of bodily injury, personal injury or property damage for which the defense and indemnity coverage is provided by Contractor's insurance carrier, the coverage limits of such insurance.

IN NO EVENT SHALL EITHER PARTY OR ITS SUBCONTRACTORS OR SUPPLIERS BE LIABLE WHETHER IN CONTRACT OR IN TORT FOR ANY INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF OR OTHERWISE RELATED TO THIS CONTRACT, REGARDLESS OF WHETHER A PARTY HAS NOTICE OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

- AA. **Audits/Inspections:** Contractor agrees to permit the County's Auditor-Controller or the Auditor-Controller's authorized representative (including auditors from a private auditing firm hired by the County) access during normal working hours to all books, accounts, records, reports, files, financial records, supporting documentation, including payroll and accounts payable/receivable records, and other papers or property of Contractor for the purpose of auditing or inspecting any aspect of performance under this Contract. The inspection and/or audit will be confined to those matters connected with the performance of the Contract including, but not limited to, the costs of administering the Contract. The County will provide reasonable notice of such an audit or inspection.

The County reserves the right to audit and verify the Contractor's records before final payment is made.

Contractor agrees to maintain such records for possible audit for a minimum of three years after final payment, unless a longer period of records retention is stipulated under this

Contract or by law. Contractor agrees to allow interviews of any employees or others who might reasonably have information related to such records. Further, Contractor agrees to include a similar right to the County to audit records and interview staff of any subcontractor related to performance of this Contract.

Should the Contractor cease to exist as a legal entity, the Contractor's records pertaining to this agreement shall be forwarded to the County's project manager.

- BB. Contingency of Funds:** Contractor acknowledges that funding or portions of funding for this Contract may be contingent upon state budget approval; receipt of funds from, and/or obligation of funds by, the state of California to County; and inclusion of sufficient funding for the services hereunder in the budget approved by County's Board of Supervisors for each fiscal year covered by this Contract. If such approval, funding or appropriations are not forthcoming, or are otherwise limited, County may immediately terminate or modify this Contract without penalty.
- CC. Intentionally Left Blank.**
- DD. Contractor Software:** In consideration for and subject to the payment of the license and subscription fee(s) specified in Attachment B of this Contract, and the other promises, covenants and conditions herein, the County is granted the following rights to the Contractor Software:
- a. A perpetual (unless terminated as provided herein), nontransferable, nonexclusive right to license or to use the Contractor Software and the Documentation for said Software for the County's own internal use for the applications described in the Statement of Work, at the County's designated location, in the quantity set forth in Attachments A and B. Client may make additional copies of the Contractor Software as reasonably required for backup purposes only, provided that such copies contain all copyright notices and other proprietary markings contained on the original, and are kept confidential in accordance with Paragraph S ("Confidentiality").
 - b. Title to all Contractor Software and associated Documentation provided to County under this Contract remains with Contractor. Title to any third party software and documentation provided shall remain with the applicable vendor. Nothing herein shall be construed as granting any right and title to the Contractor Software and Documentation, or any third party software and documentation to County.
 - c. The County shall not use, copy, rent, lease, sell, sublicense, create derivative works, or transfer the Software or Documentation, or permit others to do said acts, except as provided in this Contract. Any such unauthorized use shall be void and may result in immediate and automatic termination of the applicable license, at the option of Contractor. In such event, the County shall not be entitled to a refund of the fees paid hereunder.

- d. The Software rights granted in this Contract or in connection with it are for object code only and do not include a license or any rights to source code. The County is specifically prohibited from accessing, copying, using, modifying, distributing or otherwise exercising any rights to such source code, even if such source code is loaded on the equipment. The loading and/or using of source code to any Software by Contractor or its employees on any computer system equipment at the County's location or any other location associated with the County shall not constitute a waiver of this provision, or any express or implied license or other permission to copy, use or exercise other rights to the source code.
- e. The County may not export the Software or Documentation outside the United States without the written agreement of Contractor. In the event of such written agreement, the County agrees to comply with all applicable U.S. export rules and regulations.
- f. The rights granted herein are effective until surrendered or terminated in accordance with the provisions of this Contract. In the event of such surrender or termination, the County shall remove all Contractor Software covered in this Contract from its computer system and at Contractor's direction, either return the Software and its associated Documentation to Contractor, or destroy the Software and Documentation and verify such destruction in writing to Contractor. Such surrender shall not affect Contractor's right to receive and retain the fees and expense earned hereunder.

EE. Software Support: Annual software support for the Contract software licensed hereunder will begin upon the date of Go Live (live operational use), and will be provided in accordance with Contractor's software support terms attached hereto at Attachment C.

Additional Terms and Conditions

1. **Scope of Contract:** This Contract specifies the contractual terms and conditions by which County will procure and receive goods/services from Contractor as set forth in the Scope of Work, which is attached hereto as Attachment A and incorporated by this reference.
2. **Term of Contract:** This Contract shall commence upon execution of all necessary signatures and continue for two (2) calendar years from that date, unless otherwise terminated by County. This Contract may be renewed as set forth in paragraph 3 below.
3. **Renewal:** This Contract may be renewed by mutual written agreement of both Parties for two (2) additional years, plus one (1) year term. The County does not have to give reason if it elects not to renew. Renewal periods may be subject to approval by the County of Orange Board of Supervisors.
4. **Adjustments – Scope of Work:** No adjustments made to the Scope of Work will be authorized without prior written approval of the County assigned Deputy Purchasing Agent.

5. **Breach of Contract:** The failure of either Party to comply with any of the provisions, covenants or conditions of this Contract shall be a material breach of this Contract. In such event either Party may, and in addition to any other remedies available at law, in equity, or otherwise specified in this Contract:
 - a) Terminate the Contract pursuant to Section K herein;
 - b) Discontinue payment to the Contactor for and during the period in which the Contractor is in breach; and
 - c) Offset against any monies billed by the Contractor but yet unpaid by the County those monies disallowed pursuant to the above.

6. **Civil Rights:** Contractor attests that services provided shall be in accordance with the provisions of Title VI and Title VII of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; Title II of the Americans with Disabilities Act of 1990, and other applicable State and federal laws and regulations prohibiting discrimination on the basis of race, color, national origin, ethnic group identification, age, religion, marital status, sex or disability.

7. **Conflict of Interest – Contractor’s Personnel:** The Contractor shall exercise reasonable care and diligence to prevent any actions or conditions that could result in a conflict with the best interests of the County. This obligation shall apply to the Contractor; the Contractor’s employees, agents, and subcontractors associated with accomplishing work and services hereunder. The Contractor’s efforts shall include, but not be limited to establishing precautions to prevent its employees, agents, and subcontractors from providing or offering gifts, entertainment, payments, loans or other considerations which could be deemed to influence or appear to influence County staff or elected officers from acting in the best interests of the County.

8. **Conflict of Interest – County Personnel:** The County of Orange Board of Supervisors policy prohibits its employees from engaging in activities involving a conflict of interest. The Contractor shall not, during the period of this Contract, employ any County employee for any purpose.

9. **Contractor’s Project Manager and Key Personnel:** Contractor shall appoint a Project Manager to direct the Contractor’s efforts in fulfilling Contractor’s obligations under this Contract. This Project Manager shall be subject to approval by the County and shall not be changed without the written consent of the County’s Project Manager, which consent shall not be unreasonably withheld.

The Contractor’s Project Manager shall be assigned to this project for the duration of the Contract and shall diligently pursue all work and services to meet the project time lines. The County’s Project Manager shall have the right to require the removal and replacement of the Contractor’s Project Manager from providing services to the County under this Contract. The County’s Project manager shall notify the Contractor in writing of such action. The Contractor shall accomplish the removal within five (5) business days after written notice by

the County's Project Manager. The County's Project Manager shall review and approve the appointment of the replacement for the Contractor's Project Manager. The County is not required to provide any additional information, reason or rationale in the event it requires the removal of Contractor's Project Manager from providing further services under the Contract.

10. **Contractor Personnel – Reference Checks:** The Contractor warrants that all persons employed to provide service under this Contract have satisfactory past work records indicating their ability to adequately perform the work under this Contract. Contractor's employees assigned to this project must meet character standards as demonstrated by background investigation and reference checks, coordinated by the agency/department issuing this Contract.
11. **Contractor's Expense:** The Contractor will be responsible for all costs related to photo copying, telephone communications, fax communications, and parking while on County sites during the performance of work and services under this Contract. The County will not provide free parking for any service in the County Civic Center.
12. **Contractor Personnel – Uniform/Badges/Identification:** The Contractor warrants that all persons employed to provide service under this Contract have satisfactory past work records indicating their ability to accept the kind of responsibility under this Contract.

All Contractor's employees shall be required to wear uniforms, badges, or other means of identification which are to be furnished by the Contractor and must be worn at all times while working on County property. The assigned Deputy Purchasing Agent must be notified in writing, within seven (7) days of notification of award of Contract of the uniform and/or badges and/or other identification to be worn by employees prior to beginning work and notified in writing seven (7) days prior to any changes in this procedure.

13. **Contractor's Records:** The Contractor shall keep true and accurate accounts, records, books and data which shall correctly reflect the business transacted by the Contractor in accordance with generally accepted accounting principles. These records shall be stored in Orange County for a period of three (3) years after final payment is received from the County. Storage of records in another county will require written approval from the County of Orange assigned Deputy Purchasing Agent.
14. **Conditions Affecting Work:** The Contractor shall be responsible for taking all steps reasonably necessary to ascertain the nature and location of the work to be performed under this Contract and to know the general conditions which can affect the work or the cost thereof. Any failure by the Contractor to do so will not relieve Contractor from responsibility for successfully performing the work without additional cost to the County. The County assumes no responsibility for any understanding or representations concerning the nature, location(s) or general conditions made by any of its officers or agents prior to the execution of this Contract, unless such understanding or representations by the County are expressly stated in the Contract.
15. **Data – Title To:** All materials, documents, data or information obtained from the County data files or any County medium furnished to the Contractor in the performance of this Contract will at all times remain the property of the County. Such data or information may

not be used or copied for direct or indirect use by the Contractor after completion or termination of this Contract without the express written consent of the County. All materials, documents, data or information, including copies, must be returned to the County at the end of this Contract.

16. **Drug-Free Workplace:** The Contractor hereby certifies compliance with Government Code Section 8355 in matters relating to providing a drug-free workplace. The Contractor will:
1. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations, as required by Government Code Section 8355(a)(1).
 2. Establish a drug-free awareness program as required by Government Code Section 8355(a)(2) to inform employees about all of the following:
 - a. The dangers of drug abuse in the workplace;
 - b. The organization's policy of maintaining a drug-free workplace;
 - c. Any available counseling, rehabilitation and employee assistance programs; and
 - d. Penalties that may be imposed upon employees for drug abuse violations.
 3. Provide as required by Government Code Section 8355(a)(3) that every employee who works under this Contract:
 - a. Will receive a copy of the company's drug-free policy statement; and
 - b. Will agree to abide by the terms of the company's statement as a condition of employment under this Contract.

Failure to comply with these requirements may result in suspension of payments under the Contract or termination of the Contract or both, and the Contractor may be ineligible for award of any future County contracts if the County determines that any of the following has occurred:

1. The Contractor has made false certification, or
 2. The Contractor violates the certification by failing to carry out the requirements as noted above.
17. **EDD Independent Contractor Reporting Requirements:** Effective January 1, 2001, the County of Orange is required to file in accordance with subdivision (a) of Section 6041A of the Internal Revenue Code for services received from a "service provider" to whom the County pays \$600 or more or with whom the County enters into a contract for \$600 or more within a single calendar year. The purpose of this reporting requirement is to increase child

support collection by helping to locate parents who are delinquent in their child support obligations.

The term “service provider” is defined in California Unemployment Insurance Code Section 1088.8, subparagraph B.2 as “an individual who is not an employee of the service recipient for California purposes and who received compensation or executes a contract for services performed for that service recipient within or without the state.” The term is further defined by the California Employment Development Department to refer specifically to independent Contractors. An independent Contractor is defined as “an individual who is not an employee of the government entity for California purposes and who receives compensation or executes a contract for services performed for that government entity either in or outside of California.”

The reporting requirement does not apply to corporations, general partnerships, limited liability partnerships, and limited liability companies.

Additional information on this reporting requirement can be found at the California Employment Development Department web site located at http://www.edd.ca.gov/Employer_Services.htm

18. **Errors and Omissions:** All reports, files and other documents prepared and submitted by Contractor shall be complete and shall be carefully checked by the professional(s) identified by Contractor as project manager and key personnel attached hereto, prior to submission to the County. Contractor agrees that County review is discretionary and Contractor shall not assume that the County will discover errors and/or omissions. If the County discovers any errors or omissions prior to approving Contractor’s reports, files and other written documents, the reports, files or documents will be returned to Contractor for correction. Should the County or others discover errors or omissions in the reports, files or other written documents submitted by the Contractor after County approval thereof, County approval of Contractor’s reports, files or documents shall not be used as a defense by Contractor in any action between the County and Contractor, and the reports, files or documents will be returned to Contractor for correction.

19. **Equal Employment Opportunity:** The Contractor shall comply with U.S. Executive Order 11246 entitled, “Equal Employment Opportunity” as amended by Executive Order 11375 and as supplemented in Department of Labor regulations (41 CFR, Part 60) and applicable state of California regulations as may now exist or be amended in the future. The Contractor shall not discriminate against any employee or applicant for employment on the basis of race, color, national origin, ancestry, religion, sex, marital status, political affiliation or physical or mental condition.

Regarding handicapped persons, the Contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap in regard to any position for which the employee or applicant for employment is qualified. The Contractor agrees to provide equal opportunity to handicapped persons in employment or in advancement in employment or otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicaps in all employment practices such as the following: employment, upgrading, promotions, transfers, recruitments, advertising, layoffs,

terminations, rate of pay or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to comply with the provisions of Sections 503 and 504 of the Rehabilitation Act of 1973, as amended, pertaining to prohibition of discrimination against qualified handicapped persons in all programs and/or activities as detailed in regulations signed by the Secretary of the Department of Health and Human Services effective June 3, 1977, and found in the Federal Register, Volume 42, No. 68 dated May 4, 1977, as may now exist or be amended in the future.

Regarding Americans with disabilities, Contractor agrees to comply with applicable provisions of Title 1 of the Americans with Disabilities Act enacted in 1990 as may now exist or be amended in the future.

20. News/Information Release: The Contractor agrees that it will not issue any news releases in connection with either the award of this Contract or any subsequent amendment of or effort under this Contract without first obtaining review and written approval of said news releases from the County through the County's Project Manager.
21. Notices: Any and all notices, requests demands and other communications contemplated, called for, permitted, or required to be given hereunder shall be in writing with a copy provided to the assigned Deputy Purchasing Agent (DPA), except through the course of the parties' project managers' routine exchange of information and cooperation during the terms of the work and services. Any written communications shall be deemed to have been duly given upon actual in-person delivery, if delivery is by direct hand, or upon delivery on the actual day of receipt or no greater than four (4) calendar days after being mailed by US certified or registered mail, return receipt requested, postage prepaid, whichever occurs first. The date of mailing shall count as the first day. All communications shall be addressed to the appropriate party at the address stated herein or such other address as the parties hereto may designate by written notice from time to time in the manner aforesaid.

Contractor: CentralSquare Technologies LLC
 1000 Business Center Drive
 Lake Mary, FL 32746
 Attn: Legal/Contracts
 Ph: 563-387-4852
 Email: contracts@centralsquare.com

County: Sheriff-Coroner Department/Support Services
 320 N. Flower Street, 3rd Floor
 Santa Ana, CA 92703
 Attn: Joe Giese
 Ph: 714-834-3184
 Email: jgiese@ocsd.org

Assigned DPA: County of Orange
 Sheriff-Coroner Department/Purchasing Services Unit
 320 N. Flower Street, 2nd Floor
 Santa Ana, CA 92703
 Attn: Monique Touch, Buyer

Ph: 714-834-4364
 Email: vtouch@ocsd.org

22. **Precedence:** The Contract documents consist of this Contract and its exhibits and attachments. In the event of a conflict between or among the Contract documents, the order of precedence shall be the provisions of the main body of this Contract, i.e., those provisions set forth in the recitals and articles of this Contract, and then the exhibits and attachments.
23. **Termination – Orderly:** Upon termination by the County, County agrees to pay the Contractor for all services performed prior to termination which meet the requirements of the Contract, provided, however, that such compensation combined with previously paid compensation shall not exceed the total compensation set forth in the Contract. Upon termination or other expiration of this Contract, each Party shall promptly return to the other Party all papers, materials, and other properties of the other held by each for purposes of performance of the Contract.
24. **Sub-Contracting:** No performance of this Contract or any portion thereof may be subcontracted by the Contractor without the express written consent of the County. Any attempt by the Contractor to subcontract any performance of this Contract without the express written consent of the County shall be invalid and shall constitute a breach of this Contract.

In the event that the Contractor is authorized by the County to subcontract, this Contract shall take precedence over the terms of the Contract between Contractor and subcontractor, and shall incorporate by reference the terms of this Contract. The County shall look to the Contractor for performance and indemnification and not deal directly with any subcontractor. All work performed by a subcontractor must meet the approval of the County of Orange.

25. **Substitutions:** The Contractor is required to meet all specifications and requirements contained herein. No substitutions will be accepted without prior County written approval.
26. **Policies and Procedures:** Contractor, its subcontractors, Contractor personnel, and all other agents and representatives of Contractor, will at all times comply with and abide by all applicable Information Technology (“IT”) policies and procedures of the County that are provided or made available to Contractor that reasonably pertain to Contractor (and of which Contractor has been provided with advance notice) in connection with Contractor's performance under this Contract. Contractor shall cooperate with the County in ensuring Contractor's compliance with the IT policies and procedures described in this Contract and as adopted by the County from time-to-time, and any material violations or disregard of such IT policies or procedures shall, in addition to all other available rights and remedies of the County, be cause for termination of this Contract.
27. **Security and Policies:** All performance under this Contract, shall be in accordance with the County's security requirements, policies, and procedures as set forth in Section 28. Policies and Procedures and as modified, supplemented, or replaced by the County from time to time,

- in its sole discretion, by providing Contractor with a written copy of such revised requirements, policies, procedures reasonably in advance of the date that they are to be implemented and effective (collectively, the "Security Policies"). Contractor shall at all times use industry best practices and methods with regard to the prevention, detection, and elimination, by all appropriate means, of fraud, abuse, and other inappropriate or unauthorized access to County systems accessed in the performance of services in this Contract.
28. **Information Access:** The County may require all Contractor personnel performing services under this Contract to execute a confidentiality and non-disclosure agreement concerning access protection and data security in the form provided by County. The County shall authorize, and Contractor shall issue, any necessary information-access mechanisms, including access IDs and passwords, and in no event shall Contractor permit any such mechanisms to be shared or used by other than the individual Contractor personnel to whom issued. Contractor shall provide each Contractor personnel with only such level of access as is required for such individual to perform his or her assigned tasks and functions. All County systems, and all data and software contained therein, including County data, County hardware and County software, used or accessed by Contractor: (a) shall be used and accessed by such Contractor solely and exclusively in the performance of their assigned duties in connection with, and in furtherance of, the performance of Contractor's obligations hereunder; and (b) shall not be used or accessed except as expressly permitted hereunder, or commercially exploited in any manner whatsoever, by Contractor, at any time.
29. **Security Audits:** Each Contract Year, County may perform or have performed security reviews and testing based on an IT infrastructure review plan. Such testing shall ensure all pertinent County security standards as well as any customer agency requirements, such as federal tax requirements or HIPPA.
30. **Ownership of Documents:** The County has permanent ownership of all directly connected and derivative materials produced under this Contract by the Contractor, excluding Contractor's Intellectual Property and any and all derivative works thereof, including any third party software provided hereunder to which all ownership shall remain with the applicable vendor. All non-Contractor or its vendor's owned documents, reports, and other incidental or derivative work or materials furnished hereunder shall become and remain the sole property of the County and maybe used by the County as it may require without additional cost to the County. None of the County owned documents, reports, and other incidental or derivative work or furnished materials shall be used by the Contractor without the express written consent of the County. Nothing herein shall be construed as granting any title or ownership to the County of the Licensed Software, subscriptions, or associated Documentation.

Signature Page

The Parties hereto have executed this Contract Number MA-060-20011652 for the purchase of software, subscriptions and associated implementation services and support of Inform and Vision Field Based Reporting ("FBR") on the dates shown opposite their respective signatures below.

Contractor*: CentralSquare Technologies LLC

DocuSigned by:
By: Todd Dooley Title: Chief Financial Officer
013A8BA2QCAMEB
Print Name: Todd Dooley Date: 5/22/2020

Contractor*: CentralSquare Technologies LLC

DocuSigned by:
By: David Zolet Title: Chief Executive Officer & President
28C41CE998B0460
Print Name: David Zolet Date: 5/22/2020

**If the contracting party is a corporation, (2) two signatures are required: (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. The signature of one person alone is sufficient to bind a corporation, as long as he or she holds corporate offices in each of the two categories described above. For County purposes, proof of such dual office holding will be satisfied by having the individual sign the instrument twice, each time indicating his or her office that qualifies under the above described provision.*

In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signature to bind the company.

County Of Orange

A political subdivision of the State of California



By: [Signature] Title: Supervising PCS
Print Name: LORENA OURNATE Date: 6-23-20

Approved by the Board of Supervisors: 6-23-20

Approved as to Form
Office of the County Counsel
Orange County, California

By: [Signature]
Deputy

County of Orange
Sheriff-Coroner Department

MA-060-20011652
Inform and Vision Field Based Reporting

ATTACHMENT A
Scope of Work

I. SCOPE OF WORK

Contractor shall provide the Orange County Sheriff-Coroner Department with detailed project implementation of Inform and Vision Field Based Reporting (“FBR”), which began under Contract MA-060-15011970 between the Parties. The project shall continue and be developed jointly by Contractor and County staff to fully define all project tasks and shall include, but is not limited to:

- A. Inform and Vision FBR application software installation and modifications
 - 1. Installation, configuration and integration of client software on system hardware.
 - 2. Configuration of existing standard Contractor interfaces (“CAD”, “RMS”, “Mobile”) as required to support Inform FBR.
 - 3. Develop and implement FBR interfaces to existing Orange County Sheriff-Coroner Department arrest/booking system, property/evidence system, imaging system.
- B. Business analysis and consultation services
 - 1. On-site assistance to configure roles, users, workflows, and templates within the FBR/RMS software; number of hours to be clearly defined and mutually agreed upon.
- C. End User and Administration training
 - 1. Conduct training classes by a qualified on-site instructor and access to training materials.
 - 2. All Training shall be coordinated County and Contractor.
- D. Server installation and configuration (hardware and software)
- E. Annual maintenance and support
- F. Development & implementation of three custom interfaces (Arrest/Booking, Imaging, and Property & Evidence).
- G. Provision and implementation of additional interfaces for County: IQ, Records Management System (“RMS”) Coplogic, Allied Agency Reporting Service (“AARS”), and National Incident Based Reporting System (“NIBRS”).
- H. Provision of 600 software licenses

II. MILESTONE 4 (continuation from Contract MA-060-15011970)

Inform and Vision FBR application software services and modifications shall include:

- A. Inform RMS GIS (Without CAD)
 - 1. Routing /GIS Server Implementation & Project Management
 - 2. Annual Maintenance for Year 1
 - 3. Support 24/7
- B. Imaging Interface Modifications
 - 1. Project Management
 - 2. Annual Maintenance for Year 1
 - 3. Support 24/7
- C. Training System installation and configuration services

1. Project Management, including Project Plan and Schedule
 2. Annual Maintenance for Year 1
 3. Support 24/7
- D. Inform RMS test, Vision CAD test, and Vision Mobile test
1. Project Management, including Project Plan and Schedule
 2. Annual Maintenance for Inform RMS, Vision CAD, and Vision Mobile for Year 1
 3. Support 24/7
- E. Four (4) Workshops
1. Each Workshop will be three (3) days long and shall be coordinated with County.
 2. Project Management
- F. Software modification
1. Project Management, including Project Plan and Schedule
 2. Annual Maintenance for Year 1
 3. Support 24/7
- G. Custom Solution Imagining IR RMS 4.
1. Project Management
 2. Annual Maintenance for Year 1
 3. Support 24/7
- H. Inform RMS (Arrest) Interface development, installation and configuration.
1. Project Management
 2. Annual Maintenance for Year 1
 3. Support 24/7
- I. Inform RMS (Property & Evidence) Interface development, installation and configuration.
1. Project Management
 2. Annual Maintenance for Year 1
 3. Support 24/7

III. INFORM AND VISION FBR MAINTENANCE

Contractor shall provide County with Inform and Vision FBR maintenance and support as specified on Attachment C, Software Error Correction, Guidelines and Procedures.

IV. ADDITIONAL INTERFACES

Contractor shall provide and implement four (4) additional interfaces for County: IQ, Records Management System (“RMS”) Coplogic, Allied Agency Reporting Service (“AARS”), and National Incident Based Reporting System (“NIBRS”).

A. IQ Implementation, Subscription/Maintenance

1. IQ Search (A - 1-10 Concurrent Users) One (1) Year Subscription
2. IQ Search four (4) hour Admin Remote Training: This is a mandatory class for the first time IQ implementations. Contractor shall provide a four (4) hour, remote training on the configuration and maintenance of the IQ Search and Notifications application for up to nine (9) Administrators.

3. IQ Search four (4) hour End User Remote Training: This is a mandatory class for the first time IQ implementations. Contractor shall provide a four (4) hour, remote training on the configuration and maintenance of the IQ Search and Notifications application for up to twelve (12) end users.
4. IQ Setup and Conversion Services (Up to five (5) years)
5. Software Maintenance and Support (One (1) Year)
6. This covers the initial establishment for a site at CentralSquare.com for the IQ Search and Notifications product. This includes connecting the CentralSquare compatible products to the Cloud and up to five (5) years of data conversion from CentralSquare CAD, RMS, JAIL and 911 solutions.

B. Inform RMS On-Line Citizen Reporting

1. On-Line Citizen Reporting Solution: Interface: Implementation, configuration and completion.
2. Maintenance and Support (one (1) year)

C. Inform RMS AARS Interface

1. Inform RMS - AARS Interface: Implementation, Configuration and Completion
2. Project Management, including Project Plan and Schedule
3. Maintenance and Support (one (1) year)
4. Vendor will provide integration with the California Highway Patrol to exchange Crash reports from RMS Enterprise to the Allied Agency Reporting Service (AARS).
5. Interface will send the Crash report automatically upon report approval to the Allied Agency Reporting Service. The crash report data will be packaged up in the required format and published to the AARS in the format specified by the AARS doc
6. Interface and associated data store reside on a physical or virtualized server platform compliant with vendor approved hardware and software specifications.
7. County will support component and/or integration testing required to facilitate the timely delivery of the interface, including but not limited to, timely approval of interface documentation, support of remote deployment tasks (to include providing secure and reliable remote network access for installation, training and support) and execution of any acceptance testing.

D. Inform RMS NIBRS Implementation

1. NIBRS Implementation, Configuration and Completion
2. NIBRS Modules: Implementation, Configuration and Implementation that meet CA DOJ mandated incident reporting.
3. Project Management, including Project Plan and Schedule
4. Maintenance and Support (one (1) year)

V. SERVICE LOCATION

Sheriff-Coroner Department/Support Services
320 N. Flower Street, 3rd Floor
Santa Ana, CA 92703

ATTACHMENT B

Compensation and Pricing Provisions

1. **Compensation:** This is a firm-fixed fee Contract between the County and Contractor for software, subscriptions and associated implementation services and support of Inform and Vision Field Based Reporting (“FBR”) as set forth in Attachment A, Scope of Work.

The Contractor agrees to accept the specified compensation as set forth in this Contract as full payment for performing all services and furnishing all staffing and materials required, for any reasonably unforeseen difficulties which may arise or be encountered in the execution of the services until acceptance, for risks connected with the services, and for performance by the Contractor of all its duties and obligations hereunder. The Contractor shall only be compensated as set forth herein for work performed in accordance with the Scope of Work. The County shall have no obligation to pay any sum in excess of the fixed rates specified herein unless authorized by amendment in accordance with Article C, Amendments of the County Contract Terms and Conditions.

2. **Fees and Charges:** County will pay the following fees in accordance with the provisions of this Contract. Payment shall be as follows:

A. **MILESTONE 4: YEAR 1 SOFTWARE SERVICE AND MODIFICATIONS**

Item #	Software/Service Description	Qty
Inform RMS GIS (Without CAD)		
1	Routing /GIS Server Implementation	1
2	Project Management	1
3	Maintenance and Support 24/7	1
Imaging Interface Modifications		
4	Imaging Interface Modifications	1
5	Project Management	1
6	Maintenance and Support 24/7	1
Training System Installation and Configuration		
7	Training System Installation and Configuration	1
8	Project Management	1
9	Maintenance and Support 24/7	1

Item #	Software/Service Description	Qty
Inform RMS Test, Vision CAD test, and Vision Mobile test		
10	Inform RMS test, Vision CAD test, and Vision Mobile test	1
11	Project Management	1
12	Maintenance and Support 24/7	1
Three (3) Day Workshops		
13	Three (3) Day Remote Workshops	4
14	Project Management	1
Software Modifications		
15	Software Modifications	1
16	Project Management	1
17	Maintenance and Support 24/7	1
Custom Solution Imagining IR RMS 4.6		
18	OCSD Imagining IF RMS 4.6	1
19	Project Management	1
20	Maintenance and Support 24/7	1
Inform RMS (Arrest) Interface, Development, Installation Configuration		
21	Inform RMS (Arrest) Interface	1
22	Project Management	1
23	Maintenance and Support 24/7	1
Inform RMS (Property & Evidence) Interface, Development, Installation Configuration		
24	Inform RMS (P&E) Interface	1
25	Project Management	1
26	Maintenance and Support 24/7	1
Total Cost for Milestone 4		\$177,077.11

B. INFORM AND VISION FBR ANNUAL MAINTENANCE AND SUPPORT

Item #	Description	Qty	Price
27	FBR Maintenance and Support – Year 1 (June 2020 to June 2021)	1	\$169,806.23
28	FBR Maintenance and Support – Year 2 (June 2021 to June 2022)	1	\$181,692.67
29	FBR Maintenance and Support – Year 3 (June 2022 to June 2023)	1	\$194,411.15
30	FBR Maintenance and Support – Year 4 (June 2023 to June 2024)	1	\$208,019.93
31	FBR Maintenance and Support – Year 5 (June 2024 to June 2025)	1	\$222,581.33
Total Cost for Inform and Vision FBR Maintenance and Support			\$976,511.31

C. ADDITIONAL INTERFACES IMPLEMENTATION

Item #	Software/Service Description	Qty	Price
32	IQ Implementation - Subscription / Maintenance	1	\$4,700.00
33	Inform RMS Coplogic DORS - Implementation	1	\$19,680.00
34	AARS Implementation	1	\$33,000.00
35	NIBRS Implementation	1	\$45,768.00
Total Cost for Additional Interfaces Implementation			\$103,148.00

D. ADDITIONAL INTERFACES ANNUAL MAINTENANCE AND SUPPORT

Item #	Software/Service Description	Qty	Price
36	Interfaces Annual Maintenance (IQ, RMS Coplogic, AARS, NIBRS) – Year 2 (June 2021 – June 2022)*	1	\$14,169.75

37	Interfaces Annual Maintenance (IQ, RMS Coplogic, AARS, NIBRS) – Year 3 (June 2022 – June 2023)*	1	\$14,878.24
38	Interfaces Annual Maintenance (IQ, RMS Coplogic, AARS, NIBRS) – Year 4 (June 2023 – June 2024)*	1	\$15,662.15
39	Interfaces Annual Maintenance (IQ, RMS Coplogic, AARS, NIBRS) – Year 5 (June 2024 – June 2025)*	1	\$16,403.26
Total Cost for Additional Interfaces Annual Maintenance and Support			\$61,073.39

**Annual Maintenance and Support Fees for Years 2-5 shall be paid on an annual basis. Annual support fees are subject to increase at a rate of 5% or the CPI for all US Cities for the previous 12 month period, whichever is less. The fees listed above are based on the 600 software licenses granted under this Agreement, with a budgetary increase of 5% and will be adjusted accordingly at the time of invoice. A 0% or negative increase in the CPI will result in no increase for the affected annual support period. An increase in the number of licenses granted will result in an increase in support fee. The prices listed above are the maximum amount that annual maintenance and support may cost. Actual cost will be based on the CPI formula stated herein.*

No other costs, fees, or amounts will be paid or authorized by County except for those as listed in this Contract.

**Total Contract Amount for the Initial Term of Two (2) Years Shall Not Exceed
\$645,893.76**

3. **Price Increase/Decreases:** No price increases will be permitted during the initial term of the agreement. The County requires documented proof of cost increases on Contracts prior to any price adjustment. Contractor will provide at least 30-days advance notice in writing of any price increase. No retroactive price adjustments will be considered. The County may enforce, negotiate, or cancel escalating price Contracts or take any other action it deems appropriate, as it sees fit. The net dollar amount of profit will remain firm during the period of the Contract term and adjustments increasing the Contractor's profit will not be allowed during said term.
4. **Firm Discount and Pricing Structure:** Contractor agrees that no price increases shall be passed along to the County during the term of this Contract not otherwise specified and provided for within this Contract.
5. **Contractor's Expense:** The Contractor will be responsible for all costs related to photo copying, telephone communications and fax communications while on County sites during the performance of work and services under this Contract.

6. **Payment Terms** –Invoices are to be submitted to the user agency/department at the ship-to address, unless otherwise directed in this Contract. Vendor shall reference Contract number on invoice. Invoices are to be submitted as follow:
- a. **Milestone 4:** In arrears upon completion of services and acceptance by County, in accordance with Section F of the Agreement.
 - b. **Implementation of the Additional Interfaces (IQ, Coplogic, AARS, NIBRS):**
50% of all Software, Services, and Support due net thirty (30) days after execution of contract
50% of all Software, Services, and Support due in arrears upon installation or completion of services (whichever occurs first) and acceptance by County in accordance with Section F of the Agreement.
 - c. **Annual Maintenance and Support and Software Annual Subscription Fees:** In advance prior to each year of maintenance and support

Payment will be net 30 days after receipt of an invoice in a format acceptable to the County of Orange and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with the Contractor.

Billing shall cover services and/or goods not previously invoiced. The Contractor shall reimburse the County of Orange for any monies paid to the Contractor for goods or services not provided or when goods or services do not meet the Contract requirements.

Payments made by the County shall not preclude the right of the County from thereafter disputing any items or services involved or billed under this Contract and shall not be construed as acceptance of any part of the goods or services.

7. **Taxpayer ID Number:** The Contractor shall include its taxpayer ID number on all invoices submitted to the County for payment to ensure compliance with IRS requirements and to expedite payment processing.
8. **Payment – Invoicing Instructions:** The Contractor will provide an invoice on the Contractor’s letterhead for goods delivered and/or services rendered. In the case of goods, the Contractor will leave an invoice with each delivery. Each invoice will have a number and will include the following information:
- a. Contractor’s name and address
 - b. Contractor’s remittance address, if different from 1 above
 - c. Contractor’s Taxpayer ID Number
 - d. Name of County Agency/Department
 - e. Delivery/service address
 - f. Master Agreement (MA) or Purchase Order (PO) number
 - g. Agency/Department’s Account Number
 - h. Date of invoice
 - i. Product/service description, quantity, and prices
 - j. Sales tax, if applicable
 - k. Freight/delivery charges, if applicable

I. Total

Invoice and support documentation are to be forwarded to:

Sheriff-Coroner Department/Support Services
320 N. Flower Street, 3rd Floor
Santa Ana, CA 92703
Attn: Bonnie Blackburn
Ph: 714-834-3184
Email: BBlackburn@ocsd.org

9. **Payment (Electronic Funds Transfer (EFT):** The County of Orange offers Contractors the option of receiving payment directly to their bank account via an Electronic Fund Transfer (EFT) process in lieu of a check payment. Payment via EFT will also receive an Electronic Remittance Advice with the payment details via e-mail. An e-mail address will need to be provided to the County of Orange via an EFT Authorization Form. To request a form, please contact the assigned Deputy Purchasing Agent. Upon completion of the form, please mail, fax or email to the address or phone listed on the form.

10. **Year End and Final Invoices:** At the end of each term of the Contract, and upon final termination, Contractor shall submit final invoices for services rendered or goods accepted by County under the Contract term (typically one year) within ninety (90) days. For example, if the term of a Contract ends, or the Contract expires without being renewed on June 30th, any and all invoices for services rendered or goods accepted by County during the preceding term of the Contract shall be submitted to County on or before September 28. In the event the ninetieth (90th) day falls on a weekend or County holiday, the deadline for submission of invoices shall be extended to the next business day. County holidays include New Year's Day, Martin Luther King Day, President Lincoln's Birthday, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Friday after Thanksgiving, and Christmas Day.

ATTACHMENT C
Software Error Correction, Guidelines and Procedures

County shall be provided Software Support for Inform and Vision FBR on a 24x7 basis.

Software Errors are reported, responded to, and resolved in accordance with the procedures below:

- 1) All CentralSquare Software Errors reported by County personnel shall be resolved as set forth below. The response and resolution plan will be based upon the Priorities and Support Response Matrix specified in section 9 below by product. The County may elect to downgrade the urgency of the issue if the operational impact is not severe. The County may also request an upgraded response to a lower priority issue if the issue has a significant operation impact by requesting to speak to a supervisor/manager from CentralSquare's Customer Service Group.
- 2) If County determines a software error exists, County shall immediately notify CentralSquare by telephone, followed by an error report in writing from the County, if required, for supporting documentation, setting forth the defects noted with specificity requested by CentralSquare.

Note (a): Critical Priority and Urgent Software Errors must be reported via telephone at the number listed in the Support Issues Priority and Response Matrix under section (9) below. If Critical Priority or Urgent Priority Software Errors are not reported via the telephone, the stated response and resolution times will not apply.

Note (b): High, Medium, and Lower Priority Software Errors may be reported via email to the address listed in the matrix set forth in section 9 below, or through CentralSquare's Support website via the Customer Service portal on CentralSquare's website.

- 3) "Normal Customer Service Hours" (Business Hours) are 7:30 a.m. through 7:30 p.m. (Central), Monday through Friday, excluding CentralSquare observed holidays: New Years, MLK, Presidents' Day, Memorial Day, July 4, Labor Day, Veteran's Day, Thanksgiving Day and Day after, Christmas Eve and Christmas Day
- 4) The main support line will be answered by CentralSquare's Customer Service Department, or CentralSquare's answering service, depending on the time/day of the call. During Normal Customer Service Hours, a Customer Service Representative will directly answer the support telephone call. If a Customer Service Representative is not available to answer your call during Normal Customer Service Hours, the call will automatically be routed to the CentralSquare operator. If all Customer Service Representatives are busy, the operator will offer the option to leave a message, or in the case of a Critical Priority problem, as described below, locate a Customer Service Representative.
- 5) Following Normal Customer Service Hours, the call will be automatically routed to CentralSquare's answering service. Any calls routed to the answering service will be escalated to an on-call Customer Service Representative on-call for prompt follow-up and resolution in accordance with the matrix set forth in section 9 below, if required.

- 6) During Normal Customer Service Hours, each issue will be assigned a ticket number. This number should be used for all subsequent inquiries relating to the original reported issue. Problems reported after Normal Customer Service Hours will be logged and assigned an issue number the next business day. Enhancement suggestions/requests (i.e. ideas for upgrades to software) should be emailed to support@CentralSquare.com.
- 7) The County will ensure there is appropriate connectivity in each physical area in which a Server or interface equipment is located to allow the CentralSquare team to assist in troubleshooting. Remote assistance will be utilized for support of Inform and Vision FBR. Access will be granted by the County on an as-needed basis via Citrix Goto Assist.
- 8) Reported software errors will be responded to and resolved in accordance with the Priorities and Support Response Matrix in Section 9 below. If requested or specified in the response time criteria below, a CentralSquare representative will return the call in a manner consistent with the priority and order in which the call was received. County will make every effort to respond to CentralSquare in a timely fashion when requests are made for follow-up calls or additional documentation on the reported problem.
- a. If a response is not received, or a resolution is not provided in accordance with the Priorities and Support Response Matrix, the County may request escalation of the issue to (i) a Customer Services supervisor, (ii) the Director of Customer Service, or (iii) the Vice President of Customer Service.
- 9) Priorities and Support Response Matrix

The following priority matrix relates to software errors resulting from the Software as further defined in this Contract. Causes related to non-covered causes - such as hardware, network, and third party products - are not included in this priority matrix and are outside the scope of this Contract.

Inform RMS, Inform Jail and Inform FBR, IQ, AARS, RMS-Coplogic and NIBRS

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	<p>Normal Customer Service Hours Support for live operations on the production system: A system down event which severely impacts the ability of Users to log on the system, or severely impacts the ability of Users to book or release inmates. This is defined as the following:</p> <ul style="list-style-type: none"> • Inform RMS, Inform Jail or Inform FBR server software inoperative • Loss of ability for all Inform RMS, Inform Jail or Inform FBR users to log on to system • Inform Jail system down 	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes.</p> <p><i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RMS, Inform Jail, and Inform FBR is not managed after Normal Customer Service Hours.</i></p> <p><i>If optional 24x7 support is contracted, after Normal Customer Service Hours: Thirty (30) minute call back after County telephone</i></p>

Priority	Issue Definition	Response Time
	<ul style="list-style-type: none"> • Loss of transactional data & transactional data corruption <p>This means one or more critical server components are non-functional disabling Inform RMS, Inform Jail, or Inform FBR, workstations. These Software Errors are defined in <i>Special Note #1</i>, below.</p>	<p><i>contact to 800.987.0911.</i></p> <p>Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.</p>
<p>Priority 2 – Urgent Priority</p>	<p>Normal Customer Service Hours Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users from performing a common function, or severely impacts the ability of Users to book or release inmates. Such errors will be consistent and reproducible.</p> <ul style="list-style-type: none"> • Loss of ability for Inform RMS users to enter Case (Incident, Arrest and Custody) records into the system • Loss of ability to transfer Inform FBR Reports • Unable to book or release inmates <p>A significant number of the Inform RMS, Inform Jail or Inform FBR workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform RMS, Inform Jail or Inform FBR workstations). These Software Errors are defined in more detail in <i>Special Note #2</i>, below.</p>	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes.</p> <p><i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RMS, Inform Jail, and Inform FBR is not managed after Normal Customer Service Hours.</i></p> <p><i>If optional 24x7 support is contracted, after Normal Customer Service Hours: One (1) hour call back after Client telephone contact to 800.987.0911.</i></p> <p>Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response</p>
<p>Priority 3 - High Priority</p>	<p>Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from performing a common Inform RMS, Inform Jail, or Inform FBR function. Such errors will be consistent and reproducible.</p> <ul style="list-style-type: none"> • Loss of Non-Critical Data (with “Non-Critical” being defined as not causing an error classified as a P1 or P2 error (above). • NIBRS State reporting issues that cause agency reports to exceed State error submission limits • UCR reporting multiple occurrence of inaccurate data 	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered by the first available representative but not longer than 5 minutes after the initial phone call.</p> <p>High Priority issues may also be reported via CH_ClientServicesTriage@tritech.com.</p> <p>High Priority issues are not managed after Normal Customer Service Hours.</p>

Priority	Issue Definition	Response Time
	A significant number of Inform RMS, Inform Jail or Inform FBR workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).	
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User by preventing routine use of the system. This includes system administrator functions.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Medium Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. Low Priority issues are not manager after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	CentralSquare will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	CentralSquare will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. CentralSquare will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.
Priority 2 – Urgent Priority	CentralSquare will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	CentralSquare will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. CentralSquare will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.

Priority	Resolution Process	Resolution Time
Priority 3 - High Priority	CentralSquare will provide a procedural or configuration workaround that allows the Client to resolve the problem.	CentralSquare will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and CentralSquare's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If CentralSquare determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	CentralSquare will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by CentralSquare and addressed at the company's discretion according to CentralSquare's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 1 - Critical Priority issues meeting the previously noted criteria are defined as follows:

1. Inform RMS System:
 - a. The Inform RMS System Server is down and unavailable for queries.
 - b. The Inform RMS is inoperable due to data corruption caused by CentralSquare Software.
2. Inform Jail:
 - a. The Inform Jail System is down and all workstations will not launch or function.
 - b. The Inform Jail System is inoperable due to transactional data corruption caused by CentralSquare Software.
 - c. Inform Jail users are unable to book or release inmates.
3. Inform FBR System:
 - a. The Inform FBR Server is down and unavailable to process reports.
 - b. The Inform FBR Server is inoperable due to data corruption caused by CentralSquare Software.

Special Note #2: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. Inform RMS, and Inform FBR:
 - a. Inform RMS - Inability to create and save reports.
 - b. Inform FBR – Inability to enter and transfer reports into RMS.
 - c. Inability to create UCR/NIBRS State Reports.
2. Inform Jail:
 - a. Inform Jail users are severely impacted due to one of the following conditions:
 - i. Unable to book or release inmates.

Additional Information: State and Federal mandates relating to justice queries and reporting changes from time to time. The following changes are considered covered support items:

- A. **Modifications to installed Uniform Crime Reporting (UCR) Program or National Incident Based Reporting System (NIBRS) facilities within the CentralSquare RMS Licensed Software, as necessary, in order to accommodate Government Mandated Changes dictated by State and Federal agencies having authority over these programs.**