

QUOTE NO. 1
ONLINE WEB SERVICES US, INC



00376342

Online Web Services US, Inc.
1710 N Main Ave.
Durango, CO 81301
970.375.9099

Quote Provided for:

Hidalgo County Office of the Criminal District Attorney
100 E. Cano, Courthouse Annex III, 1st Floor
Edinburgh, TX 78539
(956) 292-7604 ext. 8089

Date: 7/26/2018

Quotation for Subscription

Victim Service Tracking Software

Date	Description	Payments	Billing
7/26/2018	Activation Fee		0.00
7/26/2018	Annual Subscription		5577.00
	Letter Writer		0.00
	Timesheet		0.00

Amount Due **5577.00**

Thank you for your business!

APPROVED
By Betsy Roque at 11:56 am, Aug 03, 2018

DUNS No. _____

QUOTE NO. 2
CIVIC CORE

2

CIVICORE VICTIM SERVICES CASE MANAGEMENT SYSTEM

SUBMITTED BY:



1580 LINCOLN STREET
SUITE 600
DENVER CO 80203
303-477-0900

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COMPANY BACKGROUND

Dedicated to providing affordable, high-quality technology solutions to nonprofits, public agencies, and foundations, CiviCore combines both expert software development with a deep understanding of those working in nonprofit and public sector agencies. More importantly, CiviCore has successfully completed software development projects similar in scope and design to the effort described in this proposal.

Founded in 2000, CiviCore has developed more than 500 web-based applications for a range of nonprofit clients across the United States, Canada, Central America and Australia. Our objective is to help our clients improve the delivery of their services and reach their goals through the creative use of high-quality/low-cost technology that can make their organization more efficient, dynamic, and visible to the community. We are interested in working closely with your organization, listening to your needs, and developing and supporting custom applications that take into consideration constraints on budget and staff time.

As a result, CiviCore has built one of the most comprehensive suites of information technology solutions in the market and has one of the highest implementation success rates of any technology firm across all sectors.

SEMI-CUSTOM OR CUSTOM CONFIGURED APPROACH

The proposal is for a semi-custom development of the application management system. CiviCore systems are not developed from scratch but are developed on top of a multi-tenant application architecture. This architecture allows a single code base to be reused by multiple clients saving significant cost and effort in the development process. However, applications built on top of this architecture may be tailored to the unique needs of the organization. The benefits of this approach are highly tailored software that facilitates the work of your organization and provides opportunity for continued upgrades and improvements over time.

APPLICATION OVERVIEW

This proposal is for a semi-custom development of a participant management tracking system. CiviCore systems are not developed from scratch, but are developed on top of a multi-tenant application architecture. This architecture allows a single code base to be reused by multiple clients saving significant cost and effort in the development process. However, applications built on top of this architecture may be tailored to the unique needs of the organization. The benefits of this approach are highly-tailored software that facilitates the work of your organization and provides opportunity for continued upgrades and improvements over time. This approach generally requires more involvement from client organizations as their effort is required as part of the customization process. CiviCore will provide training and on-going hosting, maintenance and assistance to you as part of this proposal.

GENERAL FUNCTIONALITY

Your CiviCore application will have the following high-level features:

WEB-BASED

- Accessible from any internet connection, the platform gives you and your staff the ability to enter and retrieve data from your desktop or any device with an internet connection and a web browser.
- Password-protected platforms with individualized user screens make navigation easy and data entry accurate and safe.

CUSTOM CONFIGURED

- Custom configurations are created to meet your core set of needs. Starting with an understanding of those defined requirements, CiviCore will work with your staff to design the data structures, elements and functions of the new database.
- Easy-to-use and learn “button and tab” structure that is flexible and customizable. All data entry forms, instance lists, data elements, choice lists, etc., are customizable using this structure.

SECURITY

- An initial set of security access levels meets needs of the various user communities within your organization.
- Security segmentation provides user, role and program specific views and logins that restrict access to subsets of the entire database. CiviCore will work with your team to create the right set of accounts to ensure that the proper level of access is defined for system users. A deeper discussion of CiviCore’s security is included in the appendices.

UNLIMITED CONCURRENT USER ACCESS

- Unlimited user access, allowing platform access at any given time and location without incurring additional charges.

COMPREHENSIVE REPORTING, AD-HOC SEARCH & EXPORT

- Easy-to-use reporting and search capability gives your staff flexibility to retrieve information out of the database for reports, data exports, and other purposes.
- Select any combination of data elements in the database, filter in a multitude of ways, create data calculations (counts, averages, minimums, maximums, etc.), create a result set, and save the search for later use.
- Easily export information into Microsoft Excel to create mail merges, mass emailing or further analysis of data. Please see appendices for more information.

EMAIL COMMUNICATIONS

- Complete email management system is included in the CiviCore application.
- Create custom mailing lists based on common factors using the “search” facility.
- Send emails based on specific need and save list for future use.
- Compose and send email blasts to contacts identified in specific lists.
- Attach and embed links to internet resources such as maps, directions, waivers, etc.

REMINDERS

- Create reminders and alerts to notify other staff to follow-up on specific tasks.

DUPLICATE CHECK

- Compare data elements for contacts, merge records identified as duplicates, and choose which values remain in a single record.

DOCUMENTS

- Upload and store documents specifically associated with each contact and other records in the system.

CORE SYSTEM FUNCTIONALITY

At a high level, the new system will contain the functional system requirements based on our understanding of your needs from our demonstration calls.

CASE MANAGEMENT

The following is a list of tabs and fields associated with the Case management functionality.

Cases Filter List

The following image represents the case list tab that is a part of the case management functionality. This list allows you to search and filter by different criteria that you choose.

The screenshot displays a web interface for case management. At the top, there are filter fields for 'Case ID', 'Type of Case', 'Current Status', 'Date Received', and 'Intake Date'. Below the filters, there is a table with 9 rows of case data. Each row includes a 'Case ID', 'Date Received', 'Intake Date', 'Agency Report Number', 'Type of Case', and 'Current Status'. To the right of each row are three buttons: 'view', 'edit', and 'delete'.

Case ID	Date Received	Intake Date	Agency Report Number	Type of Case	Current Status	view	edit	delete
1	05/04/2015	05/05/2015	987654	Robbery	Sent to DA's Office			
2	07/04/2015	07/05/2015	123456	Domestic Violence	Open			
3	07/21/2015	07/22/2015	999999	Child Physical Abuse	Sent to DA's Office			
4	04/03/2015	04/03/2015	555444	Child Physical Abuse	Open			
5	06/23/2015	06/23/2015	777778	Adult Sexual Assault				
6	02/12/2015	02/12/2015	444441	Survivors of Homicide				
7	05/12/2015	05/12/2015	001474	Assault				
8	04/22/2015	04/22/2015	654987	Robbery				
9	02/02/2015	03/05/2015	456132	Elder Abuse				

Case Information Form and Case Tabs

The following image represents the case information tab that is a part of the case management functionality. CiviCore will work with you to include the data fields on this form necessary for your organization.

1, Larimer County Sheriff, Incident Date 05/04/2015

The screenshot shows a navigation bar with tabs: Case Information (selected), Case Summary, Persons, VINE Registrations, Protection Orders, Court Dates, Victimizations, Victim Services, Referrals, Letters, Status, Case Notes, Reminders, Documents, and Email Log. Below the navigation bar are buttons for 'Print to PDF', 'edit', and 'delete', with a timestamp 'Updated 02/05/2016 by TJ Bowen'. The main content area is titled 'Case Information' and contains a sub-section 'Intake Information' with the following data:

Law Enforcement Agency	Agency Report Number	Court Case Number
Larimer County Sheriff	987654	123
Type of Case	Other Type	
Adult Sexual Assault		
Incident Date	Intake Date	
05/04/2015	05/05/2015	

Below the intake information is a section for 'Assignments'.

Victimizations Form

The following image represents the victimizations tab that is a part of the case management functionality. CiviCore will work with you to include the data fields on this form necessary for your organization.

The screenshot shows the 'General Information' section of the victimizations form. It includes the following fields and options:

- Is This The Primary Victimization In The Case?**
- Charges Filed for this Victimization**
- * Date of Victimization** 05/04/2015
- * Primary Victimization Victim**: Test Test, Primary Case Victim. Buttons: Remove, Select.
- * Offender**: Jillian Smith, Primary Case Victim. Buttons: Remove, Select.
- Relationship of Offender to Victim**: Family/Household Member (dropdown menu).
- * Victimization Type**: A grid of checkboxes for various types of offenses, including Adult Physical Assault (Aggravated, Simple), Arson, Caregiver Abuse, Child Sexual Abuse/Assault, DUI/DWI Incidents, Human Trafficking (Labor, Sex), Adult Sexual Assault, Bullying (Verbal, Cyber, or Physical), Child Physical Abuse or Neglect, Domestic and/or Family Violence, Elder Abuse or Neglect, and Hate Crime (Racial/Religious/ Gender/ Sexual Orientation/Other).

At the bottom right, there are buttons for 'Save and Add Additional Persons to this Victimization', 'Save', and 'Cancel'.

Victim Services Form

The following image represents the victim services tab that is a part of the case management functionality. CiviCore will work with you to include the data fields on this form necessary for your organization.

* Recipient <input type="button" value="Select"/>	Advocate who Performed the Service <input type="button" value="Select"/>
* Funding Source <input type="button" value="Select"/>	
Length of Service in Hours <input type="text"/> hours	
* Date Provided <input type="text" value="02/05/2016"/>	
<input type="text"/> minutes	
* Service Provided -- Select --	
* Victim Compensation Application Filed Yes No	

Protection Orders Form

The following image represents the protection order tab that is a part of the case management functionality. CiviCore will work with you to include the data fields on this form necessary for your organization.

* Person <input type="button" value="Select"/>	
* Defendant or Suspect <input type="button" value="Select"/>	
Date filed <input type="text" value="02/05/2016"/>	County Filed Larimer <input type="button" value="Remove"/> <input type="button" value="Select"/>
* Status <input checked="" type="radio"/> Requested <input type="radio"/> Granted <input type="radio"/> Offered	
PO Type -- Select --	
Bond <input type="text"/>	
Terms <input type="text"/>	

Court Dates Form

The following image represents the court dates tab that is a part of the case management functionality. CiviCore will work with you to include the data fields on this form necessary for your organization.

Victim Specialist
Select

* Person
Select

* Court Date & Time
8:25 AM 02/05/2016

* Reason for Court Date
-- Select --

Court House
Select

Court Room
-- Select --

Docket Number

Save Cancel

Referrals Form

The following image represents the outbound referrals tab that is a part of the case management functionality. CiviCore will work with you to include the data fields on this form necessary for your organization.

Recipient
Select

Referral Date
02/05/2016

* Referral Agency
Select

* Provided By
Select

Notes

Save Cancel

Case Status Form

The following image represents the case status tab that is a part of the case management functionality. Keep updated case status information and a history of case status over time. CiviCore will work with you to include the data fields on this form necessary for your organization.

1, Larimer County Sheriff, Incident Date 05/04/2015

Case Information Case Summary Persons VINE Registrations Protection Orders Court Dates Victimization
Victim Services Referrals Letters Status Case Notes Reminders Documents Email Log

Status: -- Show All -- Status Date: Equal

Showing 3 record(s) Add a new case status

Status	Status Date	Entered By	Entered Date	view	delete
Sent to Records for Discovery	02/05/2016	TJ Bowen	02/05/2016 01:27 AM	view	delete
Sent to DA's Office	11/25/2015	Larissa Taylor	11/25/2015 05:17 AM	view	delete
Open	05/29/2015	Austn Perez-Mesa	08/06/2015 09:34 AM	view	delete

Case Documents

The following image represents the documents tab that is a part of the case management functionality. CiviCore will work with you to include the data fields on this form necessary for your organization.

1, Larimer County Sheriff, Incident Date 05/04/2015

Case Information Case Summary Persons VINE Registrations Protection Orders Court Dates Victimization
Victim Services Referrals Letters Status Case Notes Reminders Documents Email Log

Document Name Type: -- Show All --

Showing 3 record(s) Add a new document

Document Name	Type	Document	view	edit	delete
Case Update Letter	Letter	Download	view	edit	delete
Client Services Letter	Letter	Download	view	edit	delete
Release Form	Letter	Download	view	edit	delete

CONTACT MANAGEMENT

Contact or Persons Information Form and Tabs

The following image represents the contact information tab that is a part of the contact management functionality. CiviCore will work with you to include the data fields on this form necessary for your organization.

Gabi Anderson

Overview Cases ³ Reminders ² Documents Email Log ²

edit delete
Updated 11/25/2015 by Lerrisa Taylor

General Information

Deceased
No

Date

First Name Middle Name
Gabi Nicole

Last Name
Anderson

Date of Birth
04/22/2002

Age
13

SYSTEM USER REMINDERS

The system will allow system users the ability to set reminders to staff related to clients, cases, and other records in the system. The reminders can appear on the system dashboard homepage until marked as complete. The following image represents the reminder functionality that allows users to schedule reminders at the contact or case level.

Gabi Anderson

Overview Cases ³ Reminders ² Documents Email Log ²

Assigned To Start Date
Search Equal [input type="text"]

Date Needed
Equal [input type="text"]

Showing 2 record(s) [+ Add a new reminder](#)

Assigned To	Message	Start Date	Date Needed	view	edit	delete
Agency User	Remember to call Gabi about...	02/03/2016	02/19/2016			
System Admin	this is a test to see if my person and case comes through	10/30/2015	12/18/2015			

SYSTEM REPORTS

VOCA Grant Reports

My VOCA Report allows users to quickly and easily run reports for any date range to pull the core data elements found on the quarterly federal VOCA grant reporting guidelines. The tool takes data from the system and categorizes and counts information relevant and appropriate for VOCA reporting needs. The tool counts the following data points found on the federal VOCA reporting sheet:

- New vs. Continuing designations (client can opt-out of this count if necessary)
- Population Demographics
- Victimization Types
- Special Classifications
- Service data including number of individuals served and number of services provided

**Disclaimer: CiviCore worked directly with VOCA personnel to configure a reporting tool reflective of the formatting and calculation requirements of VOCA data tracking. However, the integrity of the reports generated by this tool depend on the accurate mapping of values and precise data entry procedures of you, the client. Please confirm all calculations before submitting your report.

Report Information

Date Range: Standard | SELECT YEAR: 2018 | SELECT QUARTER: First Quarter | **Make Report**

Print to PDF

Reporting Period		Agency Information	
Start Date	01/01/2018	Agency Name	Demo Agency
End Date	03/31/2018	Fiscal Year	01/01/2018 - 12/31/2018

I. Population Demographics

- TOTAL number of individuals who received services during the reporting period: 4
- TOTAL number of anonymous contacts received during the reporting period: 0
- Of the number of individuals entered in question 1, how many were NEW individuals who received services from your agency for the first time during the reporting period: 4
- If your organization cannot track new individuals, please check the box below indicating such: We cannot track new individuals

5. Demographics (for NEW Individuals Identified in Question 3).

Race/Ethnicity	Population	Number of NEW Individuals
American Indian/Alaskan Native		1
Asian		1
Black/African American		0
Hispanic or Latino		0
Native Hawaiian and Other Pacific Islander		0
White, Non-Hispanic/Latino		1

Additional functionality includes the ability for agencies to customize which data points they track, when their state’s subgrantee award period (fiscal year start date), a ‘Print to PDF’ feature for easy record-keeping and distribution, and other customizations that allow the agency to refine the data collected and reported to VOCA.

My VOCA Report also allows the agency to define their mapping preferences for gender, race/ethnicity, services, and victimizations.

Please note: The tool does not contain any state-specific VOCA reporting requirements. If your state collects additional information not included at the Federal level you must track that information outside of this tool using Ad-Hoc Reporting or another method.

Ad-Hoc Reporting

The following image represents the Ad-hoc search capability that is a part of the case management functionality.

HOME CASES PERSONS SYSTEM RESOURCES ADMIN

Saved Shared with Me Unsaved 13 Custom Reports

1 Select Sections → 2 Select Fields → 3 Select Filters → 4 View Results

New Report

Help with this step

Search for fields

Add Selected →

Persons - Persons

- Deceased
- Deceased Date
- A First Name
- A Middle Name
- A Last Name
- Date of Birth
- Age
- Phone Number
- Phone Extension
- Email Address
- Address 1

+ First Name	DELETE
+ Last Name	DELETE
+ Age	DELETE
+ Gender	DELETE
+ Race/Ethnicity	DELETE
+ Has VINE Registration?	DELETE
Display as Yes/No	
+ Advocate	DELETE
Display Name	

SYSTEM USERS - MULTIPLE USER SECURITY PROFILES

The system will allow for a few user profiles with varying access to system data. Profiles will include a full System Admin, a Middle Admin, and a View Only profile. The following image represents the system user tab.

First Name Last Name Security Profile Agency

Search

Showing 4 record(s)

Add a new user

First Name	Last Name	Security Profile	Agency	
System	Admin	System Administrator	Larimer County Sheriff	Mark as Inactive view edit delete
Agency Administrator	User	Agency Administrator	Larimer County Sheriff	Mark as Inactive view edit delete
Agency	User	Agency User	Larimer County Sheriff	Mark as Inactive view edit delete
View	Only	View Only	Larimer County Sheriff	Mark as Inactive view edit delete

PERSONNEL DATA

The following image represents the Personnel tab that is a part of the personnel management functionality, where you can connect volunteers, advocates, and individuals with other roles in the case. CiviCore will work with you to include the data fields on this form necessary for your organization.

First Name	Last Name	Inactive?
<input type="text"/>	<input type="text"/>	No

Showing 12 record(s).

[+ Add Personnel](#)

First Name	Last Name	Role(s)	Email Address	Phone Number	
David	Brown	Volunteer			view edit delete
Claire	Ham	Advocate Court Officer Judge Law Enforcement Officer Probation Officer Victim Specialist Volunteer	cham@ecso.org	720-555-6378	view edit delete
Riley	Harren	Advocate	rharren@csp.org	720-555-8237	view edit delete
Harry	Lewis	Volunteer			view edit delete
Joey	Masters	Advocate	jmasters@pp.org	720-555-0876	view edit delete

PROPOSED PROJECT TIMELINE FOR PHASE I IMPLEMENTATION

TASK NAME	PROPOSED ANTICIPATED DELIVERABLES	START DATE	DURATION FROM CLIENT SIGNOFF
Project Planning	Project Kickoff Meeting	Based upon date of the project kickoff meeting	1 week
Database Review and Revisions	Final pre-testing version of system		8 weeks
System Testing and Data Import	Tested and corrected system		2 weeks
System Live, Hosting and Maintenance Begin	Live system		1 day
Transition to Support and Training	Live System Adjustments		8 weeks
Support	Ongoing		ongoing

PRICING

This price quote is valid for the database development project described above for which a signed contract has been received by CiviCore within 90 calendar days of the date of this proposal. CiviCore reserves the right to update this price quote should a contract not be executed prior to this date. All amounts are in US Dollars.

GENERAL AND SPECIFIC FEATURES

DATABASE IMPLEMENTATION

Basic Customization and Training

\$4,950.00

This fee includes the database design, programming, review and revisions as outlined in the plan. It also includes testing of the database and training.

MONTHLY HOSTING

Ongoing maintenance/hosting

\$250.00

Monthly hosting: This is an monthly fee to host, support, and maintain your system, which begins in the first month that the system is live. It includes daily data backup, system monitoring and customer service support. The proposed system will be hosted on a secure server located behind a firewall and all communication between client and server will use SSL to ensure a secure connection.

IMPORT OF LEGACY DATA - OPTIONAL

CiviCore will review your current legacy system and evaluate the complexity of the import. Based on this review, CiviCore can give a more accurate estimate of the import hours.

\$125 / hour

FUTURE DEVELOPMENT COSTS

Future development and customizations to the platform will be charged at a rate of \$125 per hour.

QUOTE NO. 3
BIZ STREAM

300



Work Order

WO Number	HDLGCN-2018-001
Company Name	Hidalgo County Office of the Criminal District Attorney
Customer Contact	Jaime Guerrero
Billing Contact	Jaime Guerrero
Project Name	CaseStream 50 Users
Project Manager	Dave Valko
Account Manager	Dave Valko
Date	July 17, 2018

This Work Order (WO) defines and describes specifically BizStream's obligations with respect to this project. It is made and entered into pursuant to the terms and conditions of Master Services Agreement (MSA). Unless otherwise defined below, capitalized terms shall have the meanings set forth in the Master Services Agreement. It's best to have a copy of your MSA available when review this or any Work Order.

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Summary

This Work Order covers the use of BizStream's CaseStream software by up to 50 users.

CaseStream gives Case Managers, Administrators, and Other Staff a set of web based tools that can revolutionize the way cases are managed throughout an organization. The easy-to-use tool set is accessible through the Internet. CaseStream is secure and reliable using full 128 bit encryption, data backup, replication and redundancy.

Clients realize the immediate benefits of the CaseStream:

- ⊙ More efficient communication of cases
- ⊙ Manage programs more effectively
- ⊙ Detailed reports provide key decision making information to organizations
- ⊙ Cost effective. No additional equipment is needed to implement the system
- ⊙ Start saving money immediately

Roles and Responsibilities

Client Contact(s)

Jaime Guerrero

Systems Support Manager

(956) 292-7604 ext. 8089

jaime.guerrero@da.co.hidalgo.tx.us

BizStream Contact(s)

Dave Valko

Account Manager

616.204.9729

dvalko@bizstream.com

Cory Vanden Bout

Senior Software Developer

616.516.9261

cvandenbout@bizstream.com

Listing of Services

CaseStream software use:

- Ⓞ Full unrestricted use of software by authorized users
- Ⓞ Web based administrator, "train the trainer" course
- Ⓞ Getting started guide and online help
- Ⓞ Unlimited email support
- Ⓞ Access to user forums
- Ⓞ Bug fixes and patches
- Ⓞ Scheduled upgrades and enhancements
- Ⓞ Hosting on a highly available, redundant, and secure environment
- Ⓞ 99.9% uptime guaranteed
- Ⓞ Managed Backup / Recovery of customer data - your data is backed up daily and is available for recovery at your request
- Ⓞ Constant Server Monitoring - we watch your site 24/7 and can respond almost immediately to issues

CaseStream software use monthly rates

#	Description of Services	Yearly Fee
1	Medium up to 50 users and up to 2 GB of disk space	\$7,200
2	Yearly Discount	-\$ 360
3	TOTAL YEARLY COST:	\$6,840

Payment Terms

Standard terms are for clients to be invoiced at the beginning of the month for that month's software use with net 30-day payment terms.

Unpaid invoices will be charged a 1.5% per month interest fee after 60 days of date of invoice. Any invoice that is 60 days or more past due will constitute a breach of contract (See Master Services Agreement)

Use Terms

Upon acceptance of this Work Order, BizStream will schedule a free trial of the software until implementation and a train the trainer course. Monthly user fees will begin upon the "implementation date".

Implementation date is defined as the date the software is available, configured for use and the client train the trainer course has been completed.



Use and Access

BizStream will provide use of the CaseStream software by authorized users designated by Client with access to data entered by the Client. BizStream will provide access to CaseStream and Client's data via the Internet. Client is required to provide their own high speed Internet access.

Licensing

The CaseStream software licensed to Client is for specific use within the Client's organization and related partners.

Implementation

BizStream will complete the setup for the System prior to staff training. A training site will be established to familiarize users with the functions of the system. This site will remain in place for the purpose of training and implementing new functions. The live system will not be used until a data conversion plan is complete. Date conversion is quoted separately based upon the complexity of current systems and amount of data.

Help Desk and Support

Help desk and product support will be available between the hours of 8:00 am and 5:00 pm E.S.T. Monday through Friday. Client will provide first response support services and forward only qualified support and service requests to BizStream. For support contact us at support@bizstream.com

Warranties

BizStream warrants that the services provided under this Agreement will be performed in a workmanlike manner. Client shall notify BizStream in writing of any breach of this warranty, as described in the Deliverables section of this Work Order, within sixty (60) days after completion of the service. BizStream's sole obligation to Client, and Client's exclusive remedy for breach of this warranty, is re-performance of the service.

Disclaimer. THE WARRANTY SET FORTH IN THE WORK ORDER DELIVERABLES IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. BIZSTREAM EXPRESSLY DISCLAIMS ALL WARRANTIES WITH RESPECT TO SERVICES PROVIDED UNDER THIS AGREEMENT, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY AND ALL WARRANTIES OF MERCHANTABILITY, ACCURACY, AND FITNESS FOR A PARTICULAR PURPOSE.

Disclaimer. IN NO EVENT SHALL BIZSTREAM BE LIABLE TO CLIENT, REGARDLESS OF THE FORM OF ANY CLAIM OR ACTION (WHETHER IN CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE) FOR LOSS OF PROFITS OR REVENUES, INDIRECT, DIRECT, SPECIAL, CONSEQUENTIAL,



INCIDENTAL, OR DAMAGES OTHER THAN FOR BREACH OF WARRANTY, WITH RESPECT TO THE SERVICES DESCRIBED UNDER THIS AGREEMENT.

Limitation

BIZSTREAM'S LIABILITY TO CLIENT FOR ANY DIRECT DAMAGES UNDER THIS AGREEMENT SHALL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID BY CLIENT FOR THE SERVICE GIVING RISE TO THE CLAIM FOR DAMAGES. CLIENT SHALL HAVE NO OBLIGATION TO BIZSTREAM OTHER THAN THE AMOUNTS PAID FOR WORK PERFORMED AS OF THE DATE OF TERMINATION OF THIS WORK ORDER.



Acceptance

Thank you for the opportunity to bid on your project. We look forward to working with you and your staff in the near future. Signature indicates acceptance of the terms of this Work Order.

Signatures and Approvals

Thank you for your confidence in BizStream!

We are delighted to be working together and look forward to the successful completion of your web site. If you have any questions or concerns regarding this Work Order, please do not hesitate to call. We will need to receive a signed copy of this Work Order prior to starting your project.

Thank You,

The Staff of BizStream

Client Signature

Date

BizStream

Date

Attachments

Services Level Agreement (SLA)

The Service Level Agreement (SLA) covers certain aspects of our BizStream Hosting Services. Our goal is to achieve 100% Application availability for all clients. The SLA serves to provide you confidence and assurance that we stand behind our hosting accounts.

In the event that one of your BizStream accounts falls below 99.9% Application availability you may request a credit per the terms and conditions of the SLA. To request a credit, you must send an email to support@bizstream.com.

Requests for credits must be received by BizStream within ten (10) days after the incident for which the review is being requested. If the unavailability is confirmed by BizStream, a credit will be applied within thirty (30) days. Credits are not refundable and can only be used for current or future charges.

Complete terms and conditions of SLA can be found below.

Coverage Definitions: This Service Level Agreement (SLA) applies to you ("Client") if you have ordered any of the following applications from BizStream (the "Applications") and your account is current (i.e., not past due) with BizStream: BizStream Portal, CaseStream Portal or CourtStream Portal. As used herein, the term "Application Availability" means the percentage of a particular month (based on 24-hour days for the number of days in the subject month) that the content of client's Application is available for access by third parties through HTTP and HTTPS, as measured by BizStream.

Service Level:

1. **Goal:** BizStream's goal is to achieve 100% Application Availability for all clients.
2. **Remedy:** Subject to "Credit Claim Request" and "Restrictions" (see below), if the Application Availability of client's Application is 99.9% or less, BizStream will issue a credit to client in accordance with the following schedule, with the credit being calculated on the basis of the monthly service charge for the affected Applications:

Application Availability	Credit Percentage
99.9 to 100%	0%
98% to 99.8%	10%
95% to 97.9%	25%
90% to 94.9%	50%
89.9% or below	100%

Credit Claim Request: To properly claim an SLA credit due, a client user must open a Credit Claim Request by sending an email to support@bizstream.com within seven days of the purported outage. Client must include Application URL, IP Address, contact information, and full description of the service interruption including logs if applicable. The SLA claim will be researched by the appropriate department manager and any credit issued will be issued to accounting and the ticket will be updated. SLA credits are issued as service credits on future billing cycles. SLA credits shall not be bartered or traded with other BizStream clients. Please allow up to fourteen (14) days for the process of SLA claims.

Restrictions: Client shall not receive any credits under this SLA in connection with any failure or deficiency of website availability caused by or associated with:

- ⊗ circumstances beyond BizStream's reasonable control, including, without limitation, acts of any governmental body, war, insurrection, terrorism, sabotage, armed conflict, embargo, fire, flood, strike or other labor disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services, virus attacks or hackers, failure of third party software (including, without limitation, ecommerce software, payment gateways, chat, statistics or free scripts) or inability to obtain raw materials, supplies, or power used in or equipment needed for provision of this SLA;
- ⊗ failure of bandwidth providers to the BizStream Network, unless such failure is caused solely by BizStream;
- ⊗ scheduled maintenance and emergency maintenance and upgrades;
- ⊗ DNS issues outside the direct control of BizStream;
- ⊗ issues with FTP, POP, IMAP, or SMTP client access;
- ⊗ e-mail or web mail delivery and transmission;
- ⊗ DNS (Domain Name Server) Propagation.
- ⊗ outages elsewhere on the Internet that hinder access to your account. BizStream is not responsible for browser or DNS caching that may make your site appear inaccessible when others can still access it. BizStream will guarantee only those areas considered under the control of BizStream: BizStream server links to the Internet, BizStream's routers, and BizStream's servers.

SLA Claim Fault: Clients currently in arrears for monthly services do not qualify for SLA claims. Clients making false or repetitive claims will incur a one-time charge of \$100 per incident for such claims. False or repetitive claims are also a violation of the Terms of Service and may be subject to service suspension. Clients participating in malicious or aggressive internet activities thereby causing attacks or counterattacks do not qualify for SLA claims.

Modifications: BizStream in its sole discretion may modify, amend or revise one or more of these Guarantees at any time and from time to time. Such changes or revisions shall be deemed effective upon the posting of updated Service Level Agreement information to BizStream's website.

Assumptions

BizStream considers its client partners as a key factor to the success of any project. Certain client information and assistance is needed to ensure the success of the implementation of the YC System,

- ① Access to documents, systems and information that can be used by BizStream in determining the relationship between the YC System and other internal Client systems.
- ① Access to Client's staff for interviews, meetings and knowledge transfer.
- ① Regular meetings with staff to review milestone, progress and other information critical to the accuracy of the final implementation.
- ① Access to other vendors and partners for information related to the system via Client or with Client's approval.
- ① A facility will be provided by client to train Client's staff. This facility will need Internet access and systems available for users that will be trained.
- ① BizStream staff will perform services primarily in the BizStream offices. Location of BizStream staff will depend upon the type of work being performed. Unless previous arrangements are made, BizStream staff will use BizStream desktops/laptops for project work.
- ① Client will be responsible for expenses related to software or hardware needs, or third-party resources required for application configurations not currently identified.
- ① Client must provide reasonable access to all areas affected by this estimate and make available a knowledgeable contact person to address questions.
- ① BizStream's access to secured support areas will be at the discretion of Client; however, access must be compliant with this scope and project timeframes.
- ① All "out of scope" requests must be submitted in writing through the BizStream Project Manager and will follow the documented Change Control Process.

Minimum client system requirements

All software developed will run on the included platforms: XP, Windows 10. All software developed will run on following browsers: Microsoft's Internet Explorer (IE) version 8 or



greater, unless stated otherwise requested in writing by Client. Some additional setup may be required for functionality within Internet Explorer

Tablet computers, Apple computers and Smart Phones are not supported with this version of the software.