ITEM: 3.19
(ID # 14925)
MEETING DATE:
Tuesday, May 11, 2021

FROM: PROBATION:

SUBJECT: PROBATION: Approve the Record Case Management Supervision Software System Agreement with Tyler Technologies, Inc. for a client case management supervision system for two years with automatic renewals for two additional years, and an option to renew for one year, for a total of five years, All Districts. [Total Cost $6,434,552; up to $643,456 in additional compensation; 100% Department Budget - General Funds]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the Service Agreement with Tyler Technologies for a record case management supervision software system and support to expire May 10, 2023; with automatic renewals for two additional years, and the option to renew for one-year with written amendment through May 10, 2026;

2. Authorize the Chair of the Board of Supervisors to sign the Agreement on behalf of the County; and

3. Authorize the Purchasing Agent, in accordance with Ordinance 459, based on the availability of fiscal funding and as approved by County Counsel to: sign amendments that exercise the options of the agreement including modifications of the statement of work that stay within the intent of the Agreement, and sign amendments to the compensation provisions that do not exceed the sum total of ten percent (10%) of the total cost of the contract.

ACTION:

Ronald L. Miller, Chief Probation Officer   4/1/2021

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Hewitt, seconded by Supervisor Spiegel and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes:	Jeffries, Spiegel, Washington, Perez, and Hewitt
Nays:	None
Absent:	None
Date:	May 11, 2021
xc:	Probation

Kecia R. Harper
Clerk of the Board
By:
Deputy

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	$ 1,089,600	$ 3,236,930	$ 6,434,552	$ 993,600
NET COUNTY COST	$ 1,089,600	$ 3,236,930	$ 6,434,552	$ 993,600

SOURCE OF FUNDS: 100% Department Budget – General Funds

Budget Adjustment: No

For Fiscal Year: 21/22-22/23

C.E.O. RECOMMENDATION: Approve

BACKGROUND:
Summary

The Riverside County Probation Department (Probation) depends on the case management system, Juvenile Adult Management System (JAMS), to provide quick, accurate documentation and to share mission-critical information in real time to perform law enforcement functions. This system is an essential tool for Probation and while this system is vital, needs have evolved. Probation, for the past thirteen (13) years, has been utilizing the same technology to complete their most mission critical tasks.

The current JAMS system, developed internally by Probation information technology personnel, has been utilized by Probation since 2008. The system has gone through several upgrades to meet the changing requirements, demands of the department users, and legislation changes on the information maintained on the clients served. The system is running on a platform that limits the ability to extract and push out information or configure data in a usable manner without manual manipulation. Department operators of the system experience redundancy of tasks, utilizing other software to manage data, and an inability to comply with new State and Federal mandates without delays for system updates. This limits the ability to improve operations or achieve workflow efficiencies. Reporting requirements continually increase, with the need to find a simpler way to share and deliver information accurately and expeditiously an essential necessity.

Probation has conducted extensive market research, working with the Riverside County Purchasing Department conducting a Request for Information (RFI) and a Request for Proposal (RFP). RFI PRARC-081, released November 21, 2018, was utilized to gather information to determine what types of management systems were available or if any were available through the marketplace. The RFI process provided a profile of product and services available, a vendor list of potential bidders for an RFP, along with an estimated cost. The RFI information was the tool utilized by Probation to assist in the development of a scope of work for a formal Request for Proposal. The RFP PRARC-091 was released on July 8, 2019. The RFP evaluation team consisted of Probation and Information Technology personnel. There were two bid responses evaluated, however the process was unsuccessful. A unanimous consensus by the evaluation team could not be reached and an award was not made. Probation working with Purchasing

continued research not only to review and revise the scope of work to rebid; but to seek other government entity contracts for information and to piggy-back off an existing contract or cooperative agreement which would meet Probation's requirements. Probation and Purchasing reviewed multiple piggy-back and cooperative agreements. One contract found to match Probation's case management needs was from the State of Nevada Department of Public Safety/Nevada Parole and Probation Division.

The Riverside County Purchasing Department reached out to the State of Nevada Purchasing Department requesting information on their Agreement with Tyler Technologies, Inc. and confirmed the State of Nevada conducted a competitive bid process and their contract language allowed for a piggy-back process. Due to the comparative size and caseloads processed by the State of Nevada, Probation determined this Agreement was the better fit to meet their needs and requirements.

Throughout the State of California there are thirty-one (31) courts and fourteen (14) counties utilizing the Tyler Technologies justice software. This software complies with the Criminal Justice Information Services requirements as enforced by the California Department of Justice. Probation contacted each of the fourteen counties to obtain a reference check for Tyler Technologies, Inc. The counties contacted are listed as follows: Lassen, Plumas, Butte, Yuba, Sutter, Lake, Alameda, Calaveras, Tuolumne, Mariposa, Merced, Inyo, Kern, and San Mateo. The questions consisted of a set of ten (10) ranging from the length of time each county conducted business with the vendor; the performance and would these counties work with the vendor again.

Of the fourteen (14) counties contacted, Probation received responses from half of the agencies. The answers obtained to the reference questions provided the following results: six (6) indicated that, yes, they would work with this vendor again. Two (2) completed extensive research and a competitive bid process with awards based on price point, product features, and being the most user-friendly system. There were three (3) counties which transitioned in 2018/2019 from the Caseload Pro supported system to Tyler Technologies. Cited characteristics for the vendor ranged from best on responsiveness, helpfulness, and friendly customer service to slow response time on occasion. One county probation department noted the benefits of utilizing Tyler Technologies were that some system features are offered free of charge if the features were already developed through the request of another county, who had previously implemented the case management system. The Tyler Technologies system has been described as integrating well with assessments and provides access to other service partners.

Impact on Residents and Businesses
The case management system as a tool is critical for the support of day-to-day operations of Probation. This new system will provide Probation personnel with the capability to manage, maintain, and share information, and efficiently serve their clients and other government entities they work with in partnership.

Contract History and Price Reasonableness

The agreement with Tyler Technologies, Inc. before the Board for approval is based on utilizing the State of Nevada Department of Public Safety/Nevada Parole and Probation Division agreement with Tyler Technologies, Inc., also known as piggy-backing, which was awarded through a publicized competitive bid process. Tyler Technologies is providing the same terms as awarded through the State of Nevada agreement.

Additionally, the agreement with Tyler Technologies, Inc., is based on the scope of services and the pricing specific to Probation's work process needs and requirements. The cost proposal received from Tyler Technologies, Inc. includes the implementation cost and recurring cost totaling $6,434,522 dollars. The standard recurring annual cost for the Software as a Service (SaaS) fee increases 5% annually.

Tyler Technologies has agreed to hold the price of $993,600 annually for a three-year period of performance. This calculates to an aggregate cost savings of 15% for the County.

Piggybacking off other competitively bid governmental procurements meets the county's requirement of seeking competition and assists with expediting the implementation/acquisition of needed commodities and services.

ATTACHMENT:
Professional Services Agreement with Tyler Technologies, Inc.

Cherilyn Williams	4/29/2021	Gregory P. Priamos, Director County Counsel 4/12/2021

SERVICE AGREEMENT

for

RECORD CASE MANAGEMENT SUPERVISION SOFTWARE SYSTEM

between

COUNTY OF RIVERSIDE

and

Tyler Technologies, Inc.

This Service Agreement is made and entered between Tyler Technologies, Inc., a Delaware corporation ("Tyler" or "CONTRACTOR"), and the County of Riverside, a political subdivision of the State of California ("COUNTY"). The parties agree as follows:

1. **REQUIRED APPROVAL.** This Service Agreement shall not become effective until and unless approved by all necessary parties for the COUNTY and CONTRACTOR.

2. **DEFINITIONS.**

    A. "COUNTY" – means the County of Riverside, its Board of Supervisors, agencies, departments, officers, employees, agents, and representatives.

    B. "CONTRACTOR" – means the person or entity identified above that performs services and/or provides goods for the COUNTY under the terms and conditions set forth in this Service Agreement.

    C. "Service Agreement" – Unless the context otherwise requires, "Service Agreement" means this document entitled, "Service Agreement for Record Case Management Supervision Software System" and all Attachments or Incorporated Documents.

    D. "Effective Date" means the date of the last signature set forth in the signature block of this Service Agreement.

3. **CONTRACT TERM.** This Service Agreement shall have an initial term of two (2) years from the Effective Date, unless sooner terminated by either party as specified in *Section 10, Contract Termination (the "Initial Term")*. Upon expiration of the Initial Term, this Agreement will renew automatically for an additional two (2) year renewal term ("Renewal Term") at the rates set forth in Exhibit B to Attachment A, unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current term. This Services Agreement may be extended for an additional one-year period beyond the Renewal Term upon mutual written agreement between County and Contractor (collectively, the "Term"). This Service Agreement is subject to County of Riverside Board of Supervisors approval. Notwithstanding anything else in this Service Agreement, the SaaS Fees for a renewal term shall not increase more than five (5) percent over the prior terms' SaaS fees.

4. **NOTICE.** All communications, including notices, required, or permitted to be given under this Service Agreement shall be in writing and directed to the parties at the addresses stated below. Notices may be given: (i) by delivery in person; (ii) by a nationally recognized next day courier service, return receipt requested; or (iii) by certified mail, return receipt requested. If specifically requested by the party to be notified, valid notice may be given by facsimile transmission or electronic mail to the address(es) such party has specified in writing.

    4.1. **COUNTY OF RIVERSIDE**   **Tyler Technologies, Inc.**
    Purchasing & Fleet Services   5101 Tennyson Parkway
    2980 Washington Street   Plano, TX 75024
    Riverside, CA 92504   Abigail Diaz, Chief Legal Officer
    and
    Probation Department
    Purchasing, Contracts, & Grants
    P.O. Box 833

Riverside, CA 92501

5. **INCORPORATED DOCUMENTS**. The parties agree that this Service Agreement, inclusive of the following attachments, specifically describes the scope of work. This Service Agreement incorporates the following attachments in descending order of constructive precedence:

ATTACHMENT A:	TYLER SUPERVISION SOFTWARE AS A SERVICE AGREEMENT AND RELATED EXHIBITS (COUNTY OF RIVERSIDE)
ATTACHMENT B:	TYLER'S BEST AND FINAL OFFER / BAFO AND CLARIFICATION MATERIALS (COUNTY OF RIVERSIDE)
(BB-BAFO)	Tyler_BAFO RFP PRARC-091
(BB-1)	Tyler_PRARC-091_RFC-1 CLARIFICATION #1)
(BB-2)	Tyler_PRARC-091_RFC-2 CLARIFICATION #2)
(BB-4)	Tyler_PRARC-091_RFC-4 CLARIFICATION #4)
(BB-5)	Tyler_PRARC-091_RFC-5 CLARIFICATION #5)
ATTACHMENT C:	TYLER'S PROPOSAL (COUNTY OF RIVERSIDE)
ATTACHMENT D:	COUNTY OF RIVERSIDE RFP #PRARC-091 REQUEST FOR PROPOSAL AND ADDENDUM #1, #2, AND #3
ATTACHMENT E:	TYLER's NEVADA PAROLE AND PROBATION (NPP) AGREEMENT
(AA-1)	TYLER'S SUPPLEMENTAL CLARIFICATION OF FUNCTIONALITY RESPONSE MATRIX (NPP)
(AA-2)	TYLER'S FUNCTIONALITY RESPONSE MATRIX (NPP)
(AA-3)	SCOPE OF WORK, DELIVERABLES, PAYMENT SCHEDULE AND NEGOTIATED POINTS (NPP)
(BB)	INSURANCE SCHEDULE (insert County's Insurance schedule Attachment-C) (NPP)
(CC)	STATE OF NEVADA SOLICITATION #65DPS-S960 and AMENDMENTS #1 and #2
(DD)	VENDOR PROPOSAL (STATE OF NEVADA)

Any provision, term or condition of an Attachment that contradicts the terms of this Service Agreement for Record Case Management Supervision Software System, or that would change the obligations of the COUNTY under this Service Agreement, shall be void and unenforceable.

6. **CONSIDERATION**. The parties agree that CONTRACTOR will provide the services specified in *Section 5, Incorporated Documents* at a cost as noted in Attachment A, Exhibit A, "Investment Summary." CONTRACTOR will invoice COUNTY for such services in accordance with Attachment A, Exhibit B, "Invoicing and Payment Policy." The total cost for all software and services in accordance with the scope of work as of the Effective Date shall not exceed the aggregate amount of $6,434,552 during the Term of this Agreement.

The COUNTY does not agree to reimburse CONTRACTOR for expenses unless otherwise specified in the incorporated attachments.

7. **ASSENT**. The parties agree that the terms and conditions listed on incorporated attachments of this Service Agreement are also specifically a part of this Service Agreement and are limited only by their respective order of precedence and any limitations specified.

8. **BILLING SUBMISSION: TIMELINES.** The parties agree that timeliness of billing is of the essence to the Service Agreement and recognize that the COUNTY is on a Fiscal Year. All billings for dates of service prior to July 1 must be submitted to the COUNTY no later than the first Friday in August of the same calendar year.

9. **INSPECTION & AUDIT**.

    A. Books and Records. CONTRACTOR agrees to keep and maintain under generally accepted accounting principles (GAAP) full, true and complete records, contracts, books, and documents as are necessary to fully disclose to the COUNTY, the State of California, or United States Government, or their authorized representatives, upon audits or reviews, sufficient information to determine compliance with all state and federal regulations and statutes.

    B. Inspection & Audit. CONTRACTOR agrees that the relevant books, records (written, electronic, computer related or otherwise), including, without limitation, relevant accounting procedures and practices of CONTRACTOR or its subcontractors, financial statements and supporting documentation, and documentation related to the work product shall be subject, at any reasonable time, to inspection, examination, review, audit, and copying at any office or location of CONTRACTOR where such records may be found, with or without notice by the COUNTY or relevant state agent, and with regard to any federal funding, the relevant federal agency, the Comptroller General, the General Accounting Office, the Office of the Inspector General, or any of their authorized representatives. All subcontracts shall reflect requirements of this Section.

    C. Period of Retention. All books, records, reports, and statements relevant to this Service Agreement must be retained a minimum five (5) years, and for seven (7) years if any federal funds are used pursuant to the Service Agreement. The retention period runs from the date of payment for the relevant goods or services by the COUNTY, or from the date of termination of the Service Agreement, whichever is later. Retention time shall be extended when an audit is scheduled or in progress for a period reasonably necessary to complete an audit and/or to complete any administrative and judicial litigation which may ensue.

10. **CONTRACT TERMINATION.**

    A. Termination Without Cause. Regardless of any terms to the contrary, this Service Agreement may be terminated upon written notice by mutual consent of both parties. CONTRACTOR will be entitled to a pro rata portion of a deliverable only if a portion of that deliverable has been provided to the COUNTY as of the date of receipt of notice of termination. CONTRACTOR will not be paid for any cost that CONTRACTOR reasonably could have avoided subsequent to the receipt of notice of termination.

    B. County Termination for Non-Appropriation. The continuation of this Service Agreement beyond the current fiscal year is subject to and contingent upon sufficient funds being appropriated, budgeted, and otherwise made available by the COUNTY, state and/or federal sources. The COUNTY may terminate this Service Agreement, and CONTRACTOR waives any and all claims(s) for damages, effective immediately upon receipt of written notice (or any date specified therein) if for any reason the COUNTY's funding,

including from state and/or federal sources, is not appropriated or is withdrawn, limited, or impaired. COUNTY will pay CONTRACTOR for all undisputed fees and expenses for items delivered prior to the date of CONTRACTOR's receipt of notice of termination (which payments the COUNTY may set off against the refunds, if any, to which the COUNTY may be entitled).

C. Termination with Cause for Breach. A breach may be declared with or without termination. A notice of breach and termination shall specify the date of termination of the Service Agreement, which shall not be sooner than the expiration of the Time to Correct, if applicable, allowed under subsection 10D. This Service Agreement may be terminated by either party upon written notice of breach to the other party on the following grounds:

1) If CONTRACTOR fails to provide or satisfactorily perform any of the conditions, work, deliverables, goods, or services called for by this Service Agreement within the time requirements specified in this Service Agreement or within any granted extension of those time requirements; or

2) If any state, county, city, or federal license, authorization, waiver, permit, qualification or certification required by statute, ordinance, law, or regulation to be held by CONTRACTOR to provide the goods or services required by this Service Agreement is for any reason denied, revoked, debarred, excluded, terminated, suspended, lapsed, or not renewed; or

3) If CONTRACTOR becomes insolvent, subject to receivership, or becomes voluntarily or involuntarily subject to the jurisdiction of the Bankruptcy Court; or

4) If the COUNTY materially breaches any material duty under this Service Agreement and any such breach impairs CONTRACTOR's ability to perform; or

5) If it is found by the COUNTY that any quid pro quo or gratuities in the form of money, services, entertainment, gifts, or otherwise were offered or given by CONTRACTOR, or any agent or representative of CONTRACTOR, to any officer or employee of the COUNTY with a view toward securing a contract or securing favorable treatment with respect to awarding, extending, amending, or making any determination with respect to the performing of such contract; or

6) If it is found by the COUNTY that CONTRACTOR has failed to disclose any material conflict of interest relative to the performance of this Service Agreement.

D. Time to Correct. Unless the breach is not curable, or unless circumstances do not permit an opportunity to cure, termination upon declared breach may be exercised only after service of formal written notice as specified in *Section 4, Notice*, and the subsequent failure of the breaching party within thirty (30) calendar days of receipt of that notice to provide evidence, satisfactory to the aggrieved party, showing that the declared breach has been corrected. Upon a notice of breach, the time to correct and the time for termination of the contract upon breach under subsection 10C, above, shall run concurrently, unless the notice expressly states otherwise.

E. Winding Up Affairs Upon Termination. In the event of termination of this Service Agreement for any reason, the parties agree that the provisions of this Section survive termination:

1) The parties shall account for and properly present to each other all claims for fees and expenses and pay those which are undisputed and otherwise not subject to set off under this Service Agreement. Neither party may withhold performance of winding up provisions solely based on nonpayment of fees or expenses accrued up to the time of termination;

2) CONTRACTOR shall satisfactorily complete work in progress at the agreed rate (or a pro rata basis if necessary) if so, requested by the COUNTY;

3) CONTRACTOR shall preserve, protect, and promptly deliver into COUNTY possession all proprietary COUNTY information.

11. **REMEDIES.** Except as otherwise provided for by law or this Service Agreement, the rights and remedies of the parties shall not be exclusive and are in addition to any other rights and remedies provided by law or equity, including, without limitation, actual damages, and to a prevailing party reasonable attorneys' fees and costs. In the event that CONTRACTOR voluntarily or involuntarily becomes subject to the jurisdiction of the Bankruptcy Court, the COUNTY may set off consideration against any unpaid obligation of CONTRACTOR to the COUNTY or its agencies, to the extent allowed by bankruptcy law.

12. **LIMITED LIABILITY.** To the maximum extent permitted by applicable law, neither party shall be liable on a claim of breach of contract for punitive, special, incidental, indirect, or consequential damages, even if the parties have been advised of the possibility of such damages. Damages for any COUNTY breach shall never exceed the amount of funds appropriated for payment under this Service Agreement, but not yet paid to CONTRACTOR, for the Fiscal Year budget in existence at the time of the breach. Except for gross negligence, intentional tort, or willful misconduct, or as otherwise expressly set forth in this Service Agreement, CONTRACTOR's liability for damages arising out of this Service Agreement, whether based on a theory of contract or tort, including negligence and strict liability, shall be limited to the COUNTY's actual direct damages, not to exceed (A) during the Initial Term, as set forth in Paragraph 3, the total fees paid or payable in the initial term of the Service Agreement; or (B) during any Renewal Term, the total SaaS fees payable in that Renewal Term. The parties acknowledge and agree that the prices set forth in this Service Agreement are set in reliance upon this limitation of liability and to the maximum extent allowed under applicable law, this section shall apply regardless of the failure of an essential purpose or remedy. The foregoing limitation of liability shall not apply to claims that are subject to CONTRACTOR's indemnification obligations as set forth in *Section 14, Indemnification and Defense*, below.

13. **FORCE MAJEURE.** Neither party shall be deemed to be in violation of this Service Agreement if it is prevented from performing any of its obligations hereunder due to strikes, failure of public transportation, civil or military authority, act of public enemy, accidents, fires, explosions, or acts of God, including without limitation, earthquakes, floods, winds, or storms. In such an event the intervening cause must not be through the fault of the party asserting such an excuse, and the excused party is obligated to promptly perform in accordance with the terms of the Service Agreement after the intervening cause ceases.

14. **INDEMNIFICATION AND DEFENSE.** To the fullest extent permitted by law, CONTRACTOR shall indemnify, hold harmless and defend, not excluding the COUNTY's right to participate, the COUNTY from and against all liability, claims, actions, damages, losses, and expenses, including, without limitation, reasonable attorneys' fees and costs, arising out of any alleged negligent or willful acts or omissions of CONTRACTOR, its officers, employees and agents or any violations of a law applicable to CONTRACTOR's performance under this Service Agreement. CONTRACTOR will defend COUNTY against any third-party claims of intellectual property infringement in accordance with Section G.1 of Attachment A. The COUNTY must notify CONTRACTOR promptly in writing of the claim. CONTRACTOR shall have sole control over defense or settlement unless there is a conflict in the positions of the parties. In the event of such a conflict CONTRACTOR will select and provide separate counsel for defense of the indemnitee COUNTY. CONTRACTOR may select such separate counsel, subject to the COUNTY's approval or disapproval. Such approval or disapproval shall be exercised in good faith and the COUNTY shall not unreasonably fail to approve or withhold approval of qualified separate counsel. The COUNTY agrees to provide reasonable assistance, cooperation, and information in defending

the claim at CONTRACTOR's expense. CONTRACTOR's obligation to indemnify the COUNTY shall apply in all cases except for claims arising solely from the COUNTY's own negligence or willful misconduct. CONTRACTOR waives any rights of subrogation against the COUNTY. CONTRACTOR's duty to defend begins when the COUNTY requests defense of any claim arising from this Service Agreement.

15. **REPRESENTATIONS REGARDING INDEPENDENT CONTRACTOR STATUS.** CONTRACTOR represents that it is an independent contractor, as defined under applicable law, warrants that it will perform all work under this contract as an independent contractor, and warrants that COUNTY will not incur any employment liability by reason of this Service Agreement or the work to be performed under this Service Agreement. To the extent the COUNTY incurs any employment liability for the work under this Service Agreement; CONTRACTOR will reimburse the COUNTY for that liability.

16. **INSURANCE SCHEDULE.** See Attachment A, Section G.6.

17. **COMPLIANCE WITH LEGAL OBLIGATIONS.** CONTRACTOR shall procure and maintain for the duration of this Service Agreement any state, county, city or federal license, authorization, waiver, permit qualification or certification required by statute, ordinance, law, or regulation to be held by CONTRACTOR to provide the goods or services required by this Service Agreement. CONTRACTOR shall provide proof of its compliance upon request of the COUNTY. CONTRACTOR will be responsible to pay all taxes, assessments, fees, premiums, permits, and licenses required by law. Real property and personal property taxes are the responsibility of CONTRACTOR in accordance with applicable law. CONTRACTOR agrees to be responsible for payment of any such government obligations not paid by its subcontractors during performance of this Service Agreement.

18. **WAIVER OF BREACH.** Failure to declare a breach or the actual waiver of any particular breach of the Service Agreement or its material or nonmaterial terms by either party shall not operate as a waiver by such party of any of its rights or remedies as to any other breach.

19. **SEVERABILITY.** If any provision contained in this Service Agreement is held to be unenforceable by a court of law or equity, this Service Agreement shall be construed as if such provision did not exist and the non-enforceability of such provision shall not be held to render any other provision or provisions of this Service Agreement unenforceable.

20. **ASSIGNMENT/DELEGATION.** To the extent that any assignment of any right under this Service Agreement changes the duty of either party, increases the burden or risk involved, impairs the chances of obtaining the performance of this Service Agreement, attempts to operate as a novation, or includes a waiver or abrogation of any defense to payment by COUNTY, such offending portion of the assignment shall be void, and shall be a breach of this Service Agreement. CONTRACTOR shall neither assign, transfer nor delegate any rights, obligations nor duties under this Service Agreement without the prior written consent of the COUNTY.

21. **COUNTY OWNERSHIP OF PROPRIETARY INFORMATION.** Any data or information provided by the COUNTY to CONTRACTOR and any documents or materials provided by the COUNTY to CONTRACTOR in the course of this Service Agreement ("County Materials") shall be and remain the exclusive property of the COUNTY and all such County Materials shall be delivered into COUNTY possession by CONTRACTOR upon completion, termination, or cancellation of this Service Agreement. For the avoidance of doubt, subject to the license(s) granted to the COUNTY by this Service Agreement, CONTRACTOR retains all intellectual property rights in the SaaS Services, Tyler Software, and anything developed by CONTRACTOR prior to or under this Service Agreement.

22. **PUBLIC RECORDS.** Pursuant to the California Public Records Act (Gov. Code § 6250 et seq.), information or documents received from CONTRACTOR may be open to public inspection and copying. The COUNTY has a legal obligation to disclose such information unless a particular record is made confidential by law or a

common law balancing of interests. CONTRACTOR may label specific parts of an individual document as a "trade secret" or "confidential" in accordance with applicable law. If a record is requested that contains material designated by the CONTRACTOR as trade secret or confidential, the COUNTY will notify CONTRACTOR; if there is a dispute as to the confidentiality of the material, the CONTRACTOR may seek to intervene to protect the material it has designated as confidential.

23. **CONFIDENTIALITY.** Subject to the requirements of applicable law, CONTRACTOR and COUNTY shall keep confidential all information, in whatever form, produced, prepared, observed or received by CONTRACTOR to the extent that such information is confidential by law or otherwise required by this Service Agreement.

24. **FEDERAL FUNDING.** In the event federal funds are used for payment of all or part of this Service Agreement, CONTRACTOR agrees to comply with all applicable federal laws, regulations, and executive orders, including, without limitation the following:

    A. CONTRACTOR certifies, by signing this Service Agreement, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency. This certification is made pursuant to Executive Orders 12549 and 12689 and Federal Acquisition Regulation subpart 9.4, and any relevant program-specific regulations. This provision shall be required of every subcontractor receiving any payment in whole or in part from federal funds.

    B. CONTRACTOR and its subcontracts shall comply with all terms, conditions, and requirements of the Americans with Disabilities Act of 1990 (P.L. 101-136), 42 U.S.C. 12101, as amended, and regulations adopted thereunder, including 28 C.F.R. Section 35, inclusive, and any relevant program-specific regulations.

    C. CONTRACTOR and its subcontractors shall comply with the requirements of the Civil Rights Act of 1964 (P.L. 88-352), as amended, the Rehabilitation Act of 1973 (P.L. 93-112), as amended, and any relevant program-specific regulations, and shall not discriminate against any employee or offeror for employment because of race, national origin, creed, color, sex, religion, age, disability or handicap condition (including AIDS and AIDS-related conditions.)

25. **LOBBYING.** The parties agree, whether expressly prohibited by federal law, or otherwise, that no funding associated with this Service Agreement will be used for any purpose associated with or related to lobbying or influencing or attempting to lobby or influence for any purpose the following:

    A. Any federal, state, county or local agency, legislature, commission, council or board;

    B. Any federal, state, county or local legislator, commission member, council member, board member, or other elected official; or

    C. Any officer or employee of any federal, state, county, or local agency; legislature, commission, council, or board.

26. **GENERAL WARRANTY.** CONTRACTOR warrants that all services, deliverables, and/or work products under this Service Agreement shall be completed in a workmanlike manner consistent with standards in the trade, profession, or industry; and shall conform to or exceed the specifications set forth in the incorporated attachments. CONTRACTOR's specific warranties are set forth in Attachment A, Sections B.5 and C.5.

27. **PROPER AUTHORITY.** The parties hereto represent and warrant that the person executing this Service Agreement on behalf of each party has full power and authority to enter into this Service Agreement. CONTRACTOR acknowledges that, as required by statute or regulation, this Service Agreement is effective only after approval by the Riverside County Board of Supervisors.

28. **ASSIGNMENT OF ANTITRUST CLAIMS.** CONTRACTOR irrevocably assigns to the COUNTY any claim for relief or cause of action which CONTRACTOR now has or which may accrue to CONTRACTOR in the future by reason of any violation of state or federal antitrust laws in connection with any goods or services provided under this Service Agreement.

29. **GOVERNING LAW AND JURISDICTION.** This Service Agreement and the rights and obligations of the parties hereto shall be governed by, and construed according to, the laws of the State of California, without giving effect to any principle of conflict-of-law that would require the application of the law of any other jurisdiction. The parties' consent to the exclusive jurisdiction of and venue in the state or federal courts serving Riverside County and waive any provision of law providing for a change of venue to another location. In the event any provision in this Service Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will nevertheless continue in full force without being impaired or invalidated in any way.

30. **ENTIRE CONTRACT AND MODIFICATION.** This Service Agreement and its integrated attachment(s) constitute the entire agreement of the parties and as such are intended to be the complete and exclusive statement of the promises, representations, negotiations, discussions, and other agreements that may have been made in connection with the subject matter hereof. Unless an integrated attachment to this Service Agreement specifically displays a mutual intent to amend a particular part of this Service Agreement, general conflicts in language between any such attachment and this Service Agreement shall be construed consistent with the terms of this Service Agreement. Unless otherwise expressly authorized by the terms of this Service Agreement, no modification or amendment to this Service Agreement shall be binding upon the parties unless the same is in writing and signed by the respective parties hereto. This Service Agreement, and any amendments, may be executed in counterparts.

31. **ELECTRONIC SIGNATURE.** This Agreement may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each party of this Agreement agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act (("CUETA") Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Agreement. The parties further agree that the electronic signatures of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and contracts among parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.

IN WITNESS WHEREOF, the parties hereto have caused their duly authorized representatives to execute this Service Agreement.

COUNTY OF RIVERSIDE, a political
subdivision of the State of California

TYLER TECHNOLOGIES, INC.,
a Delaware corporation

By: _Karen S. Spiegel_

Karen Spiegel, Chair
Board of Supervisors

DocuSigned by:
By: _Sherry Clark_
640203B6339141C...

Sherry Clark
Sr. Corporate Attorney

Dated: _5/11/2021_

Dated: 3/30/2021

ATTEST:

Kecia Harper
Clerk of the Board

By: _[signature]_
Deputy

APPROVED AS TO FORM:

Gregory P. Priamos
County Counsel

By: _[signature]_

Lisa Sanchez
Deputy County Counsel

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ATTACHMENT A

TYLER TECHNOLOGIES SOFTWARE AS A SERVICE AGREEMENT

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SOFTWARE AS A SERVICE AGREEMENT

This Software as a Service Agreement is made between Tyler Technologies, Inc., and Client.

WHEREAS, Client selected Tyler to provide certain products and services set forth in the Investment Summary, including providing Client with access to Tyler's proprietary software products, and Tyler desires to provide such products and services under the terms of the Contract and as further set forth in this Agreement;

NOW THEREFORE, in consideration of the foregoing and of the mutual covenants and promises set forth in the Contract and this Agreement, Tyler and Client agree as follows:

SECTION A – DEFINITIONS

- **Agreement** means this Software as a Services Agreement.
- **Business Travel Policy** means our business travel policy. A copy of our current Business Travel Policy is attached as Schedule 1 to Exhibit B.
- **Client** means Riverside County.
- **Contract** means the parties' master contract to which this Agreement is incorporated as Attachment A.
- **Data** means your data necessary to utilize the Tyler Software.
- **Data Storage Capacity** means the contracted amount of storage capacity for your Data identified in the Investment Summary.
- **Defect** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in our written proposal to you, or their functional equivalent, based on a condition within our reasonable control. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- **Defined Users** means the number of users that are authorized to use the SaaS Services. The Defined Users for the Agreement are as set forth in the Investment Summary attached as Exhibit A.
- **Developer** means a third party who owns the intellectual property rights to Third Party Software.
- **Documentation** means any online or written documentation related to the use or functionality of the Tyler Software that we provide or otherwise make available to you, including instructions, user guides, manuals and other training or self-help documentation.
- **Effective Date** means the last signature date set forth in the signature block of the Contract.
- **Force Majeure** means an event beyond the reasonable control of you or us, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other

cause that could not with reasonable diligence be foreseen or prevented by you or us.

- **Investment Summary** means the agreed upon cost proposal for the products and services attached as Exhibit A.
- **Invoicing and Payment Policy** means the invoicing and payment policy. A copy of our current Invoicing and Payment Policy is attached as Exhibit B.
- **Initial Term** and **Renewal Term** have the meanings set forth in Section F(1) "Term and Termination" herein.
- **SaaS Fees** means the fees for the SaaS Services identified in the Investment Summary.
- **SaaS Services** means software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software, and includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting, or other professional services.
- **SLA** means the service level agreement. A copy of our current SLA is attached hereto as Exhibit C.
- **Statement of Work** means the industry standard implementation plan describing how our professional services will be provided to implement the Tyler Software, and outlining your and our roles and responsibilities in connection with that implementation. The Statement of Work is attached as Exhibit E.
- **Support Call Process** means the support call process applicable to all of our customers who have licensed the Tyler Software. A copy of our current Support Call Process is attached as Schedule 1 to Exhibit C.
- **Third Party Terms** means, if any, the end user license agreement(s) or similar terms, as applicable and attached as Exhibit D, which exhibit may be amended from time to time in accordance with this Agreement.
- **Third Party Hardware** means the third -party hardware, if any, identified in the Investment Summary.
- **Third Party Products** means the Third-Party Software and Third-Party Hardware.
- **Third Party Software** means the third -party software, if any, identified in the Investment Summary and not embedded in the Tyler Software.
- **Tyler** means Tyler Technologies, Inc., a Delaware corporation.
- **Tyler Software** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement. The Tyler Software also includes embedded third-party software that we are licensed to embed in our proprietary software and sub-license to you.
- **we, us, our** and similar terms mean Tyler.
- **you** and similar terms mean Client.

SECTION B – SAAS SERVICES

1. Rights Granted. We grant to you the non-exclusive, non-assignable limited right to use the SaaS Services solely for your internal business purposes for the number of Defined Users only. The Tyler

Software will be made available to you according to the terms of the SLA. You acknowledge that we have no delivery obligations and we will not ship copies of the Tyler Software as part of the SaaS Services. You may use the SaaS Services to access updates and enhancements to the Tyler Software, as further described in Section C(8) "Maintenance and Support".

2. SaaS Fees. You agree to pay us the SaaS Fees. Those amounts are payable in accordance with our Invoicing and Payment Policy. The SaaS Fees are based on the number of Defined Users. You may add additional Defined Users on the terms set forth in Section H(1) "Additional Products and Services".

3. Ownership.

   3.1 We retain all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by us under this Agreement. We reserve all rights not expressly granted to you in this Agreement. Without limiting the generality of the preceding, we retain all right, title, and interest in and to the Tyler Software, including without limitation, all software used to provide the Tyler Software and all Tyler logos and trademarks reproduced through the Tyler Software, as well as any copyright or other intellectual property rights in and to the Tyler Software.

   3.2 You do not acquire under this Agreement any rights to use the Tyler Software in excess of the scope and/or duration of the SaaS Services.

   3.3 The Documentation is licensed to you and may be used and copied by your employees for internal, non-commercial reference purposes only.

   3.4 You retain all ownership and intellectual property rights to the Data. You expressly recognize that except to the extent necessary to carry out our obligations contained in this Agreement, we do not create or endorse any Data used in connection with the SaaS Services.

4. Restrictions. You may not: (a) make the Tyler Software or Documentation resulting from the SaaS Services available in any manner to any third party for use in the third party's business operations; (b) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services; (c) access or use the SaaS Services in order to build or support, and/or assist a third party in building or supporting, products or services competitive to us; or (d) license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the SaaS Services, Tyler Software, or Documentation available to any third party other than as expressly permitted by this Agreement, provided, however, that the Client's consultants, contractors, and business partners may access the Tyler Software under the Client's direction to the extent required for them to provide services to the Client. Any such use by, or disclosure to, said third parties is strictly subject to the terms and conditions of this Agreement. Client shall be liable for any failure of a third-party gaining access to the Tyler Software or Documentation to abide by the terms and conditions of this Agreement.

5. Software Warranty. We warrant that the Tyler Software will perform without Defects during the

term of this Agreement, and thereafter as long as the COUNTY has a Maintenance and Support Agreement in effect with Tyler. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with the maintenance and support process set forth in Section C(8) "Maintenance and Support", below, the SLA and our then current Support Call Process or to provide you with a functional equivalent. For the avoidance of doubt, to the extent any third-party software is embedded in the Tyler Software, your limited warranty rights are limited to our Defect resolution obligations set forth above; you do not have separate rights against the developer of the embedded third-party software.

6. SaaS Services.

6.1 To the extent applicable, Tyler will make available to Client, upon Client's written request, the service level terms of any third-party cloud services provider that hosts the Tyler Software

6.2 In the event we declare a disaster, our Recovery Time Objective ("RTO") is twenty-four (24) hours. For purposes of this subsection, RTO represents the amount of time, after we declare a disaster, within which your access to the Tyler Software must be restored.

6.3 We test our disaster recovery plan on an annual basis. Our standard test is not client specific. Should you request a client-specific disaster recovery test, we will work with you to schedule and execute such a test on a mutually agreeable schedule. At your written request, we will provide test results to you within a commercially reasonable timeframe after receipt of the request.

6.4 We will be responsible for importing back-up and verifying that you can log-in. You will be responsible for running reports and testing critical processes to verify the returned data.

6.5 We provide secure data transmission paths from each of your workstations to our servers.

6.6 For at least the past ten (10) years, all of our employees have undergone criminal background checks prior to hire. All employees sign our confidentiality agreement and security policies. Our data centers are accessible only by authorized personnel with a unique key entry. All other visitors must be signed in and accompanied by authorized personnel. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access.

SECTION C – PROFESSIONAL SERVICES

1. Professional Services. We will provide you the various implementation-related services itemized in the Investment Summary and described in the Statement of Work. We will finalize that documentation with you upon execution of this Agreement.

2. Professional Services Fees. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy. We will bill you the actual fees incurred based on the in-scope services provided to

you. Any discrepancies in the total values set forth in the Investment Summary will be resolved by multiplying the applicable hourly rate by the quoted hours.

3. <u>Additional Services</u>. The Investment Summary contains, and the Statement of Work describes, the scope of services and related costs (including programming and/or interface estimates) required for the project based on the documented scope of the project as of the Effective Date. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days from the date of the quote.

4. <u>Cancellation</u>. If travel is required, we will make all reasonable efforts to schedule travel for our personnel, including arranging travel reservations, at least two (2) weeks in advance of commitments. Therefore, if you repeatedly cancel services less than two (2) weeks in advance (other than for Force Majeure or breach by us), you will be liable for all (a) non-refundable expenses incurred by us on your behalf, and (b) daily fees associated with cancelled professional services if we are unable to reassign our personnel. We will make all reasonable efforts to reassign personnel in the event you cancel within two (2) weeks of scheduled commitments.

5. <u>Services Warranty</u>. We will perform the services in a professional, workmanlike manner, consistent with industry standards. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you, including related travel, lodging, and per diem expenses to the extent required to perform the services.

6. <u>Site Access and Requirements</u>. At no cost to us, you agree to provide us with full and free access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us. You agree that it is your responsibility to ensure that you satisfy the then-current system requirements, if any, minimally required to run the Tyler Software.

7. <u>Client Assistance</u>. You acknowledge that the implementation of the Tyler Software, and the ability to meet project deadlines and other milestones, is a cooperative effort requiring the time and resources of your personnel, as well as ours. You agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services outlined in this Agreement.

8. <u>Maintenance and Support</u>.

   8.1 For so long as you timely pay your SaaS Fees according to the Invoicing and Payment Policy, then in addition to the terms set forth in the SLA and the Support Call Process, we will:

   8.1.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (limited to the then-current version and the immediately prior version);

8.1.2 provide support during our established support hours;

8.1.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third-Party Software, if any, in order to provide maintenance and support services;

8.1.4 make available to you all releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect

8.2 For the avoidance of doubt, SaaS Fees do not include the following services: (a) onsite support ; (b) application design; (c) other consulting services; or (d) support outside our normal business hours as listed in our then-current Support Call Process. Requested services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at least one (1) weeks' advance notice.

SECTION D – THIRD PARTY PRODUCTS

To the extent there are any Third-Party Products identified in the Investment Summary, the Third-Party Terms will apply. You acknowledge that we may have embedded third-party functionality in the Tyler Software that is not separately identified in the Investment Summary. If that third-party functionality is not separately identified in the Investment Summary, the limited warranty applicable to the Tyler Software applies, and we further warrant that the appropriate Developer has granted us the necessary license to (i) embed the unidentified third-party functionality in the Tyler Software; and (ii) sub-license it to you through our license grant to the Tyler Software. You may receive maintenance and support on such embedded third-party software under the Maintenance and Support Agreement.

SECTION E - INVOICING AND PAYMENT; INVOICE DISPUTES

1. Invoicing and Payment. We will invoice you the SaaS Fees and fees for other professional services in the Investment Summary per our Invoicing and Payment Policy, subject to Section E(2) "Invoice Disputes".

2. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within thirty (30) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, and you do not rectify that failure within a commercially reasonable timeframe after we have notified you of it, then we may demand immediate full payment of the invoice. We reserve the right

to suspend delivery of all SaaS Services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.

SECTION F – TERM AND TERMINATION

1. <u>Term</u>. The Term shall be as set forth in Section 3 of the Contract.

2. <u>Termination</u>. Termination rights and obligations shall be as set forth in Section 10 of the Contract.

SECTION G – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. <u>Intellectual Property Infringement Indemnification</u>.

    1.1 We will defend and indemnify you and your agents, officials, and employees from and against any third -party claim(s) that the Tyler Software or Documentation infringes that third party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.

    1.2 Our obligations under this Section G(1) will not apply to the extent the claim or adverse final judgment is based on your use of the Tyler Software in contradiction of this Agreement, including with non-licensed third parties, or your willful infringement.

    1.3 If we receive information concerning an infringement or misappropriation claim related to the Tyler Software, we may, at our expense and without obligation to do so, either: (a) procure for you the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent, in which case you will stop running the allegedly infringing Tyler Software immediately. Alternatively, we may decide to litigate the claim to judgment, in which case you may continue to use the Tyler Software consistent with the terms of this Agreement.

    1.4 If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either: (a) procure the right to continue its use; (b) modify it to make it non-infringing; (c) replace it with a functional equivalent; or (d) terminate this Agreement and refund you the prepaid but unused SaaS Fees for the year in which the Agreement terminates. We will pursue those options in the order listed herein. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.

2. <u>General Indemnification</u>. The parties' general indemnification obligations shall be as set forth in Section 14 of the Contract.

3. **DISCLAIMER. EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE HEREBY DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES, DUTIES, OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

4. Limitation of Liability. The liability of the parties shall be limited in accordance with Section 12 of the Contract.

5. [Reserved]

6. Insurance. Without limiting or diminishing the CONTRACTOR'S obligation to indemnify or hold the COUNTY harmless, CONTRACTOR shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverage's during the term of this Agreement. As respects to the insurance section only, the COUNTY herein refers to the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents or representatives as Additional Insureds.

    A.   Workers' Compensation:

If the CONTRACTOR has employees as defined by the State of California, the CONTRACTOR shall maintain statutory Workers' Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than $1,000,000 per person per accident. CONTRACTOR shall provide an endorsement to waive subrogation in favor of The County of Riverside regarding claims for which CONTRACTOR is responsible arising under this Agreement.

    B.   Commercial General Liability:

Commercial General Liability insurance coverage, including but not limited to, premises liability, unmodified contractual liability, products and completed operations liability, personal and advertising injury, and cross liability coverage, covering claims which may arise from or out of CONTRACTOR'S performance of its obligations hereunder. Policy shall name the COUNTY as Additional Insured via a blanket endorsement. Policy's limit of liability shall not be less than $2,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit.

    C. Vehicle Liability:

If vehicles or mobile equipment are used in the performance of the obligations under this Agreement, then CONTRACTOR shall maintain liability insurance for all owned, non-owned or hired vehicles so used in an amount not less than $1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit. Policy shall name the COUNTY as Additional Insureds via a blanket endorsement.

    D.   Cyber Liability Insurance, with limits not less than $2,000,000 per occurrence or claim, $2,000,000 aggregate. Coverage shall be sufficient to respond to the duties and obligations as is undertaken by Vendor/Contractor/Operator in this agreement and shall include claims involving infringement of intellectual property, including infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The

policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

SECTION H – GENERAL TERMS AND CONDITIONS

1. Additional Tyler Software, Products, and Services. You may purchase additional Tyler Software, products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date by executing a mutually agreed addendum or Tyler purchase order. If no rate is provided in the Investment Summary, or those twelve (12) months have expired, you may purchase additional Tyler products and services at our then-current list price, also by executing a mutually agreed addendum or Tyler purchase order. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum or Tyler purchase order.

2. Optional Items. Pricing for any listed optional products and services in the Investment Summary will be valid for twelve (12) months from the Effective Date.

3. Dispute Resolution. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute. You agree to cooperate with us in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If we fail to resolve the dispute, then the parties shall participate in non-binding mediation in an effort to resolve the dispute. If the dispute remains unresolved after mediation, then either of us may assert our respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent you or us from seeking necessary injunctive relief during the dispute resolution procedures.

4. Taxes. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes, both federal and state, as applicable, arising from our performance of this Agreement.

5. Nondiscrimination. We will not discriminate against any person employed or applying for employment concerning the performance of our responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height,

weight, marital status, or political affiliation. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.

6. E-Verify. We have complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all of our employees assigned to your project.

7. Subcontractors. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.

8. [Reserved]

9. [Reserved]

10. No Intended Third -Party Beneficiaries. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third-Party Terms.

11. [Reserved]

12. [Reserved]

13. [Reserved]

14. [Reserved]

15. [Reserved]

16. Client Lists. You agree that we may identify you by name in client lists, marketing presentations, and promotional materials, provided, however, that we will not in any manner imply or indicate that you endorse our products or services.

17. Confidentiality. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties. Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (e.g., social security numbers) and trade secrets, each as defined by applicable state law. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:

(a) is in the public domain, either at the time of disclosure or afterwards, except by breach of

this Agreement by a party or its employees or agents;

(b) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure; or

(c) a party receives from a third party who has a right to disclose it to the receiving party; or

(d) is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement, or a subpoena; provided, however, that in the event you receive an open records or other similar applicable request, you will give us prompt notice and otherwise perform the functions required by applicable law.

18. [Reserved]

19. [Reserved]

20. [Reserved]

21. [Reserved]

22. Contract Documents. This Agreement includes the following exhibits:

Exhibit A	Investment Summary
	Schedule 1: Milestone Billing Schedule
Exhibit B	Invoicing and Payment Policy
	Schedule 1: Business Travel Policy
Exhibit C	Service Level Agreement
	Schedule 1: Support Call Process
Exhibit D	Third Party Terms
Exhibit E	Statement of Work

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EXHIBIT A
Investment Summary

The following Investment Summary details the software and services to be delivered by us to you under the Agreement. This Investment Summary is effective as of the Effective Date. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

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Exhibit A

Recurring Costs	Rate	Cost
Subscriptions		
Case Management User – All Divisions A user shall be defined as any individual person who has an active login to access any areas of Tyler Supervision with Add, Edit, Modify and Delete permissions. Annual software fees are inclusive of software, hosting fees, maintenance & support, and disaster recovery. Annual fees are due annually in advance. The first annual payment will be due upon contract execution. Annual fees will be fixed for the first three years, and then increase annually by 4% at the third anniversary of the contract execution date.	Enterprise	$993,600 per year
Case Management User – Read Only A user shall be defined as any individual person who has an active login to access any areas of Tyler Supervision and can only read data. The user can cannot run or generate reports.	Unlimited	$0
Optional Supporting Products		
Appointment Reminder Tyler Supervision's Appointment Reminder system automatically contacts offenders the day before the appointment or hearing. With a gentle reminder the day before the event, offenders are more likely to appear, allowing your officers to capture countless hours of lost time.	Telephone or Text: $0.40 an appointment	Based on Usage
Offender Telephone Check-in Voice Biometric telephone check-in completed using our automated Interactive Voice Response(IVR) system. Recorded Audio. Custom Interview questions. Fully integrated with CMS. Higher frequency check-in (weekly) using the latest interactive telephone technologies, officers can stay linked to their clients by voice biometric check-ins.	Monthly: $4.00/month Weekly: $6.00/month	Based on Usage
Electronic Monitoring Utilizing proven hardware of Satellite Tracking of People LLC (STOP) or Track Group Bracelet and Beacon devices that are ultra-reliable and provide highly accurate data which virtually eliminates false alerts. GPS Active Monitoring.	$4.75 per day	Based on Usage

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Includes a location ping every minute and data is sent to the server every 10 minutes. Includes devices, straps, charges, RF Box, 2-day shipping. 20% shelf. Tyler Supervision is the only solution that is device agnostic, so customers can use a mix of existing hardware devices and add new ones from another GPS hardware company as they see fit – a significant benefit to big probation departments that have a need to monitor a large population of offenders.		
Electronic Monitoring Call Center (optional)* *Call Center Hours are 6:00AM – 12:00 AM, 7 days a week*	$1.00 per day	Based on Usage

Recurring Annual Fee Total   **$993,600 + Options**

1.1 Tyler Supervision Implementation Costs

One-Time Costs	Price	QTY	Cost
Setup Services			
Project Management Project Management Services for 1.5-year Supervision Project.	$170	1440 hours	$244,800
Data Conversion Data conversion from legacy system to Tyler Supervision.	$155	750 hours	$116,250
Deployment Setup This is a one-time fee for the provisioning of space on Tyler Supervision servers.	$155	20 hours	$3,100
Custom Reports Fees for the creation and deployment of the custom reports listed in the attachments provided with Addendum #2.	$155	450 hours	$69,750
Customization Development This is a one-time fee to complete all the customization items identified in the RFP. Please refer to the "Itemized Customization" on the next page.	$155	4600 hours	$713,000

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Interfaces Development This is a one-time fee to complete all the customization identified in the RFP. Please refer to the "Itemized Customization" on the next page.	$155	720 hours	$111,600
Setup, Configuration, and Consulting One-time fee to update system lookup tables and system configuration.	$155	144 hours	$22,320
Training Train-the-Trainer model that involves training staff from Riverside County Probation Department who will be responsible for training the user community on the system application.	$145	40 hours	$5,800
Go-Live Assistance Additional Tyler staff to assist with transition to new system.	$145	160 hours	$23,200
Project Expenses Project costs for Tyler team over duration of the project including travel, lodging, per diem, etc.	N/A	N/A	$35,910

One-Time Implementation Cost Subtotal: **$1,345,730**

1.2   Itemized Customization

The table below presents cost for the various customization requiring software development requested by the Riverside County Probation Department. The Probation Department may choose all, or a subset, of the following items at the Probation Department's discretion based on priorities and/or available budget.

One-Time Costs	Rate	QTY	Cost
Custom Development			
The CMS system integrates with an in-house mobile application (Mo-Fi), Facilities Dashboard, Kiosk application, which was launched in 2010, and a Law Enforcement Portal (LEP) web-application which is used by all law enforcement agencies within Riverside County.	$155	720 hours	$111,600

Current List of Agency's Intra-County integrations:

1. Riverside Sheriff Office – Stations – Law Enforcement Portal
2. District Attorney – Law Enforcement Portal
3. Riverside County Courts – Financial billing, Restitution Information, Address Information
4. Riverside County Police Agencies- Law Enforcement Portal
5. Transportation Land Management Agency- Address Information
6. Address Mapping- Provides maps to client's residences
7. Registrar of Voters- Link to website for district information
8. Riverside University Health System (RUHS) – Hospital – Institutional Facilities Health Information
9. Behavioral Health – In Custody Information
10. Riverside County Office of Education- School information and Juvenile Hall Bookings

Vendor interfaces:

1. NaphCare/TechCare: In Custody & Medical Information
2. Northpointe: Assessment information
3. JBI/Medi-log: Time Study information

The system shall allow for various bi-directional interfaces including change data capture capabilities with other systems, agencies, and/or entities, including but not limited to the following list:

1. Riverside County District Attorney
2. Riverside County Sheriff's Office
3. Riverside Superior Court (E-court)
4. Riverside County Office of Education
5. Riverside County Mental Health
6. Riverside County Public Health
7. California Department of Justice
8. Juvenile Court and Probation Statistical System (JCPSS)
9. Riverside County Department of Social Services
10. California Department of Corrections & Rehabilitation (CDCR)

Alternatively, for the same cost, Tyler is offering PROBATION a separate approach that involves the purchase of one-time software license for the **Tyler Supervision Integration Toolkit**. Tyler will include training on the Integration Toolkit as part of the software license purchase. With the Integration Toolkit, the Riverside County IT team will build the interfaces listed in the RFP. Licensing the Integration Toolkit also enables the Riverside County IT team to build any other future interfaces without Tyler.

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Exhibit A

E1.4 d Integration with Active Directory to enable self-service features (e.g., password resets, single sign on)	$155	300 hours	$46,500
E3.1 (g) The system shall be flexible and configurable, allowing it to function under multiple or changing business models. This includes capabilities to customize, modify, and remove user-defined data elements to screens and reports.	$155	240 hours	$37,200
E3.3 (a) Additionally, the system must allow the agency to flag/un-flag certain records for litigation holds and include or exclude certain records from any programmatic purge routine.	$155	80 hours	$12,400
E3.3 (d) The system shall allow configurable rules for each transaction type, which determine whether data is required, optional, or not allowed.	$155	160 hours	$24,800
E3.3 (m) The system shall allow the agency to add, edit, remove, or hide data-entry fields and their labels in all modules/screens of the user interface, and the ability to add, modify, remove, or hide rules/validations for each data-field.	$155	200 hours	$31,000
E3.3 (p) The system shall allow agency personnel to print any data maintained in the system with a department specified watermark, either from the application or directly from the database via query or through other reporting services.	$155	80 hours	$12,400
E3.3 (t) Appointments/Calendar to sync with Microsoft Outlook	$155	320 hours	$49,600
E3.4(j) The system shall have an integrated E-filing System which will allow documents to be directly filed with, but not limited to, the following agencies: Riverside Superior Court, Riverside County District Attorney, Riverside County Public Defender, and private defense attorneys.	$155	120 hours	$18,600
E3.10 (a). The proposed system will notify PROBATION staff, based on their role, of areas of concern including but not limited to: Data entry errors that need to be corrected Data entries that need to be reviewed/confirmed Customizable alerts set by PROBATION	$155	80 hours	$12,400
E3.19 (b) The system shall automatically escalate or route workflow assignments to an alternative approver, based on the expiration of user-defined action time limit or other means.	$155	80 hours	$12,400
E3.20 (a). The proposed system will allow PROBATION staff, based on role, to run queries for data and customize their own ad-hoc reports. Queries will include but are not limited to:	$155	1000 hours	$155,000

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Queries have a "Google-like" ability to ask questions of all data entered in system including contacts, notes, and comments.			
E4.1 (b) The system should support both application and batch entry of data and allow complete validation and editing of data at the point of entry. PROBATION will define data validation points.	$155	360 hours	$55,800
E4.1 (d) The system should be able to identify, purge and restore data, including archived data, within a user-defined time and criteria.	$155	80 hours	$12,400
E4.2 (a) The system shall integrate error messages with online help function.	$155	160 hours	$24,800
E4.2 (b) The system should provide configurable application help for the user's current menu, screen, and field(s).	$155	160 hours	$24,800
E4.4 (b) The system should provide interfaces with multiple directories for authentication and authorization of security groups/roles, using Active Directory integration.	$155	300 hours	$46,500
E4.7 (a). The system should offer the ability to track inventory and assigned location/assigned user based on barcode systems. Specific items desired to be tracked include, but are not limited to: Equipment assigned to staff Evidence and property, such as personal belongings kept for safekeeping, including when these items were returned/destroyed Files Items provided to clients/minors	$155	120 hours	$18,600
E5.0 (b) The system should support a configurable logon banner for displaying the agency "branding" (logo, color schemes, user warnings, and messages, acceptable use policies and/or other messages.	$155	40 hours	$6,200
E5.1 (a) The system should allow access control changes to have future effective dates by authorized users. This includes but is not limited to caseload assignment, and location changes.	$155	80 hours	$12,400
E5.4 (a). It is desirable that the proposed system allow integration with the following technologies: Electronic signature (integration must be listed on the California Approved List of Digital Signature Certification Authorities	$155	200 hours	$31,000
E5.5 (a). It is desirable that the proposed system have a robust workload and time-tracking component for PROBATION staff (sworn and non-sworn). This	$155	120 hours	$18,600

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Exhibit A

tracking will include time spent completing functions, number of functions completed, and average time spent.			
E2.3 - Store Biometrics Information	$155	40 hours	$6,200
E3.3 (f) - Ability to Archive....not Seal or Expunge.	$155	200 hours	$31,000
E2.3 Ability to change the Input Values on our "Medicaid Time Sheet" per tenant.	$155	80 hours	$12,400

Total: **5,320 hours / $824,600**

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Schedule 1 – Milestone Billing Schedule

Deliverables	Est. Due Date	Amount
2.1.1 Tenant Dev Setup	4/30/2021	$32,000
2.2.1 Startup Pack (Configuration Packet)	6/8/2021	$64,000
3.1.1 Conversion of Legacy Data into Tyler Supervision	11/26/2021	$65,730
3.1.2 Data Review Completion	12/2/2021	$58,000
5.2.1 Train the Trainer Delivered	12/13/2021	$48,000
4.1.1 Development Analysis (Go Live Scope)	7/29/2021	$120,000
4.1.2 Application / System Customization (Go Live Scope)	10/7/2021	$240,000
4.1.5 Report Customization (Go Live Scope)	8/27/2021	$140,000
4.1.1 Development Analysis (Post Go Live Scope)	4/18/2022	$120,000
4.1.2 Application / System Customization (Post Go Live Scope)	10/3/2022	$240,000
4.1.5 Report Customization (Post Go Live Scope)	7/25/2022	$140,000
5.5.1 Project Closeout Report	11/15/2022	$78,000
TOTAL		**$1,345,730**

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EXHIBIT B
Invoicing and Payment Policy

We will provide you with the software and services set forth in the Investment Summary of the Agreement. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

Invoicing: We will invoice you for the applicable software and services in the Investment Summary as set forth below. Your rights to dispute any invoice are set forth in the Agreement.

1. SaaS Fees. SaaS Fees for the Term shall be invoiced according to the chart below. Your annual SaaS fees beyond the Term will be at our then-current rates.

Year	Amount	Invoice Date
Year 1	$993,600	Contract Execution
Year 2	$993,600	Contract Execution + 1 year
Year 3	$993,600	Contract Execution + 2 years
Year 4	$1,033,344	Contract Execution + 3 years
Year 5	$1,074,678	Contract Execution + 4 years

2. Professional Services. Implementation and other professional services (including training) are billed and invoiced in accordance with the milestone billing schedule attached as Schedule 1 to Exhibit A, Investment Summary.

3. Third Party Products (if applicable).

   3.1 *Third Party Software License Fees*: License fees for Third Party Software, if any, are invoiced when we make it available to you for downloading.

   3.2 *Third Party Software Maintenance*: The first -year maintenance for the Third-Party Software is invoiced when we make it available to you for downloading.

   3.3 *Third Party Hardware*: Third Party Hardware costs, if any, are invoiced upon delivery.

4. Expenses. The service rates in the Investment Summary do not include travel expenses.

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Expenses for Tyler delivered services will be billed as incurred and only in accordance with our then-current Business Travel Policy. Our current Business Travel Policy is attached to this Exhibit B at Schedule 1. Copies of receipts will be provided upon request; we reserve the right to charge you an administrative fee depending on the extent of your requests. Receipts for miscellaneous items less than twenty-five dollars and mileage logs are not available.

Payment. Payment for undisputed invoices is due within forty-five (45) days of the invoice date. We prefer to receive payments electronically. Our electronic payment information is available by contacting AR@tylertech.com.

CONTRACTOR shall be paid only in accordance with an invoice submitted to COUNTY by CONTRACTOR within fifteen (15) days from the last day of each calendar month, and COUNTY shall pay the invoice within thirty (30) working days from the date of receipt of the invoice. Payment shall be made to CONTRACTOR only after services have been rendered or delivery of materials or products, and acceptance has been made by COUNTY. For this Agreement, send the original copy of invoices to:

County of Riverside Probation Department

P. O. Box 833

Riverside, CA 92502

Electronically to: acctspayable@rivco.org

a) Each invoice shall contain a minimum of the following information: invoice number and date; remittance address; bill-to and ship-to addresses of ordering department/division; Agreement number (PRARC-PSA-0002892); quantities; item descriptions, unit prices, extensions, sales/use tax if applicable, and an invoice total.

b) Invoices shall be rendered monthly in arrears.

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EXHIBIT B
Schedule 1: Business Travel Policy

Travel shall follow the County of Riverside D1 Travel Policy not to exceed cost for lodging and meals.

- *Lodging shall not exceed $159 per night inclusive of taxes and other room related fees & taxes*
- *Lodging for high cost cities shall not exceed $239 per night inclusive of taxes and other room related fees & taxes*
- *Meals per day are $51 inclusive of tax and tip. Tips in excess of 20% are prohibited and not reimbursed.*
- *Meal for high cost cities are $71 inclusive of tax and tip.*

1. Air Travel

    A.   Reservations & Tickets

The Travel Management Company (TMC) used by Tyler will provide an employee with a direct flight within two hours before or after the requested departure time, assuming that flight does not add more than three hours to the employee's total trip duration and the fare is within $100 (each way) of the lowest logical fare. If a net savings of $200 or more (each way) is possible through a connecting flight that is within two hours before or after the requested departure time and that does not add more than three hours to the employee's total trip duration, the connecting flight should be accepted.

Employees are encouraged to make advanced reservations to take full advantage of discount opportunities. Employees should use all reasonable efforts to make travel arrangements at least two (2) weeks in advance of commitments. A seven (7) day advance booking requirement is mandatory. When booking less than seven (7) days in advance, management approval will be required.

Except in the case of international travel where a segment of continuous air travel is six (6) or more consecutive hours in length, only economy or coach class seating is reimbursable. Employees shall not be reimbursed for "Basic Economy Fares" because these fares are non-refundable and have many restrictions that outweigh the cost-savings.

    B.   Baggage Fees

Reimbursement of personal baggage charges are based on trip duration as follows:

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- Up to five (5) days = one (1) checked bag
- Six (6) or more days = two (2) checked bags

Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

A.   Private Automobile

Mileage Allowance – Business use of an employee's private automobile will be reimbursed at the current IRS allowable rate, plus out of pocket costs for tolls and parking. Mileage will be calculated by using the employee's office as the starting and ending point, in compliance with IRS regulations. Employees who have been designated a home office should calculate miles from their home.

B.   Rental Car

Employees are authorized to rent cars only in conjunction with air travel when cost, convenience, and the specific situation reasonably require their use. When renting a car for Tyler business, employees should select a "mid-size" or "intermediate" car. "Full" size cars may be rented when three or more employees are traveling together. Tyler carries leased vehicle coverage for business car rentals; except for employees traveling to Alaska and internationally (excluding Canada), additional insurance on the rental agreement should be declined.

C.   Public Transportation

Taxi or airport limousine services may be considered when traveling in and around cities or to and from airports when less expensive means of transportation are unavailable or impractical. The actual fare plus a reasonable tip (15-18%) are reimbursable. In the case of a free hotel shuttle to the airport, tips are included in the per diem rates and will not be reimbursed separately.

D.   Parking & Tolls

When parking at the airport, employees must use longer term parking areas that are measured in days as opposed to hours. Park and fly options located near some airports may also be used. For extended trips that would result in excessive parking charges, public transportation to/from the airport should be considered. Tolls will be reimbursed when receipts are presented.

3. Lodging

Tyler's TMC will select hotel chains that are well established, reasonable in price, and conveniently located in relation to the traveler's work assignment. Typical hotel chains include Courtyard, Fairfield Inn, Hampton Inn, and Holiday Inn Express. If the employee has a discount rate with a local hotel, the hotel reservation should note that discount and the employee should confirm the lower

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rate with the hotel upon arrival. Employee memberships in travel clubs such as AAA should be noted in their travel profiles so that the employee can take advantage of any lower club rates.

"No shows" or cancellation fees are not reimbursable if the employee does not comply with the hotel's cancellation policy.

Tips for maids and other hotel staff are included in the per diem rate and are not reimbursed separately.

Employees are not authorized to reserve non-traditional short-term lodging, such as Airbnb, VRBO, and HomeAway. Employees who elect to make such reservations shall not be reimbursed.

4.   Meals and Incidental Expenses

Employee meals and incidental expenses while on travel status within the continental U.S. are in accordance with the federal per diem rates published by the General Services Administration. Incidental expenses include tips to maids, hotel staff, and shuttle drivers and other minor travel expenses. Per diem rates are available at www.gsa.gov/perdiem.

Per diem for Alaska, Hawaii, U.S. protectorates and international destinations are provided separately by the Department of State and will be determined as required.

A.   Overnight Travel

For each full day of travel, all three meals are reimbursable. Per diems on the first and last day of a trip are governed as set forth below.

Departure Day

Depart before 12:00 noon	Lunch and dinner
Depart after 12:00 noon	Dinner

Return Day

Return before 12:00 noon	Breakfast
Return between 12:00 noon & 7:00 p.m.	Breakfast and lunch
Return after 7:00 p.m.*	Breakfast, lunch, and dinner

*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner.

The reimbursement rates for individual meals are calculated as a percentage of the full day per diem as follows:

Breakfast	15%

3

Lunch	25%
Dinner	60%

B.   Same Day Travel

Employees traveling at least 100 miles to a site and returning in the same day are eligible to claim lunch on an expense report. Employees on same day travel status are eligible to claim dinner in the event they return home after 7:00 p.m.*

*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner.

5. Internet Access – Hotels and Airports

Employees who travel may need to access their e-mail at night. Many hotels provide free high-speed internet access and Tyler employees are encouraged to use such hotels whenever possible. If an employee's hotel charges for internet access it is reimbursable up to $10.00 per day. Charges for internet access at airports are not reimbursable.

6. International Travel

All international flights with the exception of flights between the U.S. and Canada should be reserved through TMC using the "lowest practical coach fare" with the exception of flights that are six (6) or more consecutive hours in length. In such event, the next available seating class above coach shall be reimbursed.

When required to travel internationally for business, employees shall be reimbursed for photo fees, application fees, and execution fees when obtaining a new passport book, but fees related to passport renewals are not reimbursable. Visa application and legal fees, entry taxes and departure taxes are reimbursable.

The cost of vaccinations that are either required for travel to specific countries or suggested by the U.S. Department of Health & Human Services for travel to specific countries, is reimbursable.

Section 4, Meals & Incidental Expenses, and Section 2.b., Rental Car, shall apply to this section.

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Exhibit C

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EXHIBIT C
Service Level Agreement

I.   Agreement Overview

This SLA operates in conjunction with, and does not supersede or replace any part of, the Agreement. It outlines the information technology service levels that we will provide to you to ensure the availability of the application services that you have requested us to provide. All other support services are documented in the Support Call Process.

II.   Definitions. Except as defined below, all defined terms have the meaning set forth in the Agreement.

Attainment: The percentage of time the Tyler Software is available during a calendar quarter, with percentages rounded to the nearest whole number.

Client Error Incident: Any service unavailability resulting from your applications, content or equipment, or the acts or omissions of any of your service users or third-party providers over whom we exercise no control.

Downtime: Those minutes during which the Tyler Software is not available for your use. Downtime does not include those instances in which only a Defect is present.

Service Availability: The total number of minutes in a calendar quarter that the Tyler Software is capable of receiving, processing, and responding to requests, excluding maintenance windows, Client Error Incidents and Force Majeure.

III.   Service Availability

The Service Availability of the Tyler Software is intended to be 24/7/365. We set Service Availability goals and measures whether we have met those goals by tracking Attainment.

a.   Your Responsibilities

Whenever you experience Downtime, you must make a support call according to the procedures outlined in the Support Call Process. You will receive a support incident number.

You must document, in writing, all Downtime that you have experienced during a calendar quarter. You must deliver such documentation to us within 30 days of a quarter's end.

The documentation you provide must evidence the Downtime clearly and convincingly. It must include, for example, the support incident number(s) and the date, time, and duration of the Downtime(s).

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Exhibit C

b. <u>Our Responsibilities</u>

When our support team receives a call from you that Downtime has occurred or is occurring, we will work with you to identify the cause of the Downtime (including whether it may be the result of a Client Error Incident or Force Majeure). We will also work with you to resume normal operations.

Upon timely receipt of your Downtime report, we will compare that report to our own outage logs and support tickets to confirm that Downtime for which we were responsible indeed occurred.

We will respond to your Downtime report within 30 day(s) of receipt. To the extent we have confirmed Downtime for which we are responsible, we will provide you with the relief set forth below.

c. <u>Client Relief</u>

When a Service Availability goal is not met due to confirmed Downtime, we will provide you with relief that corresponds to the percentage amount by which that goal was not achieved, as set forth in the Client Relief Schedule below.

Notwithstanding the above, the total amount of all relief that would be due under this SLA per quarter will not exceed 5% of one quarter of the then-current SaaS Fee. The total credits confirmed by us in one or more quarters of a billing cycle will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

Every quarter, we will compare confirmed Downtime to Service Availability. In the event actual Attainment does not meet the targeted Attainment, the following Client relief will apply, on a quarterly basis:

Targeted Attainment	Actual Attainment	Client Relief
100%	98-99%	Remedial action will be taken.
100%	95-97%	4% credit of fee for affected calendar quarter will be posted to next billing cycle
100%	<95%	5% credit of fee for affected calendar quarter will be posted to next billing cycle

You may request a report from us that documents the preceding quarter's Service Availability, Downtime, any remedial actions that have been/will be taken, and any credits that may be issued.

IV. Applicability

The commitments set forth in this SLA do not apply during maintenance windows, Client Error Incidents, and Force Majeure.

We perform maintenance during limited windows that are historically known to be reliably low-traffic times. If and when maintenance is predicted to occur during periods of higher traffic, we will provide advance notice of those windows and will coordinate to the greatest extent possible with you.

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Exhibit C

V.   Force Majeure

You will not hold us responsible for not meeting service levels outlined in this SLA to the extent any failure to do so is caused by Force Majeure. In the event of Force Majeure, we will file with you a signed request that said failure be excused. That writing will at least include the essential details and circumstances supporting our request for relief pursuant to this Section. You will not unreasonably withhold its acceptance of such a request.

Exhibit C

Schedule 1

EXHIBIT C
Schedule 1
Support Call Process

Support Channels

Tyler Technologies, Inc. provides the following channels of software support for authorized users:

(1) On-line submission (portal) – for less urgent and functionality-based questions, users may create unlimited support incidents through the customer relationship management portal available at the Tyler Technologies website.

(2) Email – for less urgent situations, users may submit unlimited emails directly to the software support group.

(3) Telephone – for urgent or complex questions, users receive toll-free, unlimited telephone software support.

Support Resources

Additional resources are available to provide a comprehensive and complete support experience:

(1) CaseloadPro Website (http://www.caseloadpro.com/) - for accessing client tools, documentation, and other information including support contact information.

(2) Community Resources – an on-line resource, Tyler Community provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.

(3) Knowledge Base – a repository documentation that can assist clients in answering questions or troubleshooting and resolving commonly known issues.

Support Availability

Tyler Technologies support is available during the local business hours of 8 AM to 5 PM (Monday – Friday, Pacific). Tyler's holiday schedule is outlined below. There will be no support coverage on these days.

New Year's Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day
Labor Day	

We will provide you with procedures for contacting support staff after normal business hours for reporting Priority Level 1 Defects only. Upon receipt of such a Defect notification, we will use commercially reasonable efforts to meet the resolution targets set forth below.

Exhibit C

Schedule 1

We will also make commercially reasonable efforts to be available for one pre-scheduled Saturday of each month to assist your IT staff with applying patches and release upgrades, as well as consulting with them on server maintenance and configuration of the Tyler Software environment.

Issue Handling

Incident Tracking

Every support incident is logged into our management system and given a unique incident number. This system tracks the history of each incident. The incident tracking number is used to track and reference open issues when clients contact support. Clients may track incidents, using the incident number, through the portal at Tyler's website or by calling software support directly.

Incident Priority

Each incident is assigned a priority level, which corresponds to the client's needs and deadlines. Tyler and the client will reasonably set the priority of the incident per the chart below. This chart is not intended to address every type of support incident, and certain "characteristics" may or may not apply depending on whether the Tyler software has been deployed on customer infrastructure or the Tyler cloud. The goal is to help guide the client towards clearly understanding and communicating the importance of the issue and to describe generally expected response and resolution targets in the production environment only.

References to a "confirmed support incident" mean that Tyler and the client have successfully validated the reported Defect/support incident.

Priority Level	Characteristics of Support Incident	Resolution Targets
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client's remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support

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Exhibit C

Schedule 1

Priority Level	Characteristics of Support Incident	Resolution Targets
		incidents or provide a circumvention procedure within ten (10) business days. For non-hosted customers, Tyler's responsibility for loss or corrupted data is limited to assisting the client in restoring its last available database.
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack, which shall occur at least quarterly. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.
4 Non-critical	Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

Incident Escalation
Tyler Technologies' software support consists of the following:
  (1) Account Representatives: responsible for responding to and resolving incidents, as well as day-to-day account management.
  (2) Account Representatives: development staff responsible for providing technical assistance to the support representatives.
  (3) Support Managers: responsible for the management of support teams.
  (4) If Tyler is unable to resolve any priority level 1 or 2 defect as listed above or the priority of an issue has elevated since initiation, you may escalate the incident to your Support Manager. Your Support Manager will meet with you and any Tyler staff to establish a mutually agreeable plan for addressing the defect. Any issues or incidents that remain unresolved will be escalated to the General Manager of Tyler Supervision.

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Exhibit C

Schedule 1

Remote Support Tool

Some support calls may require further analysis of the client's database, processes, or setup to diagnose a problem or to assist with a question. Tyler will, at its discretion, use an industry-standard remote support tool. Tyler's support team must have the ability to quickly connect to the client's system and view the site's setup, diagnose problems, or assist with screen navigation. More information about the remote support tool Tyler uses is available upon request.

EXHIBIT D
Third Party Terms

We will make commercially reasonable efforts to minimize the need for you to rely on Third Party Software or Third-Party Hardware in order to operate the Tyler Software. To the any such Third-Party Product is required, you are responsible for purchasing, installing, and configuring all Third-Party Hardware and Third-Party Software at your expense. We will make available a list of Third Party Software that will be required to load a new release of the Tyler Software, if any, as well as list of Third Party Software components that have been certified as compatible with the Tyler Software.

We will have no liability for defects in the Third-Party Hardware or Third-Party Software. You are responsible for ensuring that you have current maintenance agreements with any Developers from whom you expect to receive maintenance and/or support on Third Party Software or Third-Party Hardware.

EXHIBIT E
Statement of Work

[Remainder of page is intentionally left blank]

Exhibit E

Statement of Work

Riverside County, CA
Tyler Supervision Implementation

Riverside Probation

Tyler Supervision
Proposal Date: March 2021

Tyler Technologies, Courts & Justice Division
5101 Tennyson Parkway
Plano, Texas 75024
(972)713-3770 phone

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courts & justice solutions

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Riverside County – Tyler Supervision Implementation
Statement of Work (SOW)

TABLE OF CONTENTS

1. Introduction

1.   Overview

This Statement of Work (SOW) presents the stages, tasks, and activities that Tyler will execute to implement the Tyler Supervision for County of Riverside Probation Department.

Products and Licenses Included: The following products, license features, offices and case types are included and governed by this Statement of Work:

Table 1 - Licensed Products and In Scope Offices and Case Types

Licensed Products
• Tyler Supervision Case Management

In Scope Offices	In Scope Case Types
• Adult Probation • Juvenile Probation • Juvenile Institution	• Adult Probation • Juvenile Probation • Juvenile Bookings

2. Definitions

The following terms and definitions shall be used through this Statement of Work

1. Agile means the method of software design and delivery utilized by Tyler's product development organization.
2. Configuration means the set of completed user and system defined code tables within the Management Section of Tyler Supervision. Examples: Caseloads and Activity Types
3. Conversion means the steps and sequence required to populate data from the legacy system into Tyler Supervision.
4. Data Review means a qualitative and quantitative investigation of the data that was populated into Tyler Supervision during a Conversion Push.
5. End User Training means the set of activities intended to educate the future users of Tyler Supervision on the functionality of the Tyler Supervision software.
6. Legacy System means the primary computer system, database, and/or end user software application in use by the client which is being replaced by this project.
7. Solution Validation means the set of tests and testing activities that occur as the Tyler Supervision solution is being deployed.
8. Subject Matter Experts (SME) means the person or persons most familiar with a process, function, or operating procedure for any given set of activities or process areas.
9. Terms Not Otherwise Defined shall have the meaning as set forth in the Master Agreement.

3. Roles and Responsibilities

The detailed breakdown of the client roles and responsibilities for the Project Team is listed in the table below. Tyler strongly encourages the following when considering the Project Manager and Project Team structure:

• **Subject Matter Expert** (SME) representation from key operational areas

- Ability to fully **understand their process areas** and the upstream or downstream impact for all decisions
- **Active participants** in Conversion Data Review
- Command level **decision makers** must be present, and **empowered** to make and drive **key business decisions**

Note, that each project is unique, and the duration required for each participant type may change. Approximate percentages are given to help with staffing allocation.

Role Type	Role Description	Sample Activities	Project Utilization % Est.
Data Conversion – Non-Technical*	Ability to understand and identify data elements as they migrate from the legacy system into Tyler Supervision; Understands operation impacts of data; able to assist in explaining data rules to be applied to conversion programs	Data Reviews; Configuration; Code Mapping	60%
Data Conversion – Technical	Ability to understand the legacy data structure at the infrastructure or database level. Has an understanding of the current construct and data definitions of the legacy data; able to assist in extracting the legacy data; able to participate in Tyler Supervision data reviews and in the conversion balancing process	Data Extracts; Data Pushes; Data Reviews	60%
SME – Operations*	Deep knowledge and understanding of current business practices and policies; understands the "why" behind a given set of processes – possesses an attitude and understanding that questions the "we've always done it that way" ideal	Data Reviews; Business Process Definition and Documentation; Configuration; Custom Development sprint reviews	75%
SME – Technical / Infrastructure	Deep knowledge and understanding of the technical aspects of the legacy systems. This role usually has multiple facets, but generally consists of team members who are skilled in SQL, TCP/IP Networking, Firewalls, AntiVirus	Infrastructure setup and planning; infrastructure troubleshooting	10%
*Note: In many implementations, the Operational SMEs act as the non-technical data conversion resource(s). In those instances, there is a single pool of SMEs who are engaged in all SME related activity, including the data reviews.			

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2. Roles and Responsibilities – Tyler Team

During the duration of the project implementation, Tyler will assign a Project Manager. In addition, the Project Manager will coordinate other Tyler specialty resources at certain points in the project as needed. Specialty resources may include an Implementation Consultant, a Conversion Engineer, Integration Engineers, and Software Engineers.

Role Type	Role Description	Sample Activities
Project Manager	Responsible for the overall management and progress of the project. Communicates project issues, risks, and status to all stakeholders. Reviews incoming development project requests to determine feasibility and recommend solution alternatives.	Project Planning, Activity Scheduling, Project Status Reports, Resource Coordination, Issue and Risk Management.
Implementation Consultant	Responsible for SME training, system configuration setup and business process consulting. Additional responsibilities include End User training or Train the Trainer training.	Configuration, Conversion Data Reviews, Training, Business Process Definition
Conversion Engineer	Sometimes referred to as a "DBA", this resource is a skilled SQL programmer, responsible for converting the Client legacy data into Tyler Supervision using a combination of the IFL and related conversion programs, and custom SQL scripts.	Data Conversion
Integration/Interface Engineer	Skilled technical resource, knowledgeable in Tyler Supervision incoming and outgoing data and around integrations/interfaces and data exchanges in general	Integrations Consulting, Integrations Development
Software Engineer	Skilled technical resource, knowledgeable in the Tyler Supervision application. Responsible for software customizations in the application.	Software development, System Customization

3. *Travel Expectations*

During the project implementation, most activities can be completed via remote conferencing. However, there are some key activities that should be completed on site at a Riverside County location. This project has allocated up to 25% travel, based on the professional services project time and characteristics of the project. When onsite travel is required, Tyler staff will adhere to Tyler Courts & Justice Division travel guidelines, which attempt to maintain a consistent balance of Client presence and home office locations.

4. 4. Project Approach

The five major stages involve a series of distinct tasks and deliverables for configuring and deploying the Tyler Supervision solution. The stages and associated tasks will be performed in this project are detailed below.

5.   Stage 1: Project Initiation and Planning

This stage involves Pre-Implementation Planning and facilitates verifying that the sequencing, timing, and scope for the project are correct. The specific tasks of this stage are described below.

Tyler's methodology places the project manager in the key role of coordinating and directing the resource teams that are responsible for delivering Tyler Supervision and its customer enhancements. Tyler's project management teams coordinate all aspects of the project from requirements analysis and development monitoring to data conversion, training, and implementation.

6.   Task 1.1 – Project Planning

Tyler will work with Client to coordinate and plan a project kickoff meeting. Together during the meeting, the team will review the project organization, project tracking and reporting tools, implementation lifecycle, and product development lifecycle. The attendees will leave the kickoff with an understanding of the project activities and their respective roles within each of the activities.

Change Order Management. Should the need for a significant change to project scope, schedule, and/or cost be identified during the Tyler Supervision Project, the change will be brought to the attention of Riverside County and an assessment of the change will occur. While such changes may result in additional costs and possible delays relative to the implementation schedule, some changes may result in less cost to Client (i.e. the Client decides it no longer needs a deliverable in whole or part), or less effort on the part of Tyler.

Assumptions
- The project kickoff will be conducted at single central location.
- The Client Project Team will provide a meeting room sufficient to conduct a project kickoff meeting.
- Due to Covid19 concerns these meetings may require virtual meetings or a hybrid combination of actual physical attendance and virtual

Client Involvement
- The Executive Team and Project Team will attend the project kickoff.
- The Executive Team and Project Team will provide input and feedback into the Project Management Plan Deliverable.
- Client Project Team will provide feedback and input on the Project Management Plan deliverable.

Deliverable	Description
1.1.1 Project Management Plan	The deliverable's intent is to be a document used to help manage, track, and assign project tasks and progress. This deliverable includes components listed below: 1. Statement of Work (SOW). The statement of work (this document) will be incorporated into the Project Management Plan. 2. Project Schedule. This section of the deliverable refines the proposed project plan, schedule, and organization; includes the identification of specific core and extended project team members from both Tyler and Client. 3. Communication Plan. This section of the deliverable details the flow of communication within the project. The deliverable includes communication between Tyler and Client/Client resources, as well as those who need to be informed and in what situations.

7.   Stage 2: Software Solution Deployment

This stage will establish the configuration of the Tyler Supervision to meet Client's specific needs and iterative refinement and testing of business processes and procedures. Through the course of this implementation there will be incremental, iterative testing activities as the teams actively configure the solution.

8.   Task 2.1 – Infrastructure Setup – SaaS

Tyler will create two client application environments which include a Production and QA environment with Case Management installed and available to Riverside County. Both environments will be installed and setup by Tyler on Amazon Web Services GovCloud, which is optimized for hosting Personally Identifiable Information (PII) and other sensitive workloads. Tyler Supervision environments are shared on a common hosted solution for all Tyler Supervision clients. Therefore, a unique Tenant ID will be configured to isolate Riverside County specific configuration and data.

Assumptions
- **Tyler shall provide the County with a list of all necessary required hardware to operate Tyler Supervision.**
- All necessary required hardware for operating Tyler Supervision will be in place and ready for use.
- Tyler will configure and install the Tyler Supervision server environments.

Deliverables

Deliverable	Description
2.1.1 Tenant Dev Setup	Tyler shall certify that the Tyler Supervision Production and QA environment, with an established Tenant ID, is constructed to support Client's user base.

2.1.2 Database Design	DEL- 08 Database Design Document – This deliverable provides an overview of how data is stored in the new RMS

9.   Task 2.2 – Configuration

As it comes, Tyler Supervision has default "Tenant Zero" configuration values in most of the datasets. In addition to Tenant Zero values, Tyler will complete configuration of local values specific to Riverside County. Examples of local configuration values are drug test locations, Judges, usernames, or Programs that only apply to Riverside County. To start the local configuration process, Tyler will provide the SME team a startup pack workbook. The Riverside County SME team will complete the workbook by listing appropriate values that are expected to be used in the application. The Riverside County SME team and Tyler will work together to establish a timeframe of when the Startup Pack can be completed, which usually takes around 8 weeks. Within the established timeline, Riverside County will deliver the completed pack back to Tyler to perform configuration.

Client Involvement
- The Client IT Team and Client Project Team will be heavily involved in all aspects of the configuration process.
- The Client IT and Project Team will be responsible for completion and delivery of the identified Startup Pack. Tyler will consult as needed.

Deliverables

Deliverable	Description
2.2.1 Startup Pack	Workbook used to document Riverside County specific configuration and usernames necessary in the application. Pack will be provided to the client in a template/blank format to be filled out by client.
2.2.2 Initial Configuration Setup Completed	Tyler configuration completion of values included in Riverside County provided Startup Pack.
2.2.3 Initial User Credential Setup Completed	Tyler configuration completion of username values included in Riverside County provided Startup Pack.

10.   Stage 3: Data Conversion

Tyler will develop conversion routines to migrate the data extracts from Client's current environment to the Tyler Supervision solution. Tyler's conversion tools facilitate the predictable, repetitive, repeatable conversion process that is necessary. The tools have reports and metrics built in to measure the quality and breadth of the converted data. Tyler will initiate the conversion using the best location for each data element and will work with the Client to adjust data as needed to conform with the Tyler Supervision data requirements. Through this process, Tyler will successfully migrate the legacy data into Tyler Supervision, but will not construct data that is not already present within the legacy data.

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11. Task 3.1 – Data Conversion

The purpose of this task is to transition Client's relevant data from their legacy systems to Tyler Supervision. This task will include a series of activities surrounding the conversion of data or the development of business processes to support Client's transition to the new Tyler Supervision environment. As part of Client's conversion activities, its business team should evaluate its legacy data to determine which data elements truly need to be brought forward to the new system.

To complete the conversion, the conversion team will work with the business team performing a total data conversion and data validation. The teams will execute the following tasks:

- Extract Legacy Data – Client
- Execute conversion scripts pushing data to configured site – Tyler
- Review converted data with Data Conversion Team – Client and Tyler
- Conduct data reviews and reviewing reconciliation reports – Client and Tyler
- Document data exceptions and business rules to be applied – Client and Tyler
- Document schema mapping, assumptions, and decisions applied to converted data – Client and Tyler
- Identify and document source data to be cleaned up prior to the next conversion run – Client and Tyler
- Update scripts as needed to influence different or additional data behavior – Tyler
- Review the set of issues or business rules, and outcomes that are expected to be resolved in each conversion push – Client and Tyler

It is very common to find data issues with the conversion in its initial state. The teams will update scripts, legacy data and extracts, and conversion routines as necessary to create the desired output. This iterative process will recur until the data is production ready. Based on the characteristics of Riverside County, it is planned to review data for weeks before the teams approve the data conversion for the Go-Live transition.

Assumptions

- The scope of this task is limited to the current Client Management System
- Tyler will be provided with data from the source system in a non-proprietary format (e.g. SQL Server tables, comma separated ASCII files, or some other mutually agreeable form, and on media that is readable by Tyler).
- Tyler will perform a standard conversion from the source system to the Tyler Supervision database using Tyler's existing conversion tool.
- This proposal assumes all data will be converted "as-is" with limited or zero data construction, manipulation, or cleanup.
- No data manipulation or fabrication will be performed. Data will not be split or merged.
- Tyler will perform data conversion to the QA site and make appropriate adjustments for 8 weeks following the QA conversion.

Client Involvement

- The Client Project Team will be responsible for reviewing the converted data and reporting issues during the data review time frame, with assistance from Tyler.

Deliverables

Deliverable	Description
3.1.1 Conversion of Legacy Data into Tyler Supervision	Legacy data conversion successfully extracted from the legacy environment by the Client IT Team and loaded into Tyler

	Supervision by Tyler. Data will be made available for client experts to validate.
3.1.2 Data Review Completion	Tyler and Client experts reviewed data as converted to Tyler Supervision and reported all issues to be resolved.

12. Stage 4: Custom Development

13. Task 4.1 - Application and Interface Development

This task is focused on completing the desired application enhancements and necessary interfaces identified and included in the scope of this engagement.

System and Report Customizations

Tyler will execute the completion of these application, interface, and report customizations through application development projects using the Agile development method. With input from the Client, the project team will document, the needs, the conditions of satisfaction, along with the testing and acceptance criteria. Tyler's development teams will begin to execute a series of two-week application development sprint sessions or cycles. At the completion of each two-week session, the combined project teams (Tyler and Client) will review the development completed, make modifications as necessary in line with the scope defined for the project.

Deliverables

Deliverable	Description
4.1.1 Development Analysis Results	Results documenting which application, interface, and report customizations are to be built by Tyler in the Tyler Supervision system. Review will detail needs, conditions of satisfaction, and testing acceptance criteria.
4.1.2 Application Customization	The application will be customized to include new features as included in the Development Analysis Results and as agreed to by the Riverside Project team and Tyler. The scope of the custom development is limited to 5,320 hours to be used at the county's discretion. The total includes 720 hours for interfaces development. Should the County elect to purchase the Integration Toolkit option, as outlined in Tyler's Proposal, then the County will have 4,600 hours for custom development and license for the Integration Toolkit – thus enabling the County to build its own interfaces.

14. Stage 5: Validation, Training and Go-Live

This stage will complete the Go-Live project activities for the deployment of the Tyler Supervision Software solution for Client. A successful Go-Live starts with successful testing of the deployed solution, proper training of the end

user community, and detailed planning of the go-live activities, timeframes, and decision points necessary to ensure predictable results.

15.   Task 5.1 – Solution Validation

Solution Validation is a full end-to-end test cycle of Tyler Supervision to ensure Client receives a high-performance system that maximizes productivity and efficiency. Each area of the application is carefully tested; results are collected and reviewed. If issues are found, they are documented. Mitigation procedures promptly begin to address any items prior to go-live. It is natural to find some issues during solution validation that have not been addressed on the project. During the solution validation, Tyler and the Client team will determine which items must be resolved before the go live and which items can be resolved during or after go-live based on severity to the business process.

Assumptions
- This task will be coordinated and conducted together with all business units participating in the go-live event.
- The Client Project Team will have developed the necessary test scenarios as part of the Business Process Review and Configuration activities.
- External Stakeholders will participate as necessary in executing the test scenarios.
- External Stakeholders will provide the environment(s) necessary to conduct acceptance testing (interfaces), as needed.

Client Involvement
- The Client Project Team and Client IT Team will be heavily involved in conducting the Solution Validation task.
- Additional SMEs and End Users may also be involved in the validation testing.

Deliverables

Deliverable	Description
5.1.1 Solution Validation Report	Report documenting the completion of Solution Validation and which test cycles were completed. This report identifies issues pending, issues in progress, and issues completed.

16.   Task 5.2 – Train the Trainers, Application Training for Trainers

This task is focused on training staff from Riverside County who will be responsible for training the user community on the system application.

Tyler will provide a Training Expert using a classroom-based training approach. This will include a Trainer from the Tyler team to be onsite at a training facility provided by Riverside County. The County and Tyler will mutually determine during the project whether training will be conducted onsite or remotely, with the common understanding that onsite training is preferred. The onsite training facility must provide workstation access for a maximum of 20 and minimum of 10 trainers. The expectation is that Riverside County trainers will have the necessary application skills to train the user community in each Riverside County office.

Assumptions
- The Client Project Team will work with Tyler to jointly develop a training plan that identifies the size, makeup, and subject-area of each of the training classes.

- The Client Project Team will provide training facilities and all equipment necessary to execute the agreed upon training plan.
- After completing Train the Trainer classes, the Client project team trainers will be responsible for training the user community before the go live event.

Classes will be conducted during normal business hours of 8am to 5pm.

Client Involvement
- Designated Client personnel will provide trainers in end-user training

Deliverables

Deliverable	Description
5.2.1 Train the Trainer Delivered	Completion of the Train the Trainer courses.
5.2.2 User Manuals	DEL-07 and DEL-15 User Manuals will be available using an online application integrated Knowledge Center which is accessible to system users. This includes articles that describe system features and functionality
5.2.3 Training Plan	DEL-13 Training Plan - This deliverable describes the approach that is used to train personnel on the RMS, including the type of training and a description of the training courses.

17. Task 5.4 – Go-Live

The Go-Live event will include extracting data from the client legacy system; conversion of data to Tyler Supervision; legacy system shutdown or partial shutdown to read-only access; and Tyler Supervision used as the primary system for data entry. This will result in Client End Users switching from the legacy system to Tyler Supervision Case Management Production environment. During the Go-Live transition period, Tyler representatives will be available to support end users with application and user interface questions, configuration adjustments, and data conversion changes.

Assumptions
- The Client Project Team and SME's will be the primary point of contact for the end users when reporting issues during Go-Live.
- The Tyler Go-Live support team will be available to consult with the Client teams as necessary.

Client Involvement
- The Client Project Team will be involved in supporting the Go-Live process.

Deliverables

Deliverable	Description
5.4.1 Go-Live Data Conversion to Production	The Client's legacy data is converted into the production environments as part of the go-live activities.

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5.4.2 Go-Live Status Reports	Weekly status reports that identify the running log of issues and associated resolution plans during the cutover process to the new system. It is anticipated that there will be 4weeks of Go-Live status reports delivered.

18.   Task 5.5 - Transition to Support

As part of the transition, Tyler will assist Riverside County in designating 4 administrators as Support Representatives. The Support Representative's role will be gathering and documenting issues from the Riverside County user community. These issues include feature requests; training requests; potential system defects; report modifications; or other areas that require a representative from Tyler Supervision to assist in support. Tyler will provide the Support Representatives training on how to submit issues to Tyler Supervision Customer Service using the Tyler Supervision Support Menu within the application. System updates and resolved issues will be communicated from Tyler Customer Support back to the Support Representatives, who will be responsible for communicating with Riverside County user community.

Assumptions
- No material project issues remain (Severity 1 or Severity 2).

Client Involvement
- Provide feedback and updates on remaining issues.

Deliverables

Deliverable	Description
5.5.1 Project Closeout Report	The project closeout report will be approved by Riverside County signaling final approval and completion of the implementation project.

ATTACHMENT B

TYLER'S BEST AND FINAL OFFER / BAFO AND CLARIFICATION MATERIALS
(COUNTY OF RIVERSIDE)

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ATTACHMENT C

TYLER'S PROPOSAL (COUNTY OF RIVERSIDE)

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ATTACHMENT D

COUNTY OF RIVERSIDE RFP #PRARC-091 REQUEST FOR PROPOSAL AND ADDENDUM #1,#2, AND #3

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ATTACHMENT E

TYLER'S NEVADA PAROLE AND PROBATION (NPP) AGREEMENT

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RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM

H11 Number:	PR2021-11272
Requested Purchase:	TYLER TECHNOLOGIES
Department/Agency:	Probation
Primary Contact/Phone:	Sharon Calnek/951-955-0649
Purchase Request Type:	
Describe Requested Purchase:	This is a new Client Management system to replace our current system that is now 13 years old.

Alternate Contact/Phone:	DAVID VILLEGAS/

Terms:	Is this a Multi Year Contract?: True Length of Contract: 5 Start Date: 4/1/2021 End Date: 4/1/2026 12:00:00 AM Special Tems and Conditions:
Business Needs Addressed:	This system will be used to manage all Adult and Juvenile clients being supervised by the Probation Department. The new system would include features not available with the growing and changing business needs. The charges include a one-time implementation cost of $1,245,730 and 5 yearly fees of: Year 1: $993,600 Year 2: $993,600 Year 3: $993, 600 Year 4: $1,033,344 Year 5: $1,074, 678

Are there other county systems that provide the same functionality?	No
Business Criticality:	Run the Business, Grow the Business, Transform the Business
Business Impact:	Support Current Operations, Reduce Expenses, Improve Customer Service, Improve Operational Efficiencies

Current Cost itemization (Include all the year 1 cost)

Item Description	Purchase Type	Vendor	Quantity	Unit Cost	Sub_Total	Item Tax	Total Cost
Implimentation	Software - New Purchase	Tyler Technologies	1	$1,345,730.00	$1,345,730.00		$1,345,730.00
						Total:	**$1,345,730.00**

Annual Costs

Item Description	Payment Type	Terms (in Years)	Payment amount	Total Annual Payments
Year 1-3	778340000	3.00	$993,600.00	$2,980,800.00
Year 4	778340000	1.00	$1,033,344.00	$1,033,344.00
Year 5	778340000	1.00	$1,074,678.00	$1,074,678.00
			Total:	**$5,088,822.00**

Grand Total: $6,434,552.00

Accounting String
To be completed for pass-thru purchases that will be processed by RCIT Only

%Billed	Accounts (6 digits)	Dept.ID (6 -10 digits)	Program (5 digits)	Class (5 digits)	Grant (9 digits)	Customer Project Code (10 digits)

RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM

Department Head or Authorized Designee Signature: Sharon Calnek		Date: 3/16/2021 9:10 AM

RCIT Review (Standard purchases and renewals < $25000) - Administrative Review Status			
Recommended:	By:		Date:
Denial Explanation:			

ACIO Review - ACIO Review Status			
Recommended:	BY:		Date:
Denial Explanation:			

CIO Review (Purchases and renewals >$100K) CIO Review Status			
Recommended: Yes	By: *[signature]*		Date: 3-22-21
Denial Explanation:			

TSOC Review (Purchases and renewals >$100K) TSOC Review Status			
Recommended: Yes	By: *[signature]*		Date: 4-7-21
Denial Explanation:			

A SOLUTION PROPOSAL FOR:
County of Riverside, California

Request for Clarification No. 1
Client Management System
Application Replacement
Project #PRARC-091

PRESENTED BY:
Tyler Technologies

CONTACT:
Bona Nasution – Director of Sales
(206) 465-6556
Bona.Nasution@tylertech.com

October 4, 2019

October 4, 2019

Patricia Guerrero
Procurement Contract Specialist
Riverside County Purchasing & Fleet Services
2980 Washington Street
Riverside, CA 92504-4647

Request for Clarification No. 1, RFP #PRARC-091

Tyler Technologies is pleased to provide our response to the Request for Clarification (RFC) for the Riverside County Probation Department for the Client Management System Application Replacement Project RFP #PRARC-091. Tyler has read the RFC thoroughly and attempted to provide answers and clarifications to the provided questions. We hope our responses provide the information the Riverside County Probation Department is seeking. We further welcome the opportunity to provide an onsite demonstration of our proposed solution and to answer any remaining questions your team might have.

Per the RFC instructions, please find below Tyler's primary point of contact during the period of evaluation with questions or contract issues:
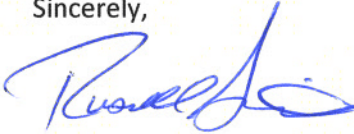
Name:	Bona P. Nasution
Title:	Director of Sales, Courts & Justice Division
Address:	5101 Tennyson Parkway Plano, TX 75024
Telephone Number:	(206) 465-6556
Fax Number:	(972) 713-3777
Email Address:	Bona.Nasution@tylertech.com

Tyler is uniquely qualified to assist the Riverside County Probation Department with this project as our justice solutions currently serve 34 of the 58 counties in California and over 70% of the State's population. California is very important to Tyler and we continue to make substantial investments into our software products, resources, and staffing to meet the specific needs of the State. Tyler is

committed to the success of California and we look forward to the opportunity of partnering with the Riverside County Probation Department on this most important project.

On behalf of Tyler Technologies, we would like to thank you for the opportunity to present this proposal. Tyler can provide a successfully proven and low risk approach that will allow the Department to quickly achieve the goals set forth for this project. We look forward to working with you as you consider the options for this upcoming project and firmly believe the Tyler Solution combines the product, the experience, and the approach to fully meet the project's goals.

Sincerely,

Russell Smith
President

TYLER TECHNOLOGIES
Courts & Justice Division
5101 Tennyson Parkway
Plano, Texas 75024
Office: (972) 713-3770

3.0 Clarification Questions from the County

3.1 Tab-E Section E1.5:

a. *Under the Financials & Revenue Recovery*

    i. *Riverside Superior Court currently receives invoices from PROBATION. Will the system under this function communicate with the courts?*

Yes. We are already in the process of developing a similar interface to Journal Technologies eCourt system for one of our existing clients. There may be some additional customization, but we would leverage this existing interface to send invoices to the Riverside Superior Court's Journal Technologies' Case Management System.

    ii. *Can the function determine or track client's ability to pay?*

Yes. Tyler Supervision has a payment plan component which allows the department to setup a payment plan and keep track of the payments. Alerts are created if the client is delinquent on their payment plan. Additionally, the system will send the clients a text message with a reminder of their balance and the amount owed based on their payment plan.

    iii. *What type of costs are tracked? I.e. drug tests, cost of supervision, cost of placement etc.*

The system can keep track of any type of costs (Drug tests, cost of supervision, court fees, etc). PROBATION will have a management page to setup all costs. Also, restitution costs will link to the victim. When the client makes a payment, the monies can be distributed across all costs automatically following the distributions requirements set forth in the California Penal Code.

b. *Under the Telephone & Web Reporting*

    i. *Is there additional cost for telephone for the Offender Paid Telephone? If so, please provide details. How is cost determined for the offender? What if the offender does not have the ability to pay how does this service work?*

There is a monthly fee of $4/month. The fee can be paid for by the department or client. The client can pay via money order or online with a credit/pre-paid credit card. Additionally, the county will receive complimentary check-ins for indigent clients. Complimentary check-ins are 5% of the total paid check-in clients.

All monies for this service are collected by Tyler directly from the client. The department does not need to collect any monies for this check-in product.

All of our California clients either directly pay for the check-ins (Department Pay), or make it an optional service to the client (Offender Pay). If offender pay, the client can choose to check-in remotely and pay the $4 as a convenience fee or drive down to the department to see their officer. When a department chooses offender pay, the vast majority of clients choose to pay the $4 convenience fee.

The department can also use the check-in to create additional revenue. Many departments will charge more than $4, and any additional revenue will be remitted back to the department. As an example, it is common for a department to charge $8, and Tyler would receive $4, and the department would receive $4.

  ii. Is there additional cost for Web Probationer Check-In System at CaseLinkPro.com? If so, please provide details. How is cost determined for the offender? What if the offender does not have the ability to pay how does this service work?

Please see our response to the previous question.

  iii. Is there a cost for storage?

No, storage is included in your annual licensing fees.

  iv. In addition to receiving text & emails can the system be utilized to send out text & email?

Yes. One of our most popular features is ad-hoc personal text messages from the officer or department to offenders. Additionally, the system can send reminders for appointments and hearings.

3.2 Tab-E Section E2.2:

Your organization indicated the proposed solution could maintain "most of these processes," please provide a list of the features, in addition to Mo-Fi, which will require customization?

Below is a list of features that will require customization.

- Civil- Step-Parent Adoption Applicants
  - Depending on what is required we may need some customization.

- Kiosk reporting
  - Only if you choose not to use our Telephone Check-In System.

- Financial Memo management with Enhanced Collections Department (Court)
  - We have a full accounting system being used by California departments today. We need more information on Financial Memo and Enhanced Collections to determine if customization is needed.

- Mo-Fi
  - We believe the free open-source PUMA app created by San Diego County Probation and used by many agencies in California will meet your Mo-Fi requirements. Without a detailed demo of Mo-FI we can't say for certain if custom development would not be required.

  - Also keep in mind, that Tyler Supervision works on any tablet without any additional apps or add-ons. A mobile app is only needed for smartphones.

3.3 Tab-E (Mandatory) Section E3.1 (a) (2):

Does PROBATION have the ability to pull live reports using Microsoft SQL reporting tools regardless of time or day?

Yes. The department will have a direct connection to a replicated slave database. You can attach any tool which supports ODBC to this database. This database is replicated milliseconds from the production. Many

of our clients attach Microsoft PowerBI and other ODBC tools to pull data. Some clients pull snapshots and store the data on premise.

3.4   Tab-E Section E3.1 (f):

Your organizations response is a non-response. What data storage does your system use? Provide clarification on how the system proposed enforces referential integrity and industry best practices?

The primary database is Oracle MySQL. MySQL supports foreign keys, which lets you cross-reference related data across tables, and foreign key constraints, which help guarantee referential integrity and follows industry best practices. PROBATION will be able to connect any ODBC supported tool to this database. Many of our clients are Microsoft shops and they have been using PowerBI for statistical reporting. Other clients use an ETL tool to pull local copies of the data and convert them into MS SQL format.

3.5   Tab-E Section E3.1 (h):

Can your system export and import data utilizing a Word document? Can changes made outside the system in a Word document be imported back to the system? Is this automatic?

Many of our reports are exportable to Word or Excel. Users can upload any Word or Excel document back into the application under a client's account. Additionally, we have built custom interfaces which allow the user to import Excel or Word documents into the application.

3.6   Tab-E Section E3.1 (j):

Does the system allow for upgrades to the documentation and testing of customizations? Providing training?

The documentation is continuously updated for upgrades to the system. New documentation may include online videos or webinars. Enough documentation is provided to properly understand how to use new features. If clients have additional questions they can reach out to support.

The online Knowledge Center also allows for documentation unique to a specific client. Documentation for custom features are only viewable for clients using those features. PROBATION can also add custom documentation to the Knowledge Center which is only viewable to their department users.

3.7   Tab-E Section E3.2 (a):

What are the system's limitations to full ADA compliance? Provide list of non-compliant ADA items. Provide details for vision impaired. Can fonts, colors, and screen size be adjusted? Are instructions provided and updated by Tyler for PROBATION staff? How does the system handle dictation services? Is additional software required for staff to dictate if they are unable to utilize the keyboard?

Due to the comprehensive nature and completeness of our Tyler Supervision, it is a challenge to identify our system's limitations to full ADA compliance. There are hundreds of pages within Tyler Supervision and we would need to go through each page to determine the full compliance gap. With more time, we may be able to provide a list of non-compliant ADA items, but we could not do in the time provided to respond to these questions.

It is worth noting that in the last 10 years, we have only received one ADA related request for a probation employee. We were able to work with this California agency to address the issue. It was related to a specific need related to font size, and we were able to show the client how to zoom and we also made some code changes to handle text wrapping. Also, all public facing screens used by offenders or other non-county employees will comply with the ADA requirements.

We do not normally provide instructions for web browser features (such as zooming), but we could add some additional documentation to our Knowledge Center.

Today, we do not officially support dictation services. However, dictation can be enabled via the browser/computer but it may be read out of order. We believe this is where most of the development to become ADA compliant will be spent.

Clients today are using 3rd party dictation tools to enter notes or fill in input box's without using their keyboard. Our application is 100% web based so any dictation tool compatible with a web browser should work with our application.

3.8   Tab-E Section E3.3 (b):

Detail differences between automatic redaction and types of customizations. Can information be obscured and configured based on user permissions?

Today, our proposed Tyler Supervision solution does not offer redaction capabilities. Tyler Supervision does, however, provide the ability to seal/unseal records which is a role security-based feature assignable via user permissions. Also, Tyler offers a redaction solution that is separate from Tyler Supervision that offers the ability to redact electronically filed court documents to ensure that protected data is masked before it reaches the court. Clerks can then ensure that the correct data is redacted before transmitting to the case management system, and information can be obscured and configured based on user permissions. Further exploration would be needed to determine if Tyler's Redaction solution could be adapted for PROBATION.

3.9   Tab-E Section E3.3 (e):

Does the alert feature prevent data errors from being saved since required fields are not entered?

The data will not be saved until the user enters the required fields. If the user tries to leave the page without saving, the system will warn the user they have unsaved changes. Nothing is inserted into the database until all required fields have been entered.

3.10   Tab-E Section E3.3 (j):

Who determines a correct value to a field?
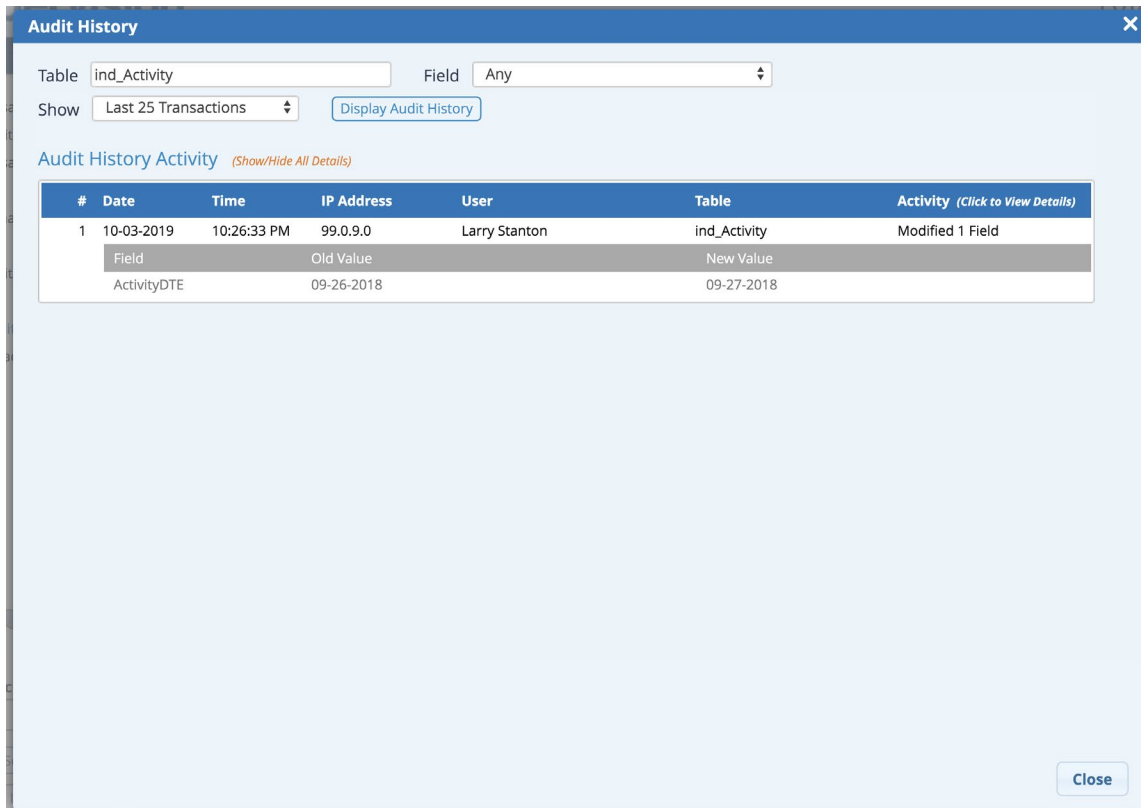
As a SaaS product we try to maintain consistency across all of our clients. For data used by all clients, Tyler normally determines the correct value for a field. However, we can create custom rules for clients. We also work with clients to help determine the best value for the field we are adding.

3.11   Tab-E Section E3.3 (o):

What does the audit log include? Provide a list.

- IP Address
- Epoch Timestamp
  - Login/Logout
  - Insert
  - Modification
  - Delete
  - Accessing Client
- Reports Created
- Transactional level changes for pages throughout the application:

Figure 3.11-1 – Audit History

3.12   Tab-E Section E3.3 (t):

At a minimum can your system provide the items listed under this section? Is there additional cost for modification and customization based on user profile (i.e. Manager level vs. caseload level)?

We support the following features:

- Assisting PROBATION staff with prioritizing tasks, or clients etc.
- System Notifications
- Depending on role of user- overview of a client, caseload, workload, unit, office, division, or facility
- Real time status (less than 5 seconds) display of information
    - On Page Reload the widgets and alerts are updated with real-time data.
- Statistics displayed in various graphical formats (i.e. trends, averages)
- Display Areas of Concern: alerting PROBATION staff when standards have been met or are in danger of not being met
- Appointments/Calendar with possibility to sync with Microsoft Outlook
    - Staff can use an iCal feed to load a read only calendar of Appointments, Drug Tests, and Hearings into any modern calendaring system such as Outlook.

Part of your setup and configuration includes time to create dashboards for your user groups (Admins, Officers, Supervisors, etc). After implementation, your system administrators will be able to continue to update dashboard widgets via our management section at no additional cost.

You can use any of existing widgets for free. With over hundred agencies across the US, new widgets are created on regular basis. Costs would be incurred only if Tyler needs to create new widget for the department.

3.13   Tab-E Section E3.3 (u):

Provide samples of delivered incident reports. How is the date managed and is it linked to the system case number? Is there a workflow linked to the report within the system with review and approval process? Is there a notification process?

The exported incident report can be customized to meet your department's needs. Here is an example of a printed version:

Figure 3.13-1 – Sample Incident Report

tyler supervision™

Mobile: 123-456-7890
Email: hello@reallygreatsite.com
Address: 189 49th Ave., Grise Fiord, NU X0A 0J0

Incident Report

Incident Date: 10-29-2015
Incident Category: Fight

Involved Parties

Code	Name	DOB	Sex	Race	Address	Consequence
S	Anthony John Soprano	08-24-1959	M	AL	4524 Salida Blvd, modesto, CA 95368	
V	sam taylor		M			

Involved Personnel Report

Date of Report: October 29, 2015
Reported by: Officer declaration
Type of Incident: Fight
Date and Time of Incident: 10-29-2015
Address/Location of Incident:

Involved Parties

Code	Name	DOB	Sex	Race	Address

Injuries:
  My injuries go here.

Summary of Incident:
  My Details go here.

Firearm Utilized: Yes

Assistant Chief (Report Level) Level Amendment Request by: Incident Assistant Chief on October 29, 2015
    Please fix your typo's.

    Amendment:
    I don't have any typo's.

_____   _____
Officer declaration   Date
Deputy Probation Officer

Reviewed By: Incident Assistant Chief
  This report looks great!

_____   _____
Incident Assistant Chief   Date
External System User

☐ Agrees   ☐ Disagrees   ☐ Refusal to Sign

Approved By:

_____   10-03-2019
Larry Stanton   Date
External System User

The incident process has a full workflow process built in. Each type of incident can have different levels of review (Supervisor, Deputy Chief, Chief, etc). Email and system notifications alert the next person in the workflow process. If amendments are needed, alerts and emails are automatically sent. The entire process is done within the application, including electronic signatures.

For Juvenile incidents, we interface with Probation Base Standards (PBS) out of the box. All data can be sent to them for quick reporting.

Here are a few of the data entry screens for Incidents:

Figure 3.13-2 – Incident Data Entry Screen Examples

Anthony John Soprano (224240)

Age:	60 yrs	**Next Appt:**	06-17-2019	**Caseload:**	Medium Risk (Adult Supervision), Pre-Trial (Adult Investigations)
Race/Sex:	Alaskan Male	**Next Hearing:**	07-14-2022		
Status:	None	**Last Contact:**	04-12-2019	**Offenses:**	PC 186.10(A) - Money Laundering, PC 459 - Burglary
Sup Lvl:	High		SHOW SUMMARY		

DOB 08-24-

Completed Incident

Report #   20151029-A-64805

Date   10-29-2015   Time   07:10PM

Location   Field

1234 happy lane.

Incident Characteristics

Fight

Involved Parties

Involvement	Individual	DOB	Sex	Race	Address	
Suspect	Anthony John Soprano	08-24-1959	M	AL	4524 Salida Blvd, modesto, CA 95368	✎
Victim	sam taylor		M	Unk		✎ ⊗

Involved Personnel

Personnel Name	Report Status	Status Date & Time	Word Cnt	View	Edit	Del
Officer declaration	Report Approved	10-29-2015 @ 07:22pm	4	👁		⊗

Assaults

Type	Initiator	Victim

➕ Add

Injury

➕ Add Injury

Reviews

✓

Reviewed By   Chief Probation Officer, Incident Chief

Date Approved 10-29-2015 07:24PM

Comments

Pictures

➕ Add

Police Reports

(No files found)

➕ Upload New File   ➕ Scan New File

Incident Documents

(No files found)

➕ Upload New File   ➕ Scan New File

Involved Personnel Report   ✕

Personnel   Officer declaration   Current Status   Report Approved 10-29-2015 07:22PM   *(Show History)*

Incident Date 10-29-2015 07:10PM

Original Report Details - 2073 10-29-2015 07:21PM

Details

My Details go here.

Involved Parties

Injuries/Treatment

My injuries go here.

Force Used	No
Injury	No
Medical Assistance Needed	No
Tactical Communication	No
Subject Restrained	No
Control Hold(s) Applied	No
OC Spray Deployed	No
Utilized Firearm	Yes

Firearm Discharged   Yes

Utilized Taser	No
ASP Deployed	No

Assistant Chief (Report Level) Amendment Requested - Incident Assistant Chief 10-29-2015 07:19PM

Amendment Request

Please fix your typo's.

Assistant Chief (Report Level) Amendment - Officer declaration 10-29-2015 07:21PM

Amendment

I don't have any typo's.

Assistant Chief (Report Level) Approval - Incident Assistant Chief 10-29-2015 07:22PM

Comments

This report looks great!

Figure 3.13-3 – Optional Use of Force Questions

3.14   Tab-E Section E3.4 (a):

Tyler Technologies provided two options. Cost for Tyler to build interfaces has been provided under Tab-H. Is the cost for both options provided a one-time cost or are there on-going support costs?

There are just the one-time costs for either of the two options.

- **Interfaces built by Tyler:** The only time there would be additional costs is if the interface needs to be programmatically changed or updated. There are no additional costs to host or run the interfaces.

- **Interface built by Riverside using the Integration Toolkit:** For Tyler's proposal for PROBATION, there are no additional on-going support costs.

3.15   Tab-E Section E3.6 (f):

Tyler's proposed system currently prevents concurrent logins. What happens if someone tries to log-in on a different device?

If a user accesses Tyler Supervision from a second computer/device, the first computer/device gets logged off.

We can technically allow users to have concurrent logins, but we try to limit this for security and licensing purposes. We are happy to discuss further if needed.

3.16   Tab-E Section E3.8 (a):

At a minimum can your system provide the items listed under this section? Is there additional cost for modification and customization based on user profile?

We support the following features:

- Assisting PROBATION staff with prioritizing tasks, or clients etc.
- System Notifications
- Depending on role of user- overview of a client, caseload, workload, unit, office, division, or facility
- Real time status (less than 5 seconds) display of information
  - On Page Reload the widgets and alerts are updated with real-time data.
- Statistics displayed in various graphical formats (i.e. trends, averages)
- Display Areas of Concern: alerting PROBATION staff when standards have been met or are in danger of not being met
- Appointments/Calendar with possibility to sync with Microsoft Outlook
  - Staff can use an iCal feed to load a read only calendar of Appointments, Drug Tests, and Hearings into any modern calendaring system such as Outlook.

Part of your setup and configuration includes time to create dashboards for your user groups (Admins, Officers, Supervisors, etc). After implementation your system administrators will be able to continue to update dashboard widgets via our management section at no additional cost.

You can use any of existing widgets for free. With over hundred agencies across the US new widgets are created on regular basis. Costs would be incurred if Tyler needs to create new widget for the department.

3.17 Tab-E Section E3.9 (a):

Is the address validation automatic? Provide a sample of workflow.

Yes, the address validation is automatic as soon as the page is saved. The user enters the address, clicks save, and the page reloads with a google score.

Figure 3.17-1 – Automatic Address Validation

3.18 Tab-E Section E3.14 (a):

At a minimum can your system provide the items listed under this section? Provide definition of Booking.

The system supports the following:

- Tracking of service and items provided (i.e. clothes provided, meals provided, bus passes etc.), including applicable serial numbers
- Ability to send reminder phone calls/text messages to clients for court hearings, appointments and other case management communication
- Ability to receive phone calls/test messages from clients for case management communication that would be integrated with the system
  - We support the ability to receive Text Messages from clients. These texts are stored in our Chronos section.

- One designated area for all contacts, and case notes
- All terms and conditions for the case/supervision
- Gang Information, including ability to add more than one gang record
- Substance Abuse information, including ability to add a record for each substance type/name
  - (i.e. Heroin, Marijuana)
- Tracking of all incentives, sanctions, and point systems
- Single entry of an investigation, warrant, and/or violation screen that can be linked to multiple cases
- Education screen should allow entry of multiple schools and the history at that specific school (i.e. credits completed, dates attended, attendance etc.)
- Track client gender identity
- Allow entry of address information including security codes, gate codes, other residents, and animals
- Case plan tracking, including but not limited to goals, tasks, progress on selected goals/tasks, and management

The booking page for us is where we can place a juvenile in-custody with the department.

3.19   Tab-E Section E3.16 (a):

Provide clarification of the Title IV-E screening process workflow. How is eligibility determined by the system?

Today Title IV-E screening is done by the officer and we provide a method to Flag all eligible kids. The department can run reports on these kids once they are flagged.

There has been discussion from some of our clients to automate the screening process, but none of our clients have asked us to move forward with this automatic screening process. We look forward to the opportunity of pursuing this automation with Riverside.

3.20   Tab-E Section E3.17 (a):

Provide details on the Automatic Voice Biometric Kiosk.

For this we would recommend our Automated Telephone Check-In system instead of a kiosk. The client will call-in weekly or monthly. Upon calling the client will be required to pass a voice biometric process by saying "Never forget tomorrow is a new day". The client will then complete a recorded interview. The questions for the interview are chosen by the officer or set by the department.

Product highlights:

- Voice Biometric

- Full Call Recording

- Custom Questions of each user

- Questions can read data from the offender file. Ex. Are you still working part time at Walmart as a cashier?

- Phone Number and Address changes can automatically update in the clients file (Optional).

Figure 3.20-1 – Automated Telephone Check-In

Figure 3.20-2 – Automated Telephone Check-In

3.21 Tab-E Section E3.19 (b)

Provide details on built in escalation and route workflow. Does the workflow process provide notifications within the system? If so, what notifications are provided?

We have several ways to escalate and route workflows. Notifications can be delivered via email, dashboard widgets, or our alert engine. Based on our existing clients we have out of the box routes and levels for many common probation tasks (Reports needing review, Incidents, Intake Screening, etc). Custom routes can be created for clients.
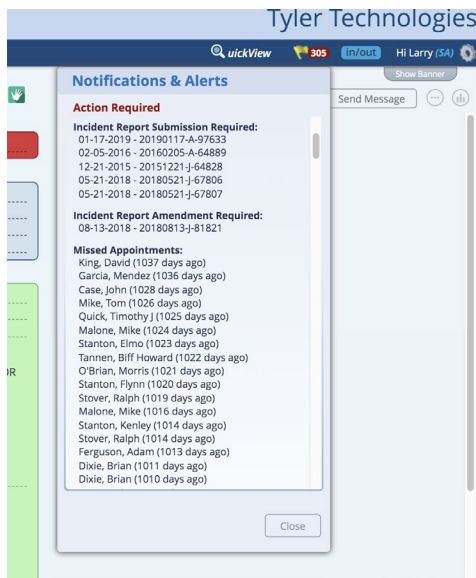
3.21-1 – Notifications & Alerts

Figure 3.21-2 – Upcoming Expirations Notification

| Probationer	Expires	Date	PO
Lennox, Tom	-779 Days	Wed, Aug 16, 2017	LS
Smith, Adam	-769 Days	Sat, Aug 26, 2017	LS
Novik, Mike	-755 Days	Sat, Sep 9, 2017	LS
Smith, Forerunner	-134 Days	Thu, May 23, 2019	LS
Novik, Mike	636 Days	Thu, Jul 1, 2021	LS
Pumpkin, Peter	959 Days	Fri, May 20, 2022	LS

Showing Rows 1 - 6 (6 Total)

Figure 3.21-3 – Overdue Action Terms Notification

▲ Overdue Action Terms (All Users)

Probationer	Term Title	Days Over	PO
Smith, Larry	Complete Program	1953	TM
Smith Jr., John	Complete Program	1877	LS
Nichols, Thomas	Community Service	1866	SE
Smith Jr., John	Community Service	1845	LS
Schwerin, Tammy Lynn	Report to probation	1813	JH
Smith, John	Pay restitution	1808	
mazur, kristen	Complete Program	1807	TT
mazur, kristen	Pay restitution	1807	TT

Showing Rows 1 - 8 (112 Total)   *Show More Results…*

Figure 3.21-4 – Email Notification
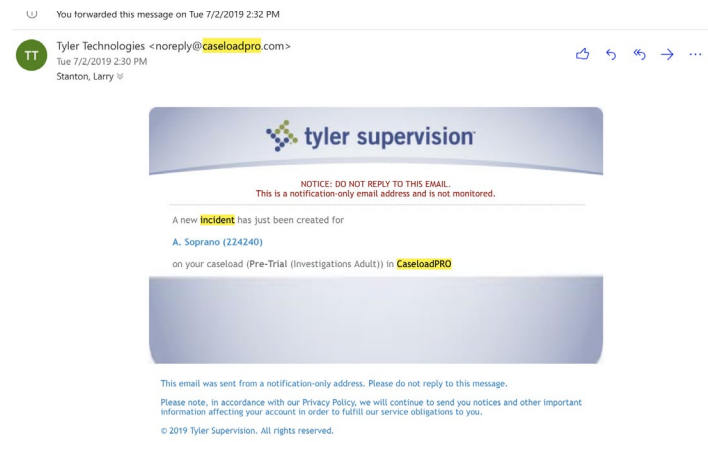
3.22 Tab-E (Highly Desirable) Section E4.1 (c):

Provide list of questions which Tyler Technologies requires PROBATION to answer to determine if modifications to workflow are needed.

Tyler's list of questions:

- Can PROBATION please provide working business examples of this requirement? (i.e., defined rules for data precedence that determine the correct order in which to process multiple files/records or multiple transactions)
- Would PROBATION be open to a discussion around this requirement? Talking through the examples will allow us to have a better understanding of PROBATION's requirement and business need.

3.23 Tab-E Section E4.5 (c):

What common business rules can be changed by authorized users? Provide list.

- Notifications and Alerts
- Incident Reporting Workflow
- Financial Payment Distribution
- Workflow Management
- Electronic Monitoring Alerts

3.24 Tab-E Section E4.6 (a):

Identify the types of flagging system utilized (i.e. suicide watch, PREA). Can this system be automatically linked to the Life Scan machine for PROBATION? How do you classify youth?

Flags can be for anything, and system administrators can create custom flags for any purpose. Flags can be manually or automatically added to a client. For example, if a kid completes the MAYSI assessment and the score indicates he is suicidal, we will automatically add a suicide flag.

Figure 3.24-1 – Flagging System
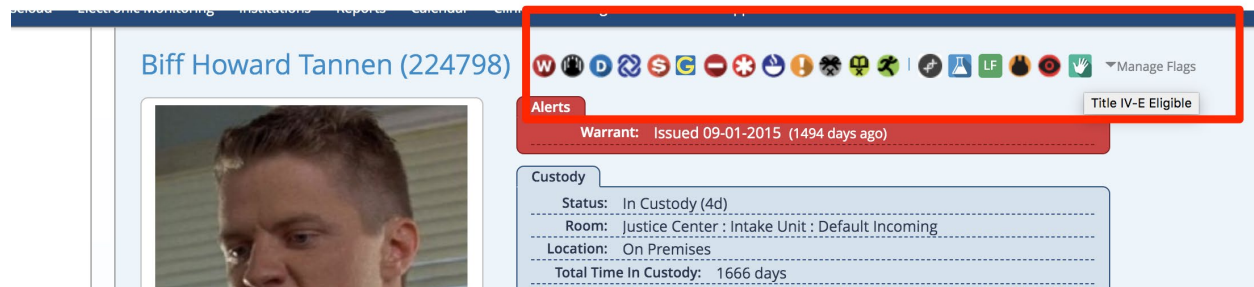
Tyler Supervision has linked to several live scan machines. As long as your live scan machine has an interface method, we can create an interface between the two systems. Additional development would be required for this interface.

3.25   Tab-E Section E11.0:

Do you have a trouble ticket process for Zendesk? Expand on the function of this process. Provide clarification of Incident tracking referenced on page 127 of Attachment 6-Sample Agreement, Exhibit C.

All trouble tickets start via an email to our support, phone call (We'll open the ticket), or via an online form within the application. Every ticket is given a unique ID and the county can track all open and closed tickets. Once a ticket is opened it will be reviewed and receive a priority level using Exhibit C in the sample agreement. The ticket response time is based on Exhibit C.

3.26   Tab-E Section E12.0:

What procedure and option can Tyler Technologies provide regarding the County data which your system does not support through the data migration process (i.e. no split or merged data)?

Technically we can support split and merged data, but that was not factored into our cost proposal.

It is worth noting that Tyler has a team of over 40 people that do nothing but data conversions. We have seen literally hundreds of different legacy systems, and we have never had a conversion where we could not import the client's data. Sometimes we do not have specific fields and we work with the client to make a decision on adding a new field or using an existing field such as the notes. The more data massaging involved during the conversion, the higher the complexity of the conversion and the higher the project risk. Having worked on hundreds of data conversions, Tyler can work with PROBATION to determine the right balance of value/risk for data conversion. Our current proposed conversion cost is to pull all your data as-is and place it into our system with minimal data modifications.

3.27   Attachment 6 – Sample Agreement, Exhibit C page 126 through 129:

Emergency Support, Disaster Recovery- what does this service include? Provide definition, processes, procedures, and cost. Provide detailed information on after hour support. Is the cost included in the contract price for support? Is this an additional cost?

Your annual license includes unlimited support from 8am-5pm working business days, and 24x7 emergency support for Critical 1 items. Tyler recommends that PROBATION be the first level of support for the users. Tyler will work with your support staff for any issues.

Disaster Recovery is included in your annual licensing costs. Because of our Electronic Monitoring product, we treat our Case Management product as a public safety product. This requires us to maintain a Highly Available system to all of our clients. The product is clustered over multiple data centers and users are also distributed over multiple data centers. If a disaster were to occur, your annual licensing fees includes recovery of the system.

ATTACHMENT: B (BB-2)

November 6, 2019

tyler technologies

5101 Tennyson Parkway
Plano, Texas 75024

P: 972.713.3770
F: 972.713.3777

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November 6, 2019

Patricia Guerrero
Procurement Contract Specialist
Riverside County Purchasing & Fleet Services
2980 Washington Street
Riverside, CA 92504-4647

Request for Clarification No. 2, RFP #PRARC-091

Tyler Technologies is pleased to provide our response to the Request for Clarification (RFC) for the Riverside County Probation Department for the Client Management System Application Replacement Project RFP #PRARC-091. Tyler has read the RFC thoroughly and attempted to provide answers and clarifications to the provided questions.

Per the RFC instructions, please find below Tyler's primary point of contact during the period of evaluation with questions or contract issues:

Name:	Bona P. Nasution
Title:	Director of Sales, Courts & Justice Division
Address:	5101 Tennyson Parkway, Plano, TX 75024
Telephone Number:	(206) 465-6556
Fax Number:	(972) 713-3777
Email Address:	Bona.Nasution@tylertech.com

On behalf of Tyler Technologies, we would like to thank you for the opportunity to present these clarifications. California is very important to Tyler and we continue to make substantial investments into our software products, resources, and staffing to meet the specific needs of the State. Tyler is committed to the success of California and we look forward to the opportunity of partnering with the Riverside County Probation Department on this most important project.

Sincerely,

Russell Smith
President

TYLER TECHNOLOGIES
Courts & Justice Division
5101 Tennyson Parkway
Plano, Texas 75024
Office: (972) 713-3770

3.0 Clarification Questions from the County

The questions below are the result of the product demonstration held on October 29, 2019 and presented by Tyler Technologies.

> **3.1 For a client who has an active juvenile case and obtained a new adult case, how are notes entered? Would it be possible to view adult and juvenile information on one screen?**

Tyler Supervision has a Notes section in each of the system nodes on the left side of the screen (e.g. Activities, Referrals, Bookings, etc.). If an offender has both a juvenile referral/case and an adult case, the File Activity screen allows a user to view Activities, Financial Activities, Hearings, Programs, Drug Tests, Payments and Notes entered (you can Search using key words and the system returns all instances of the word/phrase). If the user is in the Juvenile tree, they will see all information entered while in the Juvenile tree, and in order to view Adult information, the user can simply select Load In Adult Tree to see all adult information.

Customization would be required to combine both adult and juvenile information onto one Summary screen. We have not included the cost of this customization to the BAFO at this time. If this is something PROBATION wishes for, we can add hours to the contract, as needed. An alternative option is to create a Face Sheet report combining both adult and juvenile information so the user can view this information in this manner.

> **3.2 If there are areas available on the juvenile side that we would also like on the adult side or vice versa will this create a problem? Is there an extra cost to modify the system?**

Tyler welcomes the opportunity to discuss with PROBATION to better understand this request. Many of the shared screens (such as Drug Testing, Programs) share the same database tables. For these shared screens it is a relatively simple process to have data show in both adult and juvenile. Depending on the extent of the change(s) to be made, some customization may be necessary. We have not included the cost of customization for this question to the BAFO at this time. However, if this is something PROBATION wishes for, we can add hours to the contract, as needed.

> **3.3 For record sealing, juvenile staff must be able to view record sealed information to determine eligibility for specific supervisions. How could this be resolved in Tyler Supervision?**

In Tyler Supervision, designated PROBATION system administrators with the appropriate security privileges can keep data unsealed for specific users of the system by using our Temporary Unseal process. This temporary unsealing for a user can be assigned for a specific time period.

The aforementioned solution is out-of-the-box functionality. If this approach is insufficient, we would be happy to explore other options with PROBATION. For example, we could look at inclusion of customization that would allow the department to choose User Groups (Juvenile Staff), and these groups of users would see all sealed data.

> **3.4** *If there is a law change in California, which requires a significant change to the system, who pays for enhancement to the system? Could this cost be pro-rated or split between clients in California to reduce the cost?*

Tyler offers legislative change support for its customers. This support is funded by a percentage of the total Annual Maintenance Fees for the Licensed Software paid by all clients with Legislative Change Support in an individual client's state during such calendar year. Tyler SaaS customers are also eligible to receive those legislative changes as part of their SaaS fees. As such, Tyler customers in California benefit from having a large customer base that is inclusive of justice agencies with very large annual maintenance fees, including the Los Angeles Superior Court and San Diego Superior Court. Having 28 of the 58 superior courts as customers, along with another 13 California county probation departments as customers, it is unlikely that there would be a future legislative change scenario that is not already covered by Tyler's legislative change support in California. However, should such a scenario occur, Tyler can help facilitate pool resources from our customer base to fund the remainder of the costs needed to support the change. It would be up to our customers on how to distribute each customer's portion of the funds, but historically our customers have agreed to a shared model that distributes costs based on overall client size, either based on population served or number of users.

> **3.5** *Is it possible for the evaluation committee members to login to the demonstration website one more time? If yes, please provide the necessary information.*

Yes, absolutely. The URL is https://tyler.cms.caseloadpro.com/

The committee members can log in using the same user ID's used during the demo (e.g. Train1 through Train28), with Tyler2019 as the PW. We will keep these credentials open for a few more weeks, until 4:00 pm PST on November 15, and then we will disable these accounts for security purposes. We would also ask that these credentials be limited to the evaluation committee members only. Thank you for your consideration.

A SOLUTION PROPOSAL FOR:
County of Riverside, California

REQUEST FOR CLARIFICATION NO. 4,
RFP #PRARC-091
Client Management System
Application Replacement Project

PRESENTED BY:
Tyler Technologies

CONTACT:
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January 31, 2020

tyler technologies

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January 31, 2020

Patricia Guerrero
Procurement Contract Specialist
Riverside County Purchasing & Fleet Services
2980 Washington Street
Riverside, CA 92504-4647

Request for Clarification No. 4, RFP #PRARC-091

Tyler Technologies is pleased to provide our response to the Request for Clarification (RFC) for the Riverside County Probation Department for the Client Management System Application Replacement Project RFP #PRARC-091. Tyler has read the RFC thoroughly and attempted to provide answers and clarifications to the provided questions.

Per the RFC instructions, please find below Tyler's primary point of contact during the period of evaluation with questions or contract issues:

Name:	Bona P. Nasution
Title:	Director of Sales, Courts & Justice Division
Address:	5101 Tennyson Parkway, Plano, TX 75024
Telephone Number:	(206) 465-6556
Fax Number:	(972) 713-3777
Email Address:	Bona.Nasution@tylertech.com

On behalf of Tyler Technologies, we would like to thank you for the opportunity to present these clarifications. California is very important to Tyler and we continue to make substantial investments into our software products, resources, and staffing to meet the specific needs of the State. Tyler is committed to the success of California and we look forward to the opportunity of partnering with the Riverside County Probation Department on this most important project.

Sincerely,

Russell Smith
President

TYLER TECHNOLOGIES
Courts & Justice Division
5101 Tennyson Parkway
Plano, Texas 75024
Office: (972) 713-3770

3.0 Clarification Questions from the County

> **3.1** *Reference information: E3.3(b) System shall allow certain records, whole or part, to be obscured, redacted, and/or otherwise be made confidential. This feature, and/or access to the data, must be assignable via a user permission. Page 18 of RFP PRARC-091 Attachment A. Request confirmation that this is a function which is available or not. Is this a functionality that can be configured? Is this a modification which is included in the cost or is this an additional cost? Provide the rate and estimated hours in your response.*

Tyler can meet this requirement today with no additional cost. However, based on the wording of the requirement, we wanted to clarify that redaction capabilities in Tyler Supervision are not available out-of-the-box. But to be clear, Tyler Supervision does allow for records, whole – or in part, to be obscured and made confidential. Furthermore, this feature is assignable via a user permission.

Below is a description of how Tyler Supervision can obscure information. From an offender's Summary page users have access to the following menu:

Figure 1 – Merge, Seal, Unseal, Expunge menu
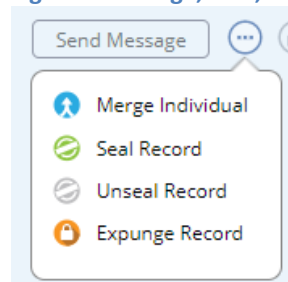
Users with access to this summary menu can seal/unseal, expunge and merge Id's. These functions are available in the product today, without customization, and they allow users to select in part or in whole, which parts of the offender's record they wish to seal/unseal or expunge. Moreover, the reporting functionality within Tyler Supervision will honor the sealed information. As reports are generated, sealed information will not be displayed to a user that does not have the right permissions and security credentials.

In the example below, the option to Seal has been selected. Users can individually select information entered previously (in part) across cases (e.g. Activities, Assessments, Case Plans, Community Service Orders, etc.) or use the Skip Steps & Seal All option (Whole) to seal/unseal and expunge the whole record.

Figure 2 – Seal screen
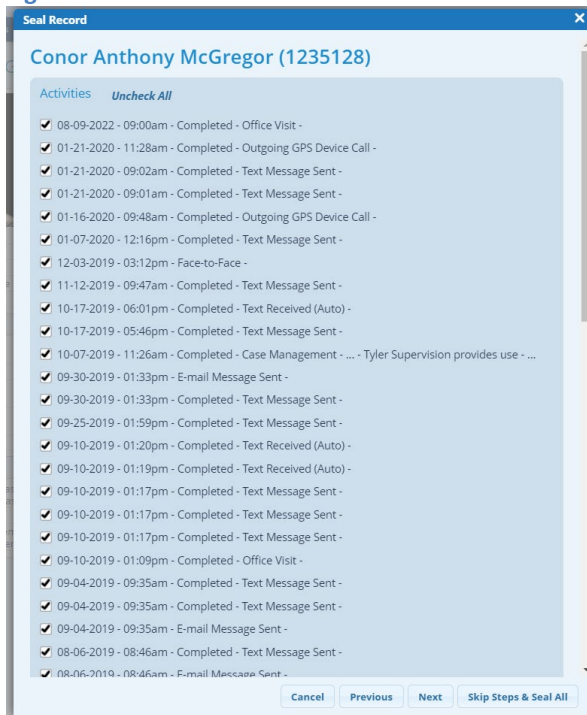
It is worth noting that with our existing capabilities to obscure specific record information, we have not had customers request for redaction capabilities within Tyler Supervision. Also, per the PROBATION Addendum #2 that was published on August 27, 2019, specifically the County Response to question number 5.66, it is our understanding that the Department did not list redaction as a requirement.

The Department's stated need in that same response is that at times, employees are required to redact names and personal identification information in word, PDF, or excel documents. The need for redaction is more common with the courts. Tyler does offer a separate Redaction tool that can redact names and PII from different types of documents, such as Word or PDF. The solution is standalone, and the cost can be substantial based on the volume of redactions needed. We would be happy to work with the County to determine if this separate Redaction solution is needed, but we would need to explore specific use case scenarios, anticipated volume, and other parameters to provide an accurate cost. For clarity, Tyler agrees with the County's Response in Addendum #2: we do not believe that Redaction is needed as a requirement for the PROBATION's project.

> **3.2** *Reference information: E3.3(m) The system shall allow the agency to add, edit, remove, or hide data-entry fields and their labels in all models/screens of the user interface, and the ability to add, modify, remove, or hide rules/validations for each data-field. Page 20 of RFP PRARC-091 Attachment A. Tyler's proposal provided rate, hours, and total cost for custom development. Clarify, define, and provide a list of the controls the County will have access to within this system and controls after the custom development. What does the enhancement/custom development entail? If additional customization to controls not listed are required by the County provide the rate and estimated hours in your response.*

Today, **all the controls in Tyler Supervision that are navigational in nature** to the user, including every node in the tree-control on the left-hand side of the application, **is configurable** through security role groups. Beyond that, field-by-field data labels can be made configurable with very little customization.

In our full history covering successful implementations to our large customer base, we have only had to make a handful of fields and corresponding labels configurable to the client. Having said that, any field in Tyler Supervision can be made configurable with about **2 hours of development time**. At Tyler's BAFO rate for Customization Development of $155 per hour, this amounts to $310 per data field.

It is up to PROBATION to determine how many and what data fields it wishes to make configurable, but we do not anticipate more than ten data fields would be needed for your project. After using the system, our customers usually determine that very little fields need to be configured. We believe that Tyler Supervision contains all the data fields that PROBATION would need, but for clarity purposes, Tyler welcomes the opportunity to work with PROBATION to identify and determine if more configurable data fields are desired for inclusion in the project.

> **3.3** *Reference information: E3.12 System Requirements – Functional – Application – Courses and Attendance: E3.12 (a)The proposed system will have a section to track courses that are scheduled through the Day Reporting Centers (DRC) and vendors. The section will include, but not be limited to, the following:*
>
> i. *Course scheduling*
>
> ii. *Ability to print rosters*
>
> iii. *Ability to enroll attendees*
>
> iv. *Tracking of reasons why course was cancelled*
>
> v. *Tracking reasons of why attendee was absent (i.e. excused-conflict, unexcused)*
>
> *Clarify and confirm the listed items above are available or not with the system proposed. Will system user be able to print the information? If configurations and/or custom development is required to obtain the functions, provide the rate and estimated hours in your response.*

Yes. The requested functionality in this requirement can be met with out-of-the-box features and configuration. Specifically, using the existing Program Enrollment functionality found in Tyler Supervision today, with no need for software customization. To offer more clarity, each of the functional areas listed in the requirement are addressed below using additional narrative and screenshots.

Figure 3 – Program Enrollment

Course Scheduling – Each course offering would be created in the Lookup Values – Program screen. In the example above the course would be selected from the Program drop down field (e.g. Making Responsible Choices).

Figure 4 – Lookup Values – Program screen

Ability to Print Rosters – The Participant Roster or another similar custom report can be used/created as a roster for enrolled participants. As part of the project, Tyler would work with PROBATION to determine the report layout. Tyler included hours for report creation assistance in our proposal.

Figure 5 – Participant Report Selection criteria

Figure 6 – Participant Report

Ability to enroll attendees – As noted in Figure 3 above, enrollment would occur from the Program Enrollments screen. Users would select the applicable offender record, select the Course from the Program field and complete enrollment by entering required fields including Provider, Reason for enrollment and Current Status & Date. Users can enter additional information as necessary.

Tracking of reasons why course was cancelled – Tracking cancellation of the course can be performed a couple of ways. First, the Current Status field could be updated to reflect the course was cancelled. Status history is maintained in this section and users would be able to see that the course was cancelled and the date it was cancelled. Second, this could be added as an Internal Note and would appear in that notes section.

Tracking reasons of why attendee was absent (i.e. excused-conflict, unexcused) – Attendance is tracked using the Quick Links Attendance option found in Figure 3 above. When a user selects the Attendance link, the Edit Program Session window opens and the user can indicate the Status (e.g. Absent) along with the date/time, Leader involved, Days, and any notes for that session. See Figure 7 below.

Figure 7 – Attendance Tracking – Program Enrollments

3.4   Reference Information: E3.15 System Requirements – Functional – Application – Peron Cross-Referencing: E3.15 (a) The proposed system will include a cross-referencing for all persons across systems for CMS:

   i. This will include:

      a. Probation applicants (i.e. volunteers, interns, employee applicants)

      b. Clients

      c. Relations (i.e. family relations, social workers, attorneys, etc.)

      d. Victims

      e. Employees

      f. Associates/Co-defendants

   ii. This will allow cross-referencing of relations, clients, employees, and applicants and track relationships between those listed.

   Clarify and confirm the listed items above are available or not with the system proposed. If configurations and/or custom development is required to obtain the functions, provide the rate and estimated hours in your response.

Yes. Tyler can meet the requested functionality in this requirement in the system today and no additional customization is needed. Moreover, any customization necessary for interfaces has already been included in Tyler's proposal.

Tyler Supervision provides the ability to cross-reference persons using person entry, related individuals, victim, and associate/co-defendant entry. To help provide clarity, we have attempted to address each of the functional areas using the narrative and screenshots below.

Most relationships/cross-references are entered using the Personal Information – Quick Links Related Individuals screen while Victims are associated with offenders at the case level using the Victims screen.

Tyler Supervision provides the ability to configure an unlimited number of relationship types including those mentioned by PROBATION above as shown below in Figure 8.

Figure 8 – Related Individuals screen

When the user selects the option to Add New Related Individual, the user can enter details about the new individual and the type of relationship (e.g. Name, Gender, DOB, Relationship, Address & Phone Details). Once this information is entered and the user selects the Add New button, the system performs a search to determine whether the person exists in the system. If there is a match(es), the system allows the user to view the applicable record(s) and select if applicable. The system will create new records for individuals not found in the database. Please see Figure 9 below. These screens would be used to creation Relations, Client/Attorney relationships, Associates and Co-Defendant type relationships. Probation applicants would be handled through the Adult and Juvenile New Individual creation screens respectively.

Figure 9 – New Related Individual Record

Victims

Victim associations are completed using the Cases – Victims screen noted on the system tree in Figure 10 below. As noted in the screenshot, victims can be marked as confidential including addresses and phone numbers, notification preferences selected and Notes entered.

Figure 10 – Victim entry screen

Employees

Employee associations can be found from the Personnel screen (e.g. create employee/supervisor relationships) and from Caseload affiliations. Figure 11 below shows the employee/supervisor relationship. Caseload assignments are also created on this screen.

Figure 11 – Personnel Screen

When a caseload assignment is made, the officer(s) associated with that caseload are automatically associated with the offender when that record is saved. See Figure 12 below.

Figure 12 – Caseload Associations

ATTACHMENT B: (BB-5)

February 19, 2020

February 19, 2020

Patricia Guerrero
Procurement Contract Specialist
Riverside County Purchasing & Fleet Services
2980 Washington Street
Riverside, CA 92504-4647

Request for Clarification No. 5, RFP #PRARC-091

Tyler Technologies is pleased to provide our response to the Request for Clarification (RFC) for the Riverside County Probation Department for the Client Management System Application Replacement Project RFP #PRARC-091. Tyler has read the RFC thoroughly and attempted to provide answers and clarifications to the provided questions.

Per the RFC instructions, please find below Tyler's primary point of contact during the period of evaluation with questions or contract issues:

Name:	Bona P. Nasution
Title:	Director of Sales, Courts & Justice Division
Address:	5101 Tennyson Parkway, Plano, TX 75024
Telephone Number:	(206) 465-6556
Fax Number:	(972) 713-3777
Email Address:	Bona.Nasution@tylertech.com

On behalf of Tyler Technologies, we would like to thank you for the opportunity to present these clarifications. California is very important to Tyler and we continue to make substantial investments into our software products, resources, and staffing to meet the specific needs of the State. Tyler is committed to the success of California and we look forward to the opportunity of partnering with the Riverside County Probation Department on this most important project.

Sincerely,

Russell Smith
President

TYLER TECHNOLOGIES
Courts & Justice Division
5101 Tennyson Parkway
Plano, Texas 75024
Office: (972) 713-3770

3.0 Clarification Questions from the County

> **3.1** Report templates (including but not limited to letters, court reports etc.) if we need to add a new one to the system can PROBATION do that or does Tyler have to? What would be any additional cost?

The Tyler Supervision solution offers the ability for PROBATION to establish user-defined report templates that include, but are not limited to letters, forms, and court reports. These templates are in Microsoft Word and thus would enable PROBATION users to create their own templates – without Tyler – and insert tokens/tags which correspond to specific data fields in stored within the Tyler Supervision application.

The sample report template below highlights in yellow example tokens that can be substituted with actual data from the system to produce reports with live information. PROBATION will be able to create their own report templates and Tyler will provide training to PROBATION as part of the implementation project.

[Court Title Here]
[Court Plaintiff Title Here]

State of Alabama	)	
Plaintiff	)	
	)	
vs.	)	Case Number: [CourtFileNum]
	)	
[Individual Name Here]	)	
Defendant	)	

Order of Release

The defendant, [Individual Name Here], is to be released from the Winston County Jail and is to be placed in the custody of Mrs. Judie S. Osborn, the Director of Community Corrections for the 25th Judicial Circuit, pending his Community Corrections hearing on [Next scheduled hearing date mmmm d, yyyy] at [h:mm AM/PM]. Upon release the defendant is to report to the Winfield Office on [Next scheduled activity date mmmm d, yyyy] at [h:mm AM/PM].

The remaining terms of the defendant's original sentence remain in effect.

Done this [CurrentDay daysuf] day of [Current mmmm, yyyy]

In addition to user-defined forms and letters, Tyler customers can also modify any existing forms and letters themselves **at no additional cost** – including forms and letters that Tyler has pre-built and others that existing clients have already established, **such as Alameda County Probation Department forms**.

If a customer decides that they wish for Tyler to build a custom report from scratch as part of their project, it typically involves an average of around 4 hours of effort, depending on the complexity of the report. At Tyler's BAFO rate for PROBATION of $155 per hour, this amounts to $620 per report. It is worth noting that **Tyler has already included the scope and cost of the creation and deployment of all the PROBATION reports listed in the RFP provided with "PRARC-091 Attachment II SampleReportTemplateList.pdf"**. As such, Tyler's proposed implementation project already plans for establishing the reports listed in the RFP, and thus those reports would be readily available for use at Go-Live. After Go-Live, PROBATION will be able to create new reports in the future, without Tyler's assistance.

Additionally, we are working towards the release of a user-defined statistical reporting tool that empowers our clients to build statistical reports for areas such as state reporting and other data-driven grid-views of monthly, quarterly, and annual reports. The image below reflects the configuration screen for this soon-to-be-available feature.
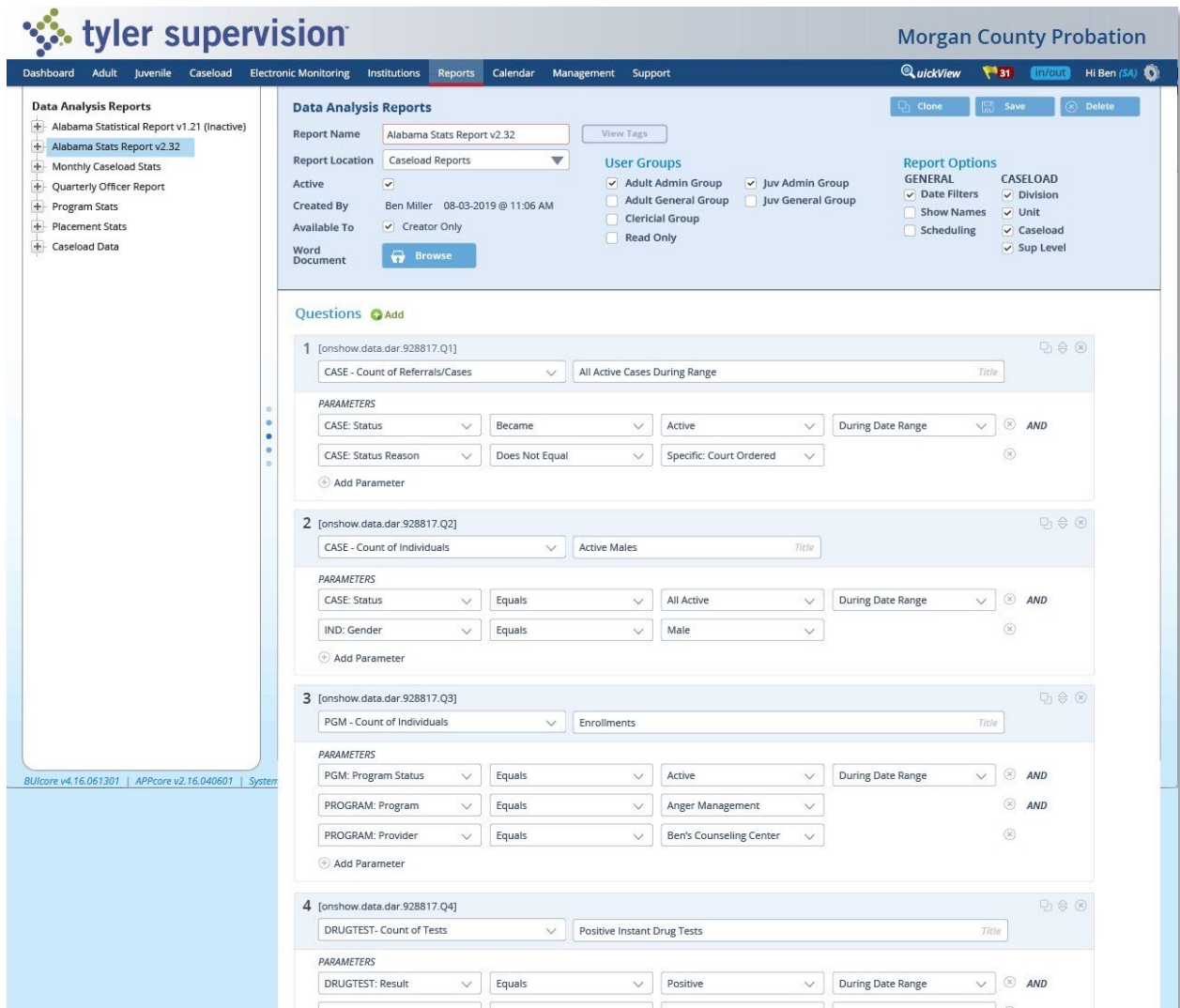
Tyler Supervision also now includes a new reporting feature that was recently made available to all clients. This new feature involves no additional cost and empowers our clients to schedule and deliver statistical reports via email. These reports can be delivered in various formats, including PDF, Excel and DOCX. The image below presents the screen for this new feature.
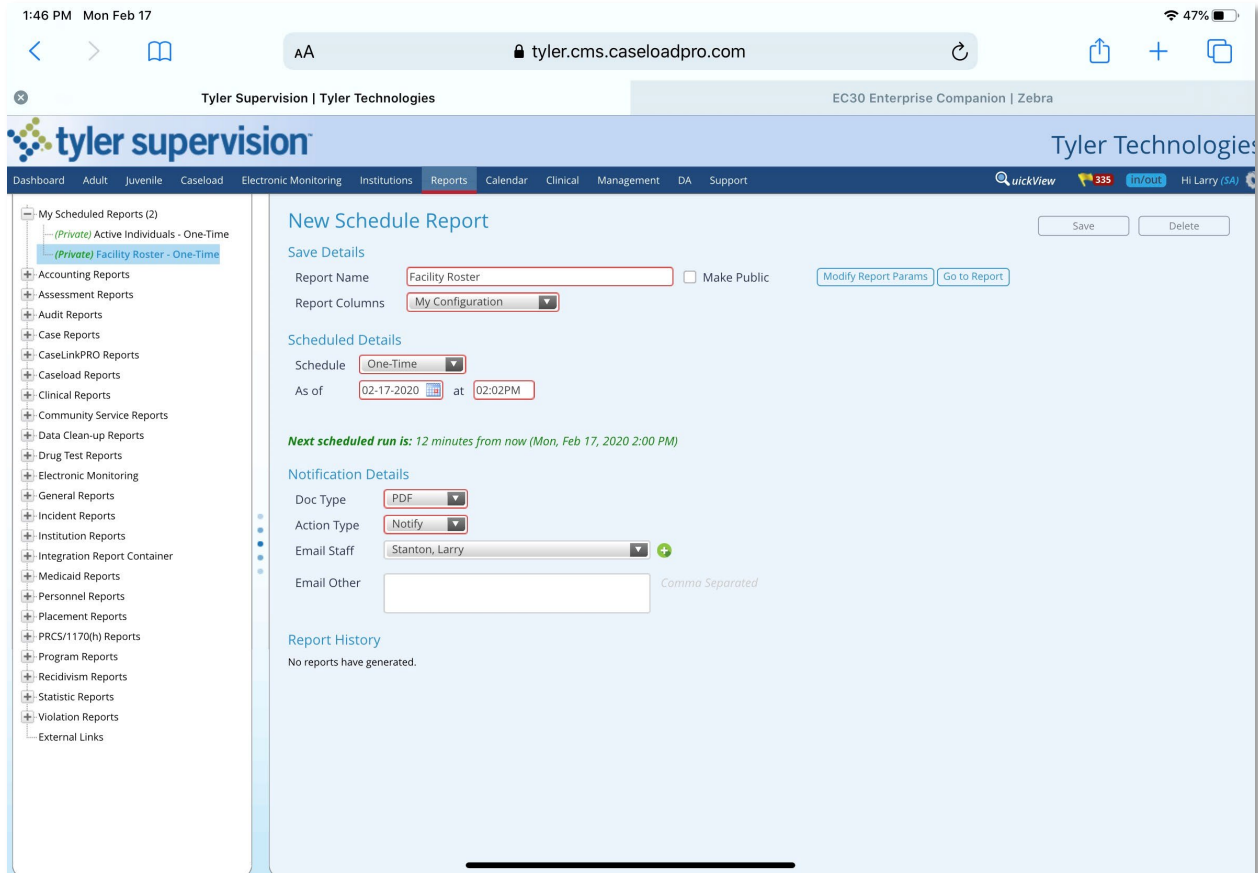
| 3.2 | Report Templates (including but not limited to letters, court reports etc.) if a report template needs to be modified, adding a new data field or modifying text, to the new system can PROBATION do that or does Tyler have to? What would be any additional cost? |

Any existing letter or form in the Tyler Supervision application **can be modified by PROBATION without Tyler's assistance at no additional cost**, if the field already exists within the application. To expand upon Tyler's response to the previous question 3.1, if by odd chance there is a field or corresponding tag that does not yet exist in the Tyler Supervision application, then Tyler would need to create the new field. The costs to do so would be dependent upon the complexity of the modification involved, but we have found an average of about 4-hours of effort to add a new field. At Tyler's BAFO rate for PROBATION of $155 per hour, this amounts to $620 per report.

For emphasis, as mentioned in our response to the previous question, Tyler already plans for establishing all of PROBATION's reports listed in the RFP as part of the project scope. Additionally, Tyler Supervision

currently contains over 1,700 out-of-the-box report templates in the application today and the number continues to grow every week. As such, **Tyler does not anticipate the need for new fields outside of what we have already scoped for the PROBATION's project**. Please note that because the report templates are in Microsoft Word, PROBATION can always modify the text, format, or information as the user sees fit – without needing assistance from Tyler. The only prerequisite for our customers is that they are using Microsoft Office version 2007 or higher.

From a technical perspective, designated PROBATION IT staff will also receive ODBC access to both QA and Production environments. These instances are milliseconds behind the sourced data and allow PROBATION to attach any tool which supports ODBC. This allows PROBATION to create their own reports using an ODBC-compliant report writer and maintain these reports outside of the Tyler Supervision application, as needed.

3.3	**If new local, state, or federal laws change requiring new tracking or modifications to the system how does Tyler implement these changes with different counties? What is the cost to PROBATION for law changes? As an example, please provide the cost incurred by counties for the AB109 implementation.**

Tyler's approach to implementing changes that affect multiple counties involves a **collaborative method between Tyler and our customers**. The California Assembly Bill 109 (AB 109), also known as the "realignment" bill is a perfect example in that it was a new law that describes a process of significant change in the California criminal justice system – and it affected many of our customers.

For this initiative, Tyler worked directly with multiple customers over several months to build a plan, design enhancements to the solution, and then build-out the new features. As a common practice, when we design new features, we account for the potential variability between different counties. Where possible differences exist, Tyler incorporates configurable options in its software to ensure that our customers can customize their solution as closely as possible to their unique business needs.

To date, Tyler has been successful in designing and building software that is highly configurable so that customers of varying sizes, priorities, and political drivers can all use our software **and use configuration to tailor their Tyler system to their unique business processes**. Tyler's existing customer base in California, as depicted in Figure 3.3.1 below, is a testament to our success in providing solutions to different counties[1].

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[1] The California map presented herein has been updated to reflect the three new customers that have joined the Tyler family since Tyler's original RFP response to PROBATION, submitted in September 2019: notably the superior courts of Mendocino, Shasta, and Contra Costa counties.

Figure 3.3-1 – The California Odyssey and Tyler Supervision Community

13 of 58 counties using Tyler Supervision (green) and 29 of 58 superior courts (blue)

Complies with CJIS requirements as enforced by California **DOJ**

Proven to meet **State Reporting requirements**

We believe that collaborating with our customers is important for change-in-law type of initiatives because the introduction of such changes often involve many grey areas and unknown variables. Often, one county may interpret the new law differently from another county. Tyler takes an approach that strives for as much commonality as possible. For example, all our state-level processes, forms, and reports are designed with a common foundation, but offers configurable options at a county-by-county level. Leading our customers towards a solution and incorporating their input into the solution design is the best – and in our humble opinion – the only way to achieve success.

From a cost perspective, PROBATION benefits from **Tyler's Evergreen Philosophy, and so it would be unlikely that there would be a future law change scenario that requires funding from our customers.** Because AB 109 occurred several years ago, prior to CaseloadPRO becoming a part of the Tyler justice solution framework, some of the costs to establish the new AB 109 features were funded by several counties. Today, now that CaseloadPRO is called Tyler Supervision and is part of the Tyler portfolio of solutions, our customers benefit from Tyler's legislative change support that is part of our Evergreen model. This support is funded by a percentage of the total Annual Maintenance Fees for the Licensed Software paid by all Tyler clients in California during such calendar year.

As shown in Figure 3.3.1 above, Tyler customers in California benefit from having a large customer base that is inclusive of justice agencies with very large annual maintenance fees, including the Los Angeles Superior Court and San Diego Superior Court. By virtue of having Tyler customers in 35 California counties and growing, it is unlikely that there would be a future legislative change scenario that is not already covered by Tyler's legislative change support in California. **This significantly reduces risk – and potential future costs, for the Riverside Probation County Department.**

3.4   What if PROBATION desires additional changes than other counties?

Tyler fully expects that PROBATION would have additional changes that differ from other counties, given the Riverside County Probation Department's unique size, legacy systems, and business processes. Within the Tyler Supervision application, **we offer client-specific features**. For PROBATION, we would establish **Riverside-specific features** in the implementation – based on the requirements identified in the RFP. This is a common approach and Tyler is very experienced with establishing successful and individualized solutions for probation departments across the country. With their client-specific features, our clients can see, access, and use their own unique features, including letters, forms, reports, screens, fields, and alerts.

Tyler Technologies is exclusively qualified to accommodate PROBATION's unique changes, because the Tyler Supervision system is extremely flexible, and Tyler Technologies is very experienced with large and highly complex county government justice agencies[2]. Given that Tyler Supervision is currently installed in over a hundred client sites across 25 states and thousands of users, we believe that our market-leading customer base is a testament to the flexibility of our solution, as well as our company's ability to establish **personalized solutions to a variety of customers**.

* * * * *

We hope that Tyler's clarifications provided herein are informative and answer the PROBATION questions. However, we understand that written responses can sometimes offer insufficient clarity. As such, Tyler would like to extend an offer to conduct an **open Questions and Answers (Q&A) session** with PROBATION to answer any outstanding questions PROBATION might have.

Tyler can conduct the open Q&A either online or on site at the PROBATION's facilities. Tyler would involve key resources and be prepared to show specific areas of the Tyler Supervision application, as needed. If this is of interest, we would be happy to work with you to look at potential date / time options for scheduling this session. Ultimately, we want to make sure that the PROBATION Evaluation Team has all their questions answered, and that we are providing as clear as possible responses to their inquiries.

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[2] Tyler Technologies' Justice Solutions currently serve 7 of the top 10 largest counties in the United States, by population. Tyler is, without question, the market leader for high-complex justice projects in large counties.

ATTACHMENT B: (BB-BAFO)

A SOLUTION PROPOSAL FOR:
County of Riverside, California

BEST AND FINAL OFFER,
RFP #PRARC-091
Client Management System
Application Replacement Project

PRESENTED BY:
Tyler Technologies

CONTACT:
Bona Nasution – Director of Sales
(206) 465-6556
Bona.Nasution@tylertech.com

November 6, 2019

tyler technologies

5101 Tennyson Parkway
Plano, Texas 75024

P: 972.713.3770
F: 972.713.3777

www.tylertech.com

November 6, 2019

Patricia Guerrero
Procurement Contract Specialist
Riverside County Purchasing & Fleet Services
2980 Washington Street
Riverside, CA 92504-4647

Best and Final Offer, RFP #PRARC-091

Tyler Technologies is pleased to provide our response to the Best and Final Offer (BAFO) for the Riverside County Probation Department for the Client Management System Application Replacement Project RFP #PRARC-091. Tyler has provided a substantial reduction in our pricing to help demonstrate our commitment to the success of your project.

Per the BAFO instructions, please find below Tyler's primary point of contact during the period of evaluation with questions or contract issues:

Name:	Bona P. Nasution
Title:	Director of Sales, Courts & Justice Division
Address:	5101 Tennyson Parkway, Plano, TX 75024
Telephone Number:	(206) 465-6556
Fax Number:	(972) 713-3777
Email Address:	Bona.Nasution@tylertech.com

California is very important to Tyler and we continue to make significant investments into our software products, resources, and staffing to meet the specific needs of the State. Tyler is committed to the success of our customers and we look forward to the opportunity of partnering with the Riverside County Probation Department on this most important project.

Sincerely,

Russell Smith
President

TYLER TECHNOLOGIES
Courts & Justice Division
5101 Tennyson Parkway
Plano, Texas 75024
Office: (972) 713-3770

3.0 BAFO Price Structure:

Tab H   Cost Proposal

In this section, please complete and include the Cost Proposal Sheet, include an itemized cost breakdown for each application system proposed and **place in a sealed envelope, and include only in the Original Proposal (Do Not provide in the copies of your bid submission).** Cost Proposals will be opened after the technical evaluation of the proposals has been completed. The County reserves the right to negotiate final fees with the selected Contractor(s). Proposals must fully describe all costs and charges to County as part of this service/project. As stated in the Cost Proposal, bidders must provide fully inclusive blended rates, which are inclusive of all the bidder's project-related or supported expenses, including travel expenses. Expenses not included in the line item cost breakdown will not be reimbursed. Bidders may also include any other documents as information to further explain the proposed costs.

H1.0   CMS SYSTEM: TOTAL UNIT OF SERVICE COST AND TOTAL PROJECT COST:

Proposed Service	Description	Total Cost
Materials	Tangible goods including, but not limited to: • Hardware • Software • Materials • Shipping and handling • Tax, etc.	• $ 0 • $ 0 • $ 0 • $ 0 • $ 0
Services	All services for turn-key system including, but not limited to: • Labor • Installation • Data migration • Implementation • Configuration • Testing • Initial Training, • Training, etc.	• $ 35,910 • $ 3,100 • $ 116,250 • $ 244,800 • $ 22,320 • $ 0 • $ 5,800 • $ 23,200
Customization	Customization requests including, but not limited to:	

	• Screen Changes • Adding a new Screen • Adding/Modifying Codes • Adding/Modifying Report Templates • Adding/Modifying Reports • Adding/Modifying automated processes • Adding/Modifying system interfaces • Additional Training requested	• $ 894,350
Escrow and Financing:	Provide Escrow and Financing Options if applicable.	$ N/A
Other:	Miscellaneous tangible good or services.	$ N/A
Support and Maintenance	Total five (5) year cost of support and maintenance for hardware and/or software.	$ 5,088,822
	CMS SYSTEM TOTAL PROJECT COST, NOT TO EXCEED AMOUNT	$ 6,434,552

H1.1   CMS System Itemized Cost Breakdown: The requested information should be provided on company letterhead or in a format acceptable to the Bidder and easily read by the County. This information MUST be included in Tab H of the proposal submission (in the Original Proposal ONLY) to be considered responsive to the request. The itemized cost breakdown should include itemized cost for goods (if any) and services, including hourly rates for future professional services, total cost of application(s) with licensing costs and ongoing support for hardware and/or software for five years, etc.

H1.2   CMS System Milestone Payment Schedule: The requested information should be provided on company letterhead or in a format acceptable to the Bidder and easily read by the County. This information MUST be included in Tab H of the proposal submission (in the Original Proposal ONLY) to be considered responsive to the request. Proposed milestone payment schedule is for informational purposes only and is subject to change based on the best interest of the County during contract negotiations.

Insert CMS System Cost breakdown and milestone payment schedule

BIDDER'S RESPONSE: Per the RFP instructions, please find below the itemized cost proposal breakdown and milestone payment schedule for implementing our proposed Tyler Supervision solution for the Riverside County Probation Department on the following pages. The pricing provided below is our all-inclusive pricing for all software, maintenance & support, and professional services necessary to establish a modern and successful probation Client Management System for your Department.

For this Best and Final Offer (BAFO), Tyler has **reduced the CMS Total Project Cost, not to exceed amount by $490,885** over the five-year period. We achieved this cost reduction through reduced hourly rates and reduced incremental increases year-over-year for the annual support and maintenance.

The reduced hourly rates are reflected in the implementation and customization costs in the tables below, where we reduced the rates by $15 per hour for project management; $10 per hour for data conversion, configuration, and customization; and $5 per hour for training and go-live support. Additionally, Tyler's standard practice is to increase our annual Maintenance and Support (M&S) by 5% every year. However, to help demonstrate our commitment to the Riverside County Probation Department, for this BAFO, Tyler has fixed the Department's annual SaaS fees for the first 3 years, and then only increased the fees by 4% in years 4 and 5 – a full 1% less. These efforts result in nearly half a-million dollars in reductions over the 5-year Total Cost of Ownership (TCO).

Tyler Supervision Implementation Costs

One-Time Costs	Price	QTY	Cost
Setup Services			
Project Management Project Management Services for 1.5-year Supervision Project.	$170	1440 hours	$244,800
Data Conversion Data conversion from legacy system to Tyler Supervision.	$155	750 hours	$116,250
Deployment Setup This is a one-time fee for the provisioning of space on Tyler Supervision servers.	$155	20 hours	$3,100
Custom Reports Fees for the creation and deployment of the custom reports listed in the attachments provided with Addendum #2.	$155	450 hours	$69,750
Customization Development This is a one-time fee to complete all the customization items identified in the RFP. Please refer to the "Itemized Customization" on the next page.	$155	4600 hours	$713,000
Interfaces Development This is a one-time fee to complete all the customization identified in the RFP. Please refer to the "Itemized Customization" on the next page.	$155	720 hours	$111,600

Setup, Configuration, and Consulting One-time fee to update system lookup tables and system configuration.	$155	144 hours	$22,320
Training Train-the-Trainer model that involves training staff from Riverside County Probation Department who will be responsible for training the user community on the system application.	$145	40 hours	$5,800
Go-Live Assistance Additional Tyler staff to assist with transition to new system.	$145	160 hours	$23,200
Project Expenses Project costs for Tyler team over duration of the project including travel, lodging, per diem, etc.	N/A	N/A	$35,910

One-Time Implementation Cost Subtotal: **$1,345,730**

Recurring Costs	Rate	Cost
Subscriptions		
Case Management User – All Divisions A user shall be defined as any individual person who has an active login to access any areas of Tyler Supervision with Add, Edit, Modify and Delete permissions. Annual software fees are inclusive of software, hosting fees, maintenance & support, and disaster recovery. Annual fees are due annually in advance. The first annual payment will be due upon contract execution. Annual fees will be fixed for the first three years, and then increase annually by 4% at the third anniversary of the contract execution date.	Enterprise	$993,600 per year
Case Management User – Read Only A user shall be defined as any individual person who has an active login to access any areas of Tyler Supervision and can only read data. The user can cannot run or generate reports.	Unlimited	$0

Optional Supporting Products		
Appointment Reminder Tyler Supervision's Appointment Reminder system automatically contacts offenders the day before the appointment or hearing. With a gentle reminder the day before the event, offenders are more likely to appear, allowing your officers to capture countless hours of lost time.	Telephone or Text: $0.40 an appointment	Based on Usage
Offender Telephone Check-in Voice Biometric telephone check-in completed using our automated Interactive Voice Response(IVR) system. Recorded Audio. Custom Interview questions. Fully integrated with CMS. Higher frequency check-in (weekly) using the latest interactive telephone technologies, officers can stay linked to their clients by voice biometric check-ins.	Monthly: $4.00/month Weekly: $6.00/month	Based on Usage
Electronic Monitoring Utilizing proven hardware of Satellite Tracking of People LLC (STOP) or Track Group Bracelet and Beacon devices that are ultra-reliable and provide highly accurate data which virtually eliminates false alerts. GPS Active Monitoring. Includes a location ping every minute and data is sent to the server every 10 minutes. Includes devices, straps, charges, RF Box, 2-day shipping. 20% shelf. Tyler Supervision is the only solution that is device agnostic, so customers can use a mix of existing hardware devices and add new ones from another GPS hardware company as they see fit – a significant benefit to big probation departments that have a need to monitor a large population of offenders.	$4.75 per day	Based on Usage
Electronic Monitoring Call Center (optional)* *Call Center Hours are 6:00AM – 12:00 AM, 7 days a week*	$1.00 per day	Based on Usage

Recurring Annual Fee Total   **$993,600 + Options**

Itemized Customization

The table below presents cost for the various customization requiring software development requested by the Riverside County Probation Department. The Probation Department may choose all, or a subset, of the following items at the Probation Department's discretion based on priorities and/or available budget. Tyler welcomes the opportunity to have further discussion with the Probation Department to assist with any prioritization and planning of these items.

One-Time Costs	Rate	QTY	Cost
Custom Development			
The CMS system integrates with an in-house mobile application (Mo-Fi), Facilities Dashboard, Kiosk application, which was launched in 2010, and a Law Enforcement Portal (LEP) web-application which is used by all law enforcement agencies within Riverside County. Current List of Agency's Intra-County integrations: 1. Riverside Sheriff Office – Stations – Law Enforcement Portal 2. District Attorney – Law Enforcement Portal 3. Riverside County Courts – Financial billing, Restitution Information, Address Information 4. Riverside County Police Agencies- Law Enforcement Portal 5. Transportation Land Management Agency- Address Information 6. Address Mapping- Provides maps to client's residences 7. Registrar of Voters- Link to website for district information 8. Riverside University Health System (RUHS) – Hospital – Institutional Facilities Health Information 9. Behavioral Health – In Custody Information 10. Riverside County Office of Education- School information and Juvenile Hall Bookings Vendor interfaces: 1. NaphCare/TechCare: In Custody & Medical Information 2. Northpointe: Assessment information 3. JBI/Medi-log: Time Study information The system shall allow for various bi-directional interfaces including change data capture capabilities with other systems, agencies, and/or entities, including but not limited to the following list: 1. Riverside County District Attorney 2. Riverside County Sheriff's Office 3. Riverside Superior Court (E-court) 4. Riverside County Office of Education 5. Riverside County Mental Health 6. Riverside County Public Health 7. California Department of Justice 8. Juvenile Court and Probation Statistical System (JCPSS) 9. Riverside County Department of Social Services 10. California Department of Corrections & Rehabilitation (CDCR) **Alternatively, for the same cost**, Tyler is offering PROBATION a separate approach that involves the purchase of one-time software license for the **Tyler Supervision Integration Toolkit**. Tyler will include training on the Integration Toolkit as part of the software license purchase. With the Integration Toolkit, the Riverside County IT team will build the interfaces listed in the RFP.	$155	720 hours	$111,600

Licensing the Integration Toolkit also enables the Riverside County IT team to build any other future interfaces without Tyler.			
E1.4 d Integration with Active Directory to enable self-service features (e.g., password resets, single sign on)	$155	300 hours	$46,500
E3.1 (g) The system shall be flexible and configurable, allowing it to function under multiple or changing business models. This includes capabilities to customize, modify, and remove user-defined data elements to screens and reports.	$155	240 hours	$37,200
E3.3 (a) Additionally, the system must allow the agency to flag/un-flag certain records for litigation holds and include or exclude certain records from any programmatic purge routine.	$155	80 hours	$12,400
E3.3 (d) The system shall allow configurable rules for each transaction type, which determine whether data is required, optional, or not allowed.	$155	160 hours	$24,800
E3.3 (m) The system shall allow the agency to add, edit, remove, or hide data-entry fields and their labels in all modules/screens of the user interface, and the ability to add, modify, remove, or hide rules/validations for each data-field.	$155	200 hours	$31,000
E3.3 (p) The system shall allow agency personnel to print any data maintained in the system with a department specified watermark, either from the application or directly from the database via query or through other reporting services.	$155	80 hours	$12,400
E3.3 (t) Appointments/Calendar to sync with Microsoft Outlook	$155	320 hours	$49,600
E3.4(j) The system shall have an integrated E-filing System which will allow documents to be directly filed with, but not limited to, the following agencies: Riverside Superior Court, Riverside County District Attorney, Riverside County Public Defender, and private defense attorneys.	$155	120 hours	$18,600
E3.10 (a). The proposed system will notify PROBATION staff, based on their role, of areas of concern including but not limited to: Data entry errors that need to be corrected Data entries that need to be reviewed/confirmed Customizable alerts set by PROBATION	$155	80 hours	$12,400
E3.19 (b) The system shall automatically escalate or route workflow assignments to an alternative approver, based on the expiration of user-defined action time limit or other means.	$155	80 hours	$12,400
E3.20 (a). The proposed system will allow PROBATION staff, based on role, to run queries for data and customize their own ad-hoc reports. Queries will include but are not limited to: Queries have a "Google-like" ability to ask questions of all data entered in system including contacts, notes, and comments.	$155	1000 hours	$155,000

E4.1 (b) The system should support both application and batch entry of data and allow complete validation and editing of data at the point of entry. PROBATION will define data validation points.	$155	360 hours	$55,800
E4.1 (d) The system should be able to identify, purge and restore data, including archived data, within a user-defined time and criteria.	$155	80 hours	$12,400
E4.2 (a) The system shall integrate error messages with online help function.	$155	160 hours	$24,800
E4.2 (b) The system should provide configurable application help for the user's current menu, screen, and field(s).	$155	160 hours	$24,800
E4.4 (b) The system should provide interfaces with multiple directories for authentication and authorization of security groups/roles, using Active Directory integration.	$155	300 hours	$46,500
E4.7 (a). The system should offer the ability to track inventory and assigned location/assigned user based on barcode systems. Specific items desired to be tracked include, but are not limited to: Equipment assigned to staff Evidence and property, such as personal belongings kept for safekeeping, including when these items were returned/destroyed Files Items provided to clients/minors	$155	120 hours	$18,600
E5.0 (b) The system should support a configurable logon banner for displaying the agency "branding" (logo, color schemes, user warnings, and messages, acceptable use policies and/or other messages.	$155	40 hours	$6,200
E5.1 (a) The system should allow access control changes to have future effective dates by authorized users. This includes but is not limited to caseload assignment, and location changes.	$155	80 hours	$12,400
E5.4 (a). It is desirable that the proposed system allow integration with the following technologies: Electronic signature (integration must be listed on the California Approved List of Digital Signature Certification Authorities	$155	200 hours	$31,000
E5.5 (a). It is desirable that the proposed system have a robust workload and time-tracking component for PROBATION staff (sworn and non-sworn). This tracking will include time spent completing functions, number of functions completed, and average time spent.	$155	120 hours	$18,600
E2.3 - Store Biometrics Information	$155	40 hours	$6,200
E3.3 (f) - Ability to Archive….not Seal or Expunge.	$155	200 hours	$31,000

E2.3 Ability to change the Input Values on our "Medicaid Time Sheet" per tenant.	$155	80 hours	$12,400

Total: <u>**5,320 hours / $824,600**</u>

5-year Total Project Cost

For convenience, we have provided a 5-year total project cost in the table below.

Project Costs	Cost
Software Annual software fees are inclusive of software, hosting fees, maintenance & support, and disaster recovery.	
Year 1	$993,600
Year 2	$993,600
Year 3	$993,600
Year 4	$1,033,344
Year 5	$1,074,678
Implementation + Customization	$1,345,730
TOTAL	<u>**$6,434,552**</u>

Payment Milestone Schedule

The payment milestone schedule for the annual software fees is provided in the table below.

Year	Amount	Invoice Date
Year 1	$993,600	Contract Execution
Year 2	$993,600	Contract Execution + 1 year
Year 3	$993,600	Contract Execution + 2 years

| Year 4 | $1,033,344 | Contract Execution + 3 years |
| Year 5 | $1,074,678 | Contract Execution + 4 years |

The payment milestone schedule for the one-time implementation costs provided in the table below corresponds to the Project Schedule of the Gantt Chart provided in "Attachment 5" located in Tab G.

Estimated Date	Deliverable	Description	Amount
3/6/2020	2.1.1	Tenant Dev Setup	$29,612
7/17/2020	2.2.2	Initial Setup Configuration	$29,612
8/3/2020	2.2.3	Initial Setup User Credentials	$29,612
2/1/2021	3.1.1	Convert source data to Tyler Supervision	$44,418
2/26/2021	3.1.2	Data Review Completion	$44,418
7/31/2020	2.2.2	Application Training for Administrators	$29,612
7/31/2020	2.2.2	Configuration Training for Administrators	$29,612
12/1/2020	4.1.2	System Customization Delivery (75%)	$405,480
9/1/2020	4.1.2	Report Customization Delivery (75%)	$405,480
3/30/2021	4.1.2	Development and Report Customization Completion (100%)	$202,740
4/13/2021	5.2.1	Train the Trainer Delivered	$29,612
6/10/2021	5.4.1	Go-Live	$65,522
		TOTAL	**$1,345,730**

Summary

Tyler has prepared a comprehensive proposal that will fully meet the needs of the Riverside County Probation Department, while also being mindful of the funding available in today's economic climate. Tyler's proposal includes an economical cloud-based, vendor-hosted "Software as a Service" (SaaS) pricing for the Tyler Supervision solution, eliminating the need for the Riverside County Probation Department to procure, install, or maintain infrastructure hardware on site for the solution.

Tyler is uniquely qualified to assist the Riverside County Probation Department with this project as our justice solutions currently serve 34 of the 58 counties in California and over 70% of the State's population. California is very important to Tyler and we continue to make substantial investments into our software products, resources, and staffing to meet the specific needs of the State. Tyler is committed to the success of our customers in California and we look forward to the opportunity of partnering with the Riverside County Probation Department on this most important project.

County of Riverside
Purchasing and Fleet Services

Request for Proposal # PRARC-091 Best and Final Offer
Closing Date: 11/06/19 on or before 01:30 P.M.

CERTIFICATIONS

I, _____Sherry Clark_____, a duly authorized agent of __Tyler Technologies, Inc.__,
        (Printed Name of Agent/Officer)   *(Name of Organization)*

hereby certify that ___Tyler Technologies, Inc.___ by submission of this proposal in response to the
                    (Name of Organization)

Professional Services RFP agree upon contract award to carry out the requirements specified and obligations

set forth therein.*

Signature _____ Date __November 6, 2019_____

Title of Agent/Officer __Sr. Corporate Attorney_____

*Subject to our proposal response and the exceptions therein. Tyler reserves the right to negotiate any and all
terms to the mutual satisfaction of the parties.*

Please provide one copy of Tabs H and Tab I in a clearly marked, sealed envelope. These items should be in the original binder only and not in the copies.

Tab H   Cost Proposal

In this section, please complete and include the Cost Proposal Sheet, include an itemized cost breakdown for each application system proposed and **place in a sealed envelope, and include only in the Original Proposal (Do Not provide in the copies of your bid submission).** Cost Proposals will be opened after the technical evaluation of the proposals has been completed. The County reserves the right to negotiate final fees with the selected Contractor(s). Proposals must fully describe all costs and charges to County as part of this service/project. As stated in the Cost Proposal, bidders must provide fully inclusive blended rates, which are inclusive of all the bidder's project-related or supported expenses, including travel expenses. Expenses not included in the line item cost breakdown will not be reimbursed. Bidders may also include any other documents as information to further explain the proposed costs.

H1.0   CMS SYSTEM: TOTAL UNIT OF SERVICE COST AND TOTAL PROJECT COST:

Proposed Service	Description	Total Cost
Materials	Tangible goods including, but not limited to: • Hardware • Software • Materials • Shipping and handling • Tax, etc.	• $ 0 • $ 0 • $ 0 • $ 0 • $ 0
Services	All services for turn-key system including, but not limited to: • Labor • Installation • Data migration • Implementation • Configuration • Testing • Initial Training, • Training, etc.	• $ 35,910 • $ 3,300 • $ 123,750 • $ 266,400 • $ 23,760 • $ 0 • $ 6,000 • $ 24,000
Customization	Customization requests including, but not limited to: • Screen Changes • Adding a new Screen • Adding/Modifying Codes • Adding/Modifying Report Templates • Adding/Modifying Reports • Adding/Modifying automated processes • Adding/Modifying system interfaces	• $ 952,050

	• Additional Training requested	
Escrow and Financing:	Provide Escrow and Financing Options if applicable.	$ N/A
Other:	Miscellaneous tangible good or services.	$ N/A
Support and Maintenance	Total five (5) year cost of support and maintenance for hardware and/or software.	$ 5,490,267
	CMS SYSTEM TOTAL PROJECT COST, NOT TO EXCEED AMOUNT *Please see separate Cost Proposal provided here in Tab H*	$ 6,925,437

H1.1   CMS System Itemized Cost Breakdown: The requested information should be provided on company letterhead or in a format acceptable to the Bidder and easily read by the County. This information MUST be included in Tab H of the proposal submission (in the Original Proposal ONLY) to be considered responsive to the request. The itemized cost breakdown should include itemized cost for goods (if any) and services, including hourly rates for future professional services, total cost of application(s) with licensing costs and ongoing support for hardware and/or software for five years, etc.

H1.2   CMS System Milestone Payment Schedule: The requested information should be provided on company letterhead or in a format acceptable to the Bidder and easily read by the County. This information MUST be included in Tab H of the proposal submission (in the Original Proposal ONLY) to be considered responsive to the request. Proposed milestone payment schedule is for informational purposes only and is subject to change based on the best interest of the County during contract negotiations.

> *Insert CMS System Cost breakdown and milestone payment schedule*
> **BIDDER'S RESPONSE:**
>
> Please reference our Cost Proposal document included on the following pages that describes all associated costs components of Tyler's proposal for this project.

CERTIFICATIONS

I, <u>Sherry Clark</u>   , a duly authorized agent of <u>Tyler Technologies, Inc.</u>
         (Printed Name of Agent/Officer)   *(Name of Organization)*

hereby certify that <u>Tyler Technologies, Inc.</u>   by submission of this proposal in response to the
         (Name of Organization)

Professional Services RFP agree upon contract award to carry out the requirements specified and obligations set forth therein.*

Signature _____ Date <u>September 5, 2019</u>

Title of Agent/Officer <u>Sr. Corporate Attorney</u>

Subject to our proposal response and the exceptions therein. Tyler reserves the right to negotiate any and all terms to the mutual satisfaction of the parties.

Form 116-105 3-21-19

September 12, 2019

Patricia Guerrero
Procurement Contract Specialist
Riverside County Purchasing & Fleet Services
2980 Washington Street
Riverside, CA 92504-4647

Re: Cost Proposal for Client Management System Application Replacement Project RFP #PRARC-091

Ms. Guerrero:

Following the RFP instructions, please find below the itemized cost proposal breakdown for implementing our proposed Tyler Supervision solution for the Riverside County Probation Department. The pricing provided below is our all-inclusive pricing for all software, maintenance & support, and professional services necessary to establish a modern and successful probation Client Management System for your Department.

Tyler Supervision Implementation Costs

One-Time Costs	Price	QTY	Cost
Setup Services			
Project Management Project Management Services for 2-year Supervision Project.	$185	1440 hours	$266,400
Data Conversion Data conversion from legacy system to Tyler Supervision.	$165	750 hours	$123,750
Deployment Setup This is a one-time fee for the provisioning of space on Tyler Supervision servers.	$165	20 hours	$3,300
Custom Reports Fees for the creation and deployment of the custom reports listed in the attachments provided with Addendum #2.	$165	450 hours	$74,250

Customization Development This is a one-time fee to complete all the customization items identified in the RFP. Please refer to the "Itemized Customization" on the next page.	$165	4600 hours	$759,000
Interfaces Development This is a one-time fee to complete all the customization identified in the RFP. Please refer to the "Itemized Customization" on the next page.	$165	720 hours	$118,800
Setup, Configuration, and Consulting One-time fee to update system lookup tables and system configuration.	$165	144 hours	$23,760
Training Train-the-Trainer model that involves training staff from Riverside County Probation Department who will be responsible for training the user community on the system application.	$150	40 hours	$6,000
Go-Live Assistance Additional Tyler staff to assist with transition to new system.	$150	160 hours	$24,000
Project Expenses Project costs for Tyler team over duration of the project including travel, lodging, per diem, etc.	N/A	N/A	$35,910

One-Time Implementation Cost Subtotal: **$1,435,170**

Recurring Costs	Rate	Cost
Subscriptions		
Case Management User – All Divisions A user shall be defined as any individual person who has an active login to access any areas of Tyler Supervision with Add, Edit, Modify and Delete permissions. Annual software fees are inclusive of software, hosting fees, maintenance & support, and disaster recovery. Annual fees are due annually in advance. The first annual payment will be due upon contract execution. Fees increase annually by 5% at the end of every year.	Enterprise	$993,600 per year

Case Management User – Read Only A user shall be defined as any individual person who has an active login to access any areas of Tyler Supervision and can only read data. The user can cannot run or generate reports.	Unlimited	$0
Optional Supporting Products		
Appointment Reminder Tyler Supervision's Appointment Reminder system automatically contacts offenders the day before the appointment or hearing. With a gentle reminder the day before the event, offenders are more likely to appear, allowing your officers to capture countless hours of lost time.	Telephone or Text: $0.40 an appointment	Based on Usage
Offender Telephone Check-in Voice Biometric telephone check-in completed using our automated Interactive Voice Response(IVR) system. Recorded Audio. Custom Interview questions. Fully integrated with CMS. Higher frequency check-in (weekly) using the latest interactive telephone technologies, officers can stay linked to their clients by voice biometric check-ins.	Monthly: $4.00/month Weekly: $6.00/month	Based on Usage
Electronic Monitoring Utilizing proven hardware of Satellite Tracking of People LLC (STOP) or Track Group Bracelet and Beacon devices that are ultra-reliable and provide highly accurate data which virtually eliminates false alerts. GPS Active Monitoring. Includes a location ping every minute and data is sent to the server every 10 minutes. Includes devices, straps, charges, RF Box, 2-day shipping. 20% shelf. Tyler Supervision is the only solution that is device agnostic, so customers can use a mix of existing hardware devices and add new ones from another GPS hardware company as they see fit – a significant benefit to big probation departments that have a need to monitor a large population of offenders.	$4.75 per day	Based on Usage
Electronic Monitoring Call Center (optional)* *Call Center Hours are 6:00AM – 12:00 AM, 7 days a week*	$1.00 per day	Based on Usage

Recurring Annual Fee Total   **$993,600 + Options**

Itemized Customization

The table below presents cost for the various customization requiring software development requested by Riverside County Probation Department. The Probation Department may choose all, or a subset, of the following items at the Probation Department's discretion based on priorities and/or available budget. Tyler welcomes the opportunity to have further discussion with the Probation Department to assist with any prioritization and planning of these items.

One-Time Costs	Rate	QTY	Cost
Custom Development			
The CMS system integrates with an in-house mobile application (Mo-Fi), Facilities Dashboard, Kiosk application, which was launched in 2010, and a Law Enforcement Portal (LEP) web-application which is used by all law enforcement agencies within Riverside County. Current List of Agency's Intra-County integrations: 1. Riverside Sheriff Office – Stations – Law Enforcement Portal 2. District Attorney – Law Enforcement Portal 3. Riverside County Courts – Financial billing, Restitution Information, Address Information 4. Riverside County Police Agencies- Law Enforcement Portal 5. Transportation Land Management Agency- Address Information 6. Address Mapping- Provides maps to client's residences 7. Registrar of Voters- Link to website for district information 8. Riverside University Health System (RUHS) – Hospital – Institutional Facilities Health Information 9. Behavioral Health – In Custody Information 10. Riverside County Office of Education- School information and Juvenile Hall Bookings Vendor interfaces: 1. NaphCare/TechCare: In Custody & Medical Information 2. Northpointe: Assessment information 3. JBI/Medi-log: Time Study information The system shall allow for various bi-directional interfaces including change data capture capabilities with other systems, agencies, and/or entities, including but not limited to the following list: 1. Riverside County District Attorney 2. Riverside County Sheriff's Office 3. Riverside Superior Court (E-court) 4. Riverside County Office of Education 5. Riverside County Mental Health 6. Riverside County Public Health 7. California Department of Justice 8. Juvenile Court and Probation Statistical System (JCPSS) 9. Riverside County Department of Social Services 10. California Department of Corrections & Rehabilitation (CDCR) **Alternatively, for the same cost**, Tyler is offering PROBATION a separate approach that involves the purchase of one-time software license for the **Tyler Supervision Integration Toolkit**. Tyler will include training on the Integration Toolkit as part of the software license purchase. With the Integration Toolkit, the Riverside County IT team will build the interfaces listed in the RFP. Licensing the Integration Toolkit also enables the Riverside County IT team to build any other future interfaces without Tyler.	$165	720 hours	$118,800
E1.4 d Integration with Active Directory to enable self-service features (e.g., password resets, single sign on)	$165	300 hours	$49,500

E3.1 (g) The system shall be flexible and configurable, allowing it to function under multiple or changing business models. This includes capabilities to customize, modify, and remove user-defined data elements to screens and reports.	$165	240 hours	$39,600
E3.3 (a) Additionally, the system must allow the agency to flag/un-flag certain records for litigation holds and include or exclude certain records from any programmatic purge routine.	$165	80 hours	$13,200
E3.3 (d) The system shall allow configurable rules for each transaction type, which determine whether data is required, optional, or not allowed.	$165	160 hours	$26,400
E3.3 (m) The system shall allow the agency to add, edit, remove, or hide data-entry fields and their labels in all modules/screens of the user interface, and the ability to add, modify, remove, or hide rules/validations for each data-field.	$165	200 hours	$33,000
E3.3 (p) The system shall allow agency personnel to print any data maintained in the system with a department specified watermark, either from the application or directly from the database via query or through other reporting services.	$165	80 hours	$13,200
E3.3 (t) Appointments/Calendar to sync with Microsoft Outlook	$165	320 hours	$52,800
E3.4(j) The system shall have an integrated E-filing System which will allow documents to be directly filed with, but not limited to, the following agencies: Riverside Superior Court, Riverside County District Attorney, Riverside County Public Defender, and private defense attorneys.	$165	120 hours	$19,800
E3.10 (a). The proposed system will notify PROBATION staff, based on their role, of areas of concern including but not limited to: Data entry errors that need to be corrected Data entries that need to be reviewed/confirmed Customizable alerts set by PROBATION	$165	80 hours	$13,200
E3.19 (b) The system shall automatically escalate or route workflow assignments to an alternative approver, based on the expiration of user-defined action time limit or other means.	$165	80 hours	$13,200
E3.20 (a). The proposed system will allow PROBATION staff, based on role, to run queries for data and customize their own ad-hoc reports. Queries will include but are not limited to: Queries have a "Google-like" ability to ask questions of all data entered in system including contacts, notes, and comments.	$165	1000 hours	$165,000
E4.1 (b) The system should support both application and batch entry of data and allow complete validation and editing of data at the point of entry. PROBATION will define data validation points.	$165	360 hours	$59,400
E4.1 (d) The system should be able to identify, purge and restore data, including archived data, within a user-defined time and criteria.	$165	80 hours	$13,200
E4.2 (a) The system shall integrate error messages with online help function.	$165	160 hours	$26,400
E4.2 (b) The system should provide configurable application help for the user's current menu, screen, and field(s).	$165	160 hours	$26,400
E4.4 (b) The system should provide interfaces with multiple directories for authentication and authorization of security groups/roles, using Active Directory integration.	$165	300 hours	$49,500
E4.7 (a). The system should offer the ability to track inventory and assigned location/assigned user based on barcode systems. Specific items desired to be tracked include, but are not limited to: Equipment assigned to staff Evidence and property, such as personal belongings kept for safekeeping,	$165	120 hours	$19,800

including when these items were returned/destroyed Files Items provided to clients/minors			
E5.0 (b) The system should support a configurable logon banner for displaying the agency "branding" (logo, color schemes, user warnings, and messages, acceptable use policies and/or other messages.	$165	40 hours	$6,600
E5.1 (a) The system should allow access control changes to have future effective dates by authorized users. This includes but is not limited to caseload assignment, and location changes.	$165	80 hours	$13,200
E5.4 (a). It is desirable that the proposed system allow integration with the following technologies: Electronic signature (integration must be listed on the California Approved List of Digital Signature Certification Authorities	$165	200 hours	$33,000
E5.5 (a). It is desirable that the proposed system have a robust workload and time-tracking component for PROBATION staff (sworn and non-sworn). This tracking will include time spent completing functions, number of functions completed, and average time spent.	$165	120 hours	$19,800
E2.3 - Store Biometrics Information	$165	40 hours	$6,600
E3.3 (f) - Ability to Archive....not Seal or Expunge.	$165	200 hours	$33,000
E2.3 Ability to change the Input Values on our "Medicaid Time Sheet" per tenant.	$165	80 hours	$13,200

Total: **5,320 hours / $877,800**

5-year Total Project Cost

For convenience, we have provided a 5-year total project cost in the table below.

Project Costs	Cost
Software Annual software fees are inclusive of software, hosting fees, maintenance & support, and disaster recovery.	
Year 1	$993,600
Year 2	$1,043,280
Year 3	$1,095,444
Year 4	$1,150,216
Year 5	$1,207,727
Implementation + Customization	$1,435,170
TOTAL	**$6,925,437**

Payment Milestone Schedule

The payment milestone schedule for the annual software fees is provided in the table below.

Year	Amount	Invoice Date
Year 1	$993,600	Contract Execution
Year 2	$1,043,280	Contract Execution + 1 year
Year 3	$1,095,444	Contract Execution + 2 years
Year 4	$1,150,216	Contract Execution + 3 years
Year 5	$1,207,727	Contract Execution + 4 years

The payment milestone schedule for the one-time implementation costs provided in the table below corresponds to the Project Schedule of the Gantt Chart provided in "Attachment 5" located in Tab G.

Estimated Date	Deliverable	Description	Amount
3/6/2020	2.1.1	Tenant Dev Setup	$32,016
7/17/2020	2.2.2	Initial Setup Configuration	$32,016
8/3/2020	2.2.3	Initial Setup User Credentials	$32,016
2/1/2021	3.1.1	Convert source data to Tyler Supervision	$48,024
2/26/2021	3.1.2	Data Review Completion	$48,024
7/31/2020	2.2.2	Application Training for Administrators	$32,016
7/31/2020	2.2.2	Configuration Training for Administrators	$32,016
12/1/2020	4.1.2	System Customization Delivery (75%)	$431,640
9/1/2020	4.1.2	Report Customization Delivery (75%)	$431,640
3/30/2021	4.1.2	Development and Report Customization Completion (100%)	$215,820
4/13/2021	5.2.1	Train the Trainer Delivered	$32,016
6/10/2021	5.4.1	Go-Live	$67,926
		TOTAL	$1,435,170

Summary

Tyler has prepared a comprehensive proposal that will fully meet the needs of the Riverside County Probation Department, while also being mindful of the funding available in today's economic climate. Tyler's proposal includes an economical cloud-based, vendor-hosted "Software as a Service" (SaaS) pricing for the Tyler Supervision solution, eliminating the need for the Riverside County Probation Department to procure, install, or maintain infrastructure hardware on site for the solution.

Tyler is uniquely qualified to assist the Riverside County Probation Department with this project as our justice solutions currently serve 32 of the 58 counties in California and over 70% of the State's population. California is very important to Tyler and we continue to make substantial investments into our software products, resources, and staffing to meet the specific needs of the State. Tyler is committed to the success of our customers in California and we look forward to the opportunity of partnering with the Riverside County Probation Department on this most important project.

County of Riverside
Purchasing and Fleet Services

Request for Proposal # PRARC-091 Addendum No. 1
Closing Date: 09/09/19 on or before 01:30 P.M.

COUNTY OF RIVERSIDE
CLIENT MANAGEMENT SYSTEM APPLICATION REPLACEMENT PROJECT
RFP #PRARC-091

ADDENDUM NO.
August 19, 2019

CERTIFICATION OF RECEIPT OF ADDENDUM

I certify that I have received this addendum on behalf of the company listed below.

Signed: _____ Dated: _____

Name and title: _____

Company: _____

County of Riverside
Purchasing and Fleet Services

Request for Proposal # PRARC-091 Addendum No. 1
Closing Date: 09/09/19 on or before 01:30 P.M.

ADDENDUM NO. 1
TO RFP #PRARC-091

1.0 This addendum is considered to be part of the Request for Proposal (RFP). All other terms of the RFP remain unchanged and in effect. This addendum is intended to provide additional information and/or to change requirements in the above referenced RFP. Any information contained herein will be considered part of the RFP and as such will be used in the evaluation of the bid responses. Attention all potential bidders, if you have already submitted your proposal prior to the bid closing date, please review this addendum and re-submit your bid response, should this addendum modify your initial bid response.

2.0 To verify that all Vendors have received a copy of this addendum, please sign the cover page of this addendum and return it with your proposal to:

> County of Riverside
> Purchasing and Fleet Services
> Attn: Patti Guerrero
> RFP# PRARC-091
> 2980 Washington Street
> Riverside, CA 92504
>
> Email: PGuerrero@rivco.org

3.0 The information in this addendum is primarily the result of questions submitted by vendors prior to the closing date of this request for proposal.

4.0 **Clarifications from the County:** To accommodate all bidders; allowing for the submittal of their questions; the department to review and provide answers; and to allow bidders the time needed to develop proposals in response to the questions; the bid closing date has been extended as follows:

4.1 **NEW DEADLINE FOR PROPOSALS:**
<div align="center">

On or before
September 9, 2019
Time: <u>**1:30 pm Pacific Time**</u>

ALL PROPOSALS MUST BE DELIVERED TO:
County of Riverside
Purchasing and Fleet Services
2980 Washington Street
Riverside, CA 92504
RFP # PRARC-091

</div>

County of Riverside
Purchasing and Fleet Services

Request for Proposal # PRARC-091 Addendum No. 2
Closing Date: 09/09/19 on or before 01:30 P.M.

COUNTY OF RIVERSIDE
CLIENT MANAGEMENT SYSTEM APPLICATION REPLACEMENT PROJECT
RFP #PRARC-091

ADDENDUM NO. 2
August 27, 2019

CERTIFICATION OF RECEIPT OF ADDENDUM

I certify that I have received this addendum on behalf of the company listed below.

Signed: _____ Dated: _____

Name and title: _____

Company: _____

County of Riverside
Purchasing and Fleet Services

Request for Proposal # PRARC-091 Addendum No. 2
Closing Date: 09/09/19 on or before 01:30 P.M.

ADDENDUM NO. 2
TO RFP #PRARC-091

1.0   This addendum is considered to be part of the Request for Proposal (RFP). All other terms of the RFP remain unchanged and in effect. This addendum is intended to provide additional information and/or to change requirements in the above referenced RFP. Any information contained herein will be considered part of the RFP and as such will be used in the evaluation of the bid responses. Attention all potential bidders, if you have already submitted your proposal prior to the bid closing date, please review this addendum and re-submit your bid response, should this addendum modify your initial bid response.

2.0   To verify that all Vendors have received a copy of this addendum, please sign the cover page of this addendum and return it with your proposal to:

> County of Riverside
> Purchasing and Fleet Services
> Attn: Patti Guerrero
> RFP# PRARC-091
> 2980 Washington Street
> Riverside, CA 92504
>
> Email: pguerrero@rivco.org

3.0   The information in this addendum is primarily the result of written questions submitted by vendors on www.publicpurchase.com under this bid number PRARC-091

4.0   Clarifications from County: The following attachments have been posted on www.publicpurchase.com under this bid number PRARC-091 per request(s) and are listed as follows:
- Attachment-I Probation Department Retention Policy
- Attachment-II Sample Report Template
- Attachment-III Departments Record Retention Schedule (MO#3-15 approved:11/05/13)
- Attachment-IV Sample SQL Report List

5.0   Questions from Vendors:

5.1   Has Riverside County Probation or any of their Evaluation Team members evaluated any other vendors' CMS systems on a client site visit or through a some presentation prior to the release of this RFP? If so, what companies and products were evaluated?

COUNTY RESPONSE: Two of the committee members visited other counties in 2016 to be shown what employees in other counties to view enhancements that should be included in the RFP. Counties that were visited by staff on this committee

5.2   Would the County Procurement and Probation Dept. consider extending the due date of the RFP by 4 weeks

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so that we may take and consider the feedback from the Answers that may not be posted until 8-14-2019?

COUNTY RESPONSE: Yes, we will be extending the RFP deadline until September 9, 2019.

5.3   What is the planned Go-Live for this project?

COUNTY RESPONSE: As soon as possible without undermining the department's workability, and minimizing negative outcomes, or functionality due to a rushed timeline with the new client management system.

5.4   Does the Probation Department desire to Go-Live all at once or through a phased approach?

COUNTY RESPONSE: The department desires to Go-Live all at once; however, some features could be added on a phased approach.

5.5   What groups and departments are part of the decision making process for this RFP?

COUNTY RESPONSE: The Riverside County Probation Department has a large team on the committee from all aspects including but not limited to: Juvenile Field Services, Adult Field Services, Human Resources, Quality Assurance, Juvenile Institutions, Juvenile and Adult Support Staff, and Management. In addition, Riverside County Information Technology department has assigned staff to the committee to assist with technological advisement and knowledge.

5.6   Does the County and Probation department have a preference to either an On-Premise or Vendor Hosted Solution?

COUNTY RESPONSE: The Department prefers an On-Premise solution; however, is open to recommendation from vendors. If a vendor hosted solution is recommended, please list why this would be a better option for the Department than an on-premise solution.

5.7   Is this CMS replacement project funded? If yes, please provide the Capital and Operational budgets.

COUNTY RESPONSE: The Riverside County Board of Supervisors and Executive Office have been advised of the pending financial needs based on the upcoming responses to the request for proposals for a new client management system. The plan is to return to the County Executive Office as part of the current year budget process when final cost figures are received with proposals on financing the new client management system.

5.8   Please provide the numbers of users for each type that were discussed during the Pre-Proposal On-site meeting:
        *Total # of Full Read/Write Users
        *Total # of Read Only Users
        *Total # of Limited Use Users (if was mentioned that there were some users that would need only to access and update a limited number of data elements).

COUNTY RESPONSE: *Total # of Full Read/Write Users: 912
        *Total # of Read Only Users: 137
        *Total # of Limited Use Users: 88 most of these are from outside agencies

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Total active users as of August 20, 2019: 1057

5.9   Does Riverside County Probation wish a full conversion from their current CMS or a partial migration (i.e. OPEN and CLOSED probationers and cases from 2011 on)?

COUNTY RESPONSE: The department is currently undecided on this topic and is open to recommendations from the vendor. However, at minimum a partial migration would include data at least from 2008 when the current system went online.

5.10   Please provide count of records and tables to be converted from each the existing CMS.

COUNTY RESPONSE: As of August 20, 2019, there were 595 tables, lookup tables is 323 and are included in the total. Some tables may be obsolete and no longer used. Document count as of 8/16/19, was 845, 694, Images was 163,468, Kiosk images was 300,655, and attachments to institutional incidents was 16,663.

5.11   Which of the data exchanges below are currently integrated with the current CMS?
       *Riverside Sheriff Office - Stations - Law Enforcement Portal
       *District Attorney - Law Enforcement Portal
       *Riverside County Courts - Financial billing, Restitution Information, Address Information
       *Riverside County Police Agencies- Law Enforcement Portal
       *Transportation Land Management Agency- Address Information
       *Address Mapping- Provides maps to client's residences
       *Registrar of Voters- Link to website for district information
       *Riverside University Health System (RUHS) - Hospital - Institutional Facilities Health Information
       *Behavioral Health - In Custody Information
       *Riverside County Office of Education- School information and Juvenile Hall Bookings

COUNTY RESPONSE: The County currently integrates with all data exchanges listed above.

5.12   Please indicate what technologies that each of the data platforms (below) currently support (i.e. "XML" or "FTP", etc.) and if the exchanges desired will be one-way (from the host) or two-way (where District Court will also submit data back to hosts).
       *Riverside Sheriff Office - Stations - Law Enforcement Portal
       *District Attorney - Law Enforcement Portal
       *Riverside County Courts - Financial billing, Restitution Information, Address Information
       *Riverside County Police Agencies- Law Enforcement Portal
       *Transportation Land Management Agency- Address Information
       *Address Mapping- Provides maps to client's residences
       *Registrar of Voters- Link to website for district information
       *Riverside University Health System (RUHS) - Hospital - Institutional Facilities Health Information
       *Behavioral Health - In Custody Information
       *Riverside County Office of Education- School information and Juvenile Hall Bookings

COUNTY RESPONSE:
       *Riverside Sheriff Office - Stations - Law Enforcement Portal: The Sheriff Stations login and can view active adult information and submit contacts that are then imported into the current CMS supervision

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contacts. In addition, a message in the CMS system is sent to the assigned Probation Officer.
*District Attorney - Law Enforcement Portal: Members of the District Attorney can login and view active adult information and submit contacts that are then imported into the current CMS supervision contacts. In addition, a message in the CMS system is sent to the assigned Probation Officer.
*Riverside County Courts - Financial billing, Restitution Information, Address Information: One way- email memos are sent.
*Riverside County Police Agencies- Law Enforcement Portal: The Police Agencies login and can view active adult information and submit contacts that are then imported into the current CMS supervision contacts. In addition, a message in the CMS system is sent to the assigned Probation Officer.
*Transportation Land Management Agency- Address Information: Two-way CSV file, that confirms the Board of Supervisor's district number for the address. This exchange occurs once a month.
*Address Mapping- Provides maps to client's residences: This is a one-way hyperlink for staff to obtain a map of the client's address.
*Registrar of Voters- Link to website for district information: This is a hyperlink employees can use to obtain the Board of Supervisor's District Number for the address.
*Riverside University Health System (RUHS) - Hospital - Institutional Facilities Health Information Two-way csv file for minors that are in the institutions. Limited health information will be updated in the CMS system such as medications, and medical appointments.
*Behavioral Health - In Custody Information: Two-way csv file for minors that are in the institutions. Limited health information will be updated in the CMS system such as medications, and medical appointments.
*Riverside County Office of Education- School information and Juvenile Hall Bookings: Two-way csv file for minors that are in the institutions. Minor's school information is received by the department to update the education screen.

5.13   Is the Probation Dept. open to possibly using other public domain, validated Assessment and Risk Needs tools or is it wedded to using the COMPAS assessment tool provided by Equivant (formally NorthPointe)?

COUNTY RESPONSE: Yes, the department is open to suggestions of other validated assessments.

5.14   Please list all the possible referral sources that are used to manage investigations, supervisions, and adult/juvenile detentions.

COUNTY RESPONSE: Referral sources can be one of the following:
Investigations: Court, Probation (violations/memos/warrants), Applicant (civil/record sealing/outgoing Interstate Compact), or Interstate Compact
Supervisions: Court, California Department of Corrections and Rehabilitation (CDCR), Juvenile Institutions (home supervision), Interstate Compact, Juvenile Police Report/Juvenile Intake
Adult Detentions: The Department is not responsible for adult detentions. However, there are two programs that interact with detained adults where some information is tracked. Transitional Re-entry Unit-is a voluntary program for those in custody serving a longer sentence. Since the Department does not have jurisdiction on most of these cases a Supervision screen is not created while they are in this program. Pretrial/Own Recognizance (O.R.) a supervision screen is created ONLY if they are released from custody on Supervised O.R. and must report to the Department.
Juvenile Detentions: Juvenile detentions in one of the institutions/facilities are either from Law Enforcement, Court, or Probation.

Form 116-170 Rev date: 01/23/14

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5.15   Does the Probation Dept. wish to record all payments for fines, fees and restitutions inside the CMS using it as also as the financial system of record to see the payments and balances of Probationers and clients or will this be part of a data interface/exchange?

COUNTY RESPONSE: Currently, all client collections are handled by the Superior Court of California Enhanced Collections Division, and not by the Riverside County Probation Department. The Probation Department does not wish to record all payment for fines, fees and restitutions inside the new CMS, but would be interested in the opportunity to view client balances as part of a data interface/exchange with the Courts.

5.16   Please provide a use case example for a "Private Placement" in reference to the requirement "Detentions including bookings into juvenile halls, transfers within facilities and private placement tracking."

COUNTY RESPONSE: Private Placement will need to be tracked for all minors where Riverside County Probation takes lead over the Riverside County Department of Social Services (DPSS). Once a minor has a court order for placement, is screened, and accepted, Placement staff will need the ability to track minors as they are released to a private placement. The tracking will need to include information, such as, if they are release date/time from the Juvenile Hall or from out-of-custody, which private placement agency the minor was released to, the date/time movement between agencies if the minor moved agencies under the same placement order, release date/time from the private placement agency, the reason the minor was released, and who the minor was released to. In addition, date of placement order, DPSS case number and ordering court information must also be collected. Use case document is not available

5.17   Please provide a detailed overview of the responsibilities of your current pretrial program. Does it include Interview and Assessment of detained defendants and providing a recommendation release report to the Court as well as community supervision of Defendants on Pretrial supervised release?

COUNTY RESPONSE: The purpose of the Pretrial Services Unit (PSU) is to assist the court in making Pretrial release decisions through diligent data gathering, the application of objective analysis, and the utilization of evidence-based practices. Additionally, the Pretrial Unit will proactively encourage all defendants to appear at each of their court dates, support public safety by monitoring defendants' compliance with court ordered conditions, and promote opportunities for defendants to demonstrate responsible behavior in the community. PSU will always honor the constitutional presumption of innocence and maintain conformity with legal guidelines.

The goal of the PSU is to interview defendants as soon as possible after they are arrested and housed in a Riverside County Jail in order to provide information, regarding those individuals, to the Riverside County Superior Court. These investigations provide the courts with information regarding criminal and failure to appear history, residence and employment information, as well as suitability for Own Recognizance (OR) release. In addition, information regarding any drug, alcohol, or mental health needs requiring community services will be included. The Pretrial Unit also conducts an evidence-based assessment on all defendants interviewed and provides Supervision for those released on Supervised OR.

5.18   Please provide an overview of the what functions your current Kiosk systems provide to your supervised population. Also, indicate if this is currently integrated and using the same back-end database as the CMS or it is a different back-end database and if it is integrated into the CMS with a data exchange if separate. (I.e. If probationers update their Address, or Phone - does that automatically update the back-end CMS or is this a manual or other

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process?).

COUNTY RESPONSE: Yes, the system uses the same backend database as the current CMS system. Addresses and phone numbers are not automatically updated on the screen. Staff must manually update these.

5.19   Please provide the specification of the current Kiosk System including their make, model, features (i.e. biometrics, credit-card payments, receipt printing) as well as operating system and if they are touchscreen or keyboard driven. Also, indicate how they are networked or connected to the Local or Wide Area Network.

COUNTY RESPONSE: The Kiosk is another computer connected to the network like any other desktop computer. The Kiosk has touch-screen capability, attached camera, and receipt printer. The Kiosk System includes biometrics and credit card features that are not being used.

5.20   Is the Probation Dept. currently responsible for the maintenance and troubleshooting of the Kiosks or is this vendor or other supported?

COUNTY RESPONSE: The Riverside County Information Technology departments is responsible for technical maintenance and troubleshooting of the hardware/software of the Kiosk. The Kiosk machine.

5.21   Please describe in detail how your current JCPSS integration/export works? Is it an automated or is a manual process to submit the monthly files to the JCPPS Portal?

COUNTY RESPONSE: This is a hybrid process. The system generates the txt files and then it is manually uploaded to JCPSS' portal.

5.22   Please submit samples of your Officer and unit reports.

COUNTY RESPONSE: Please see attached sample list of reports available.

5.23   Please submit samples of your institutions and incident reports.

COUNTY RESPONSE: Please see attached sample list of reports available.

5.24   Please provide a use case and details regarding the requirement "Financial Memo management with Enhanced Collection Department (Court). Does this record and track payments made by probationers?

COUNTY RESPONSE: The financial memo is triggered when a new case is added to the system. An updated memo will be sent when the address is changed, case end date is modified, the supervision level has been changed, and if the case is terminated. The cost of supervision fixed rates are approved by the Board of Supervisors every few years based on supervision level for adults only. This does not record, and track payments made by the probationers as that is handled by the Enhanced Collections Division of the Court. If cost of supervision is not ordered than staff currently flag the case to indicate no memo should be sent. Use case document is not available.

5.25   Please provide a sample of your current case plan report and screenshot. Please provide examples of your current goals, tasks, progress on selected goals/tasks, and management.

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COUNTY RESPONSE: The department currently has several different case plans. This varies on if the client is an adult or juvenile and whether they are in a specialized program. An example of this is the Transitional Independent Living Plan (TILP). All juvenile case plans are currently in report template format. However, the adult case plan is either being used from Northpointe "COMPAS" or with an internal case plan that is in process of being finalized. Example of tasks/goals are Education, Employment, Basic Needs, Obtaining an Identification Card, Applying for Jobs, completing community service hours, attending Courage to Change courses, etc.

5.26   Please provide additional details and a use case example of your Supervision "Special Program Contracts" and "Special Program Checklist".

COUNTY RESPONSE: Use case document is not available. The Special Program Contracts is to track conditions/goals of an in-house diversion program. The goals would be similar to a case plan with expected end dates, tasks underneath the goals, and who is responsible for each task. The checklist confirms all items needed to close out the case have been turned in. The checklist is used as an auditing tool for the program to ensure everything has been collected.

5.27   Please provide additional details and a use case for the Requirement "Programs" under E2.3 Required Client Information.

COUNTY RESPONSE: Use case document is not available.

5.28   Please provide a sample of your Day Reporting Attendance report(s).

COUNTY RESPONSE: Please see attached sample.

5.29   Will a migration of the media and document be required for the new CMS? If so, will it be a full or partial migration.

COUNTY RESPONSE: Yes. All media and documents attached to a client that is migrated to the new system will need to be moved over fully as well. The department has not decided on moving select years of information over and is open to recommendations from the vendor.

5.30   Please provide additional details and a use case for the Requirement "Kiosk" under E2.3 Required Client Information.

COUNTY RESPONSE: Kiosk reporting can be setup by field users that have an active supervision. Kiosk Setup – There can be only ONE active Kiosk setup screen per offender.
Reporting Start Date: This is the date you wish the offender to start reporting to the kiosk.
Reporting End Date: This is the last date you wish the offender to report to the kiosk
Reporting Frequency: Reporting Frequency is limited to Daily, Weekly, Biweekly, Monthly, every 3 months and every 6 months.
Status: Active, Suspended, or Inactive.
Constant Message: This message will be read to the offender every time they report.
One-time Message: This will only be read to the offender the next time he/she reports. Once it is read to the offender it is automatically erased from the setup screen. This message will also be printed on the receipt.
Use case document is not available.

County of Riverside
Purchasing and Fleet Services

Request for Proposal # PRARC-091 Addendum No. 2
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5.31   Please provide additional details, a sample and a use case for the Requirement "Financial Memos" under E2.3 Required Client Information.

COUNTY RESPONSE: Please see response to question 5.24. Use case document is not available.

5.32   Please provide additional details, a sample and a use case for the Requirement "Time Study" under E2.3 Required Client Information for Title IV-E and Medi-Cal Administrative Activities (MAA).

COUNTY RESPONSE: Currently Title IV-E is manually being collected. However, it works similarly to Medi-Cal Administrative Activities (MAA) time study. Staff meet with clients and enter time study entry after documenting their actual time either on the investigation, contacts, or employee project time screens. Users can select categories from a drop-down and break down their time for that specific contact in one screen. Use case document is not available.

5.33   Please provide additional details and a use case for the Requirement "User Module" under E2.3 Required Client Information, specifically for "Placement screening committee."

COUNTY RESPONSE: Use case document is not available. Placement screening committee tracks the following items currently: Location of the meeting, screening date, court date, agency provider, recommendation via drop down, comments, and treatment types (i.e. individual counseling, gang affiliation, peer issues etc.)

5.34   What exact function does the "User Module" provide?

COUNTY RESPONSE: The User Module displays the employee's name, and below they have several options including: User's Caseload, Messages, Tasks, Employee Project Time, Agency, Appointments, User Profile, and Time Study. The most commonly used areas are the User's Caseload where they see the caseload(s) that is assigned to them directly. The messages are automatically created from the system; however, most staff do not currently use this screen. Employee Project Time is highly used and tracks any time they are away from their assignment (i.e. Training, Helping another Probation Officer, Vacation, Helping Another Agency etc.).   Time Study screens are only used by specific staff at the moment; however, MAA Time Study is currently being implemented for adult field staff department wide.

5.35   Please provide additional details and a use case for the E3.3. (a) Requirement "Additionally, the system must allow the agency to flag/un-flag certain records for litigation holds and include or exclude certain records from any programmatic purge routine."

COUNTY RESPONSE: The current CMS system only record seals clients/cases and has the option to delete records by select users. However, attached is the County's record retention policy which will need to be included in the solution. Use case document is not available.

5.36   Please provide additional details and a use case for the E3.3. (f) Requirement: "The system shall support an archival process based on configurable parameters". How is this handled in the current CMS?

COUNTY RESPONSE: This is currently not available in the current CMS system. The archival process is manually done by RCIT programmers on the audit table only. Use case document is not available.

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5.37   E3.3. (v) is the agency opposed to a "Probationer-Pay" model for the use of a Web/Mobile/Phone automated reporting solution for Probationers?

COUNTY RESPONSE: The department provides services to a large demographic from low income areas. As such, it would want to ensure services are offered equally to all clients independent of their ability to pay.

5.38   E3.3. (v) If there was an Automated Reporting Solution that supported Web/Mobile/Telephone for probationers to self-report, would the agency still require to use of Kiosks or would it entertain replacing Kiosks totally with a cloud-based automated solution?

COUNTY RESPONSE: The department is open to all recommendations/suggestions for automated reporting solutions. However, kiosk data, such as kiosk contacts, would be part of a required migration.

5.39   Does the requirement E3.4 (d) (1) refer to an existing interface with Justware/E-Court is this the future State Court System Interface as described in the requirement?

COUNTY RESPONSE: It is the Department's understanding that the Riverside Superior Court has begun to implement Justware's E-Court system, and the department intends on requesting an interface between the Court's new system and the proposed solution.

5.40   Please provide interface details regarding Interface Requirement E3.4 (e): How does this interface work with you CMS today and what technology/method use? What data is published and/or consumed?

COUNTY RESPONSE: The interface was created by using the Department of Justice Supervised Release File – SFTP Data Delivery Output/Input format as a guideline. Every adult case that is created in the system and is on supervision is sent to the Department of Justice (DOJ) nightly Monday- Friday. The DOJ has an internal auditing process and has error reports every night. The current CMS system downloads the txt file into the system. Users can see these errors in the CMS system so that they can correct the issues, and the corrections are sent to DOJ that night. The process includes Adding a new case, modifying the end date, and early termination of cases. Data is sent and received using SFTP.

5.41   Please provide interface details regarding Interface Requirement E3.4 (i): How does the Medi-log/Justice Benefits interface work with you CMS today and what technology/method use? What data is published and/or consumed?

COUNTY RESPONS: Participating employees enter MAA Time Study entries into the CMS system. Prior to starting they also have a login onto the Medi-log system. Daily the entries from the current CMS System are sent via csv file using FTP system. Errors are received in the early morning and are available in the CMS system for staff to review, if needed.

5.42   Please provide interface details regarding Interface Requirement E3.4 (j): How does the current e-File interface work with you CMS today and what technology/method use? What data is published and/or consumed?

COUNTY RESPONSE: The current e-filing system is not interfaced with the CMS system. It is a separate application which adds additional steps for staff to use it.

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5.43   Please provide a use case example to support the requirement E3.10 (a) x: "System will send e-mails to designated staff in the event of a critical incident". Please list the types of incident's and use cases that would be classified as "critical".

COUNTY RESPONSE: An example of this is the current CMS system will email managers, or Executive Team members if there is a specifically egregious incident at any of the juvenile institutions. It is desired that this feature be expanded to other areas such as notifying managers or supervisors of field incidents, or high-profile cases where a defendant was involved in a news event. Use case document is not available.

5.44   Please provide additional details/use case example of "Microsoft Services etc." for Desired Requirement E4.0 (i).

COUNTY RESPONSE: Correction, the word should be Microsoft Surface tablet. Use case document is not available.

5.45   Please provide use case example regarding Desired Requirement E4.0 (j) "The system should provide time stamp of data changes and events, including support for future-dated entry for PROBATION designated fields and the automatic processing of retroactive transactions."

COUNTY RESPONSE: Use case document is not available.

5.46   Please provide use case example regarding Desired Requirement E4.1 (b) "The system should support both application and batch entry of data and allow complete validation and editing of data at the point of entry. PROBATION will define data validation points."

COUNTY RESPONSE: Use case document is not available.

5.47   Please provide use case example regarding Desired Requirement E4.1(c) "The system should enable PROBATION defined rules for data precedence that determine the correct order in which to process multiple files/records or multiple transactions."

COUNTY RESPONSE: Use case document is not available.

5.48   Please provide use case example regarding Desired Requirement E4.1 (d) "The system should be able to identify, purge and restore data, including archived data, within a user-defined time and criteria."

COUNTY RESPONSE: Use case document is not available.

5.49   Please provide details regarding Desired Requirement E4.2 (b) The system should provide configurable application help for the user's current menu, screen, and field(s)." - Specifically, what is meant by "configurable application help"? Does the County wish to have the ability to edit and maintain its own custom help documentation in the system that would be available to the users?

COUNTY RESPONSE: The Department is interested in context sensitive help. If the proposed solution allows customization by the Department then a custom help document in the system would be required.

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5.50   Please provide use case example regarding Desired Requirement E4.3 (b) "The system user interface should support error/exception handling from batch automation."

COUNTY RESPONSE: Use case document is not available. Please refer to question 47 as an example of batch automation.

5.51   Does the current CMS use a barcoding system to log inventory as described in desired requirement "E4.7 (a)?

COUNTY RESPONSE: The current CMS does not have this feature.

5.52   Please provide use case example regarding Desired Requirement E5.1 (a) "The system should allow access control changes to have future effective dates by authorized users. This includes but is not limited to caseload assignment, and location changes."

COUNTY RESPONSE: An example of this would be the department notifies probation officers of a transfer to a new assignment/caseload/unit at least two weeks in advance. The current CMS system does not allow an administrator, or approved designee, to enter this caseload change until the date of the change. These leads to a delayed transition period for work, and functionality of the CMS for the probation officer newly assigned to a caseload. Use case document is not available.

5.53   Please provide use case example regarding Desired Requirement E5.2 (a) "The system should allow a user, based on their role, to manually delegate workflow tasks, based on workflow assignment."

COUNTY RESPONSE: Examples of this include but are not limited to, a probation officer assigning an investigation to their supervisor for review upon completion of a report, support staff setting up a client for the first time in the CMS and sending the file to the assessments unit, or a supervisor to assign a supervision/case to a probation officer for supervision. Use case document is not available.

5.54   Please provide use case example regarding Desired Requirement E5.2 (b) "The system should feed all modifications that require approval into a workflow process that suspends the modification until approval is applied. The approving authority should be notified via e-mail and/or other system alert that an action is awaiting approval."

COUNTY RESPONSE: Use case document is not available.

5.55   Does the current CMS support workload and time tracking as described in desired requirement E5.5 (a): "It is desirable that the proposed system have a robust workload and time-tracking component for PROBATION staff (sworn and non-sworn). This tracking will include time spent completing functions, number of functions completed, and average time spent."

COUNTY RESPONSE: The current CMS system tracks actual time mostly for sworn staff assigned to field services. The current CMS tracks "actual time" on the investigation screen, supervision contacts, pre-supervision notes, PSI Contacts, Informal Investigation, and Employee Project Time screens. Staff participating within a time study also have more detailed tracking for categories of the time study. There currently is limited to no tracking of non-sworn or support staff workload/time tracking. Workload tracking for sworn staff in the current CMS system is

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limited on specific screens, as an example the investigation screen credits the actual time when the report has been sent to court not when the work was specifically completed. This can lead to staff time being counted in a different month than when they worked on the actual report.

5.56   Please provide some use case examples from sworn and non-sworn staff workload that would be tracked as described in desired requirement E5.5 (a).

COUNTY RESPONSE: Use case document is not available. Workload tracked can be investigations, cases, clients assigned, cases created, actual time, face to face contacts, files setup, and a variety of actions (i.e. drug tests, assessments etc.)

5.57   Please provide reporting package samples of your current Production CMS 384 Reports as described in Item E6.1 - CMS Reports.

COUNTY RESPONSE: Please see the attached sample.

5.58   Please provide template package samples of your current Production CMS 186 Templates as described in Item E6.1 - CMS Reports.

COUNTY RESPONSE: Please see the attached sample.

5.59   Requirement E3.1 (i) states: "The system shall allow user-defined data elements to be included in a software upgrade path." Are you asking for the ability to create your own user-defined fields and then request to have those elements included on pages throughout the product?

COUNTY RESPONSE: Yes, the Department is requesting to have user-defined data fields created and included on different screens/pages, and reports.

5.60   Requirement E3.1 (k) states: "The system shall be able to interface with the electronic document management systems (i.e. SharePoint, etc.)." 1) If our system provides document management, is an interface with another document management system still required? 2) Each 3rd party product interface could be a different amount of hours. Are there any other vendors besides SharePoint we should quote?

COUNTY RESPONSE: 1) No, if the proposed solution provides document management no other interface would be required at this time 2) No, the County is currently using SharePoint.

5.61   For requirements E1.2.1/E3.4/E3.5, can you provide the following for each required interface? 1) Frequency. 2) Is the interface bi-directional or web portal hosted by probation? 3) List the data fields being sent or received? If we can't get every field name, can we get an approximate number of fields, and type of data (Demographic, Case, Treatment, etc.) 4) The file format for sending/receiving? (Ex. JSON, XML, Tab Delimited, etc.) 5) The transfer method (FTP, API, etc.)

COUNTY RESPONSE: See answers to questions number 5.12, 5.40, and 5.41.

5.62   For requirement E1.2.2, can you provide the following for each required interface? 1)Frequency. 2) Is the interface bi-directional? 3) List the data fields being sent or received? If we can't get every field name, can we get an

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approximate number of fields, and type of data (Demographic, Case, Treatment, etc.) 4) The file format for sending/receiving? (Ex. JSON, XML, Tab Delimited, etc.) 5) The transfer method (FTP, API, etc.)

COUNTY RESPONSE: See answers to questions number 5.12, 5.40, and 5.41.

5.63   For requirement E2.3.m Biometrics, what fields need to be collected for Biometrics?

COUNTY RESPONSE: The current Biometrics screen tracks the following: DNA Collection, Thumbprint, and Palm Print on record. Penal Code 296(a) details who is eligible for DNA testing. Items tracked are whether the above listed items are on file with Department of Justice (DOJ) by form of a status (complete/ineligible/incomplete etc.), and the date it was confirmed to be on record. If the DNA is not on file, Probation staff collect the DNA and send it directly to DOJ. This collection information includes: the staff that took the collection, the sample type, and the date it was taken. Juvenile hall staff Livescan or fingerprint a minor at every booking and that will be recorded as well if for palm print and fingerprint.

5.64   Requirement E3.3 (f) states: "The system shall support an archival process based on configurable parameters." What information needs to be archived? Can the County define what sealing, expunging and archiving, with emphasis on the difference between archiving and expunging?

COUNTY RESPONSE: Different data must be archived based on different time schedules based on the County and Department's retention policies. This should be easily configurable as policies are modified. Individual cases and clients may have their records sealed, but still viewable. However, archiving should require data to be stored and retrieved as needed, whereas expunging would require a permanent deletion of records in the system.

5.65   For requirement E2.2 (b) Civil-Step-Parent Adoption Applicants, what fields are needed to collect this data?

COUNTY RESPONSE: Currently applicants have a client type of "C-CIVIL" in the system, a case is created which includes court case information (court case number, and court location), referral date from the applicant, an investigation screen to track the report and time the probation officer has done, associated parties are added in the relations screen which includes their name, relationship, address, and contact number. In addition, contacts or notes may be added to document the actions taken on the case.

5.66   Requirement E1.4 (C) states: "Electronic retention capabilities to meet user defined retention schedule, to include electronic redaction capabilities." Can you describe the redaction features in more detail? Ex. Redactions of names in a PDF or Excel documents.

COUNTY RESPONSE: Please see the attached record retention policies. At times employees are required to redact names and personal identification information in word, PDF, or excel documents. The Department is interested in a solution that may have this implemented; however, it is not listed as a requirement.

5.67   For requirement E4.6 (a) iii. Link to the fingerprint machine, what fingerprint machine are you using? What data elements will be sent/receive? What file format? What's the transfer method? (FTP, API, etc.)

COUNTY RESPONSE: This is not a required feature, but a highly desired feature. Vendor should work with the Department of Justice to address feasibility of this requirement. The Department currently utilizes Safran MorphoTrust machines.

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5.68   Requirement E5.2 (a) states: "The system should allow a user, based on their role, to manually delegate workflow tasks, based on workflow assignment." Can you provide a couple of workflow examples?

COUNTY RESPONSE: Please see response to question 67.

5.69   Requirement E3.3 (c) states: "The system shall retain, or otherwise utilize the existing data from the agency's legacy systems to include but not be limited to data migration. It is required that this data is migrated from the agency's legacy system." 1) How many databases need to be converted? For each database: a. How many tables to convert? Of that, how many are Lookup Tables? b. How many fields per table? c. How many rows per table? d. How many documents? e. How many images? 2) If there are multiple databases, is there a System of Record to link individuals together?

COUNTY RESPONSE: There are three databases for the current CMS system 1) CMS Database 2) Documents Database 3) Images Database. Please review answer to question 5.10, and question on Addendum #3 Data Dictionary.

5.70   Is CJIS compliance a mandatory pass/fail requirement for all types of solutions being proposed (on premise or cloud)?

COUNTY RESPONSE: CJIS compliance is a mandatory requirement for all types of solutions being proposed.

5.71   Does your organization anticipate storing CJI data as a part of the cloud-based solution?

COUNTY RESPONSE: CJIS information is routinely included in case review, contacts, and other areas. The department will require CJIS compliance.

5.72   Can a hybrid combination of on-premise (legacy and modernized) and cloud native solutions be proposed to meet these requirements?

COUNTY RESPONSE: Yes, the department is open to all proposed solutions: on premise, cloud, or hybrid as long as CJIS requirements are met.

5.73   If your agency does not anticipate storing CJI data in the solution, can your agency please adjust and remove the RFP requirements that refer to CJIS compliance? By not removing these requirements, this will make a significant difference in complexity and cost in the vendor's proposed solution.

COUNTY RESPONSE: The department understands this may increase the cost for the proposed solution; however, it will not be removed as a requirement.

5.74   Are there any Organizations or county offices or other state departments that the Client management System needs to be integrated with?

COUNTY RESPONSE: As part of E3.4, at this time the Department desires to interface with the following, but not limited to, agencies: Riverside County Sheriff Department, Riverside County District Attorney, Department of Public Social Services, Department of Public Health, and Department of Mental Health, Superior Court of

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California, Riverside. The Department may not have contracts, MOU's in place for interface at this time; however, this remains and current requirement for any new system to be easily interfaced when contracts and MOU's have been signed.

5.75   Can you please share the applications that are expected to be integrated with the proposed Client Management System?

COUNTY RESPONSE: Several of the agencies listed in question/answer 88 are currently implementing new systems or are in the process of finding one. It is the Department's understanding that the Riverside Superior Court is implementing Justware's E-Court system. However, the Riverside Sheriff Office has not officially announced a vendor as of yet. E.1.2.2 lists the systems that are known.

5.76   The RFP describes vendor interface support, does this literally mean the solution needs to operate as a service (interface) to other applications? For example, does the solution need to support point-to-point integration?

COUNTY RESPONSE: The solution does not need to operate as a service or interface to another application. However, the solution must have some API's to facilitate data exchange to other applications.

5.77   Please provide a list of vendors or vendor types that will be needing data from the proposed system. Please also clarify their data needs and formats in which they can receive data (online service or a csv file format).

COUNTY RESPONSE: Please refer to the answers on question 5.12. In addition, API is used to download data directly from Northpointe's system.

5.78   Will the intra-county agencies noted in the RFP be logging into a unique portal or is the vision to have a single portal for all intra-county agencies and vendors?

COUNTY RESPONSE: The vision is for seamless integration of multiple systems to share data and create a continuum of care of the clients that enter the justice system. An example of this would be automatic case creation in the proposed solution based on data received from the Court. The Law Enforcement Portal is a unique portal that allows members of all Riverside County law enforcement agencies to view limited adult client information.

5.79   In section E1.4, it describes the new solution needing to utilize or interact with Microsoft SQL server. Can you ellaborate further?

COUNTY RESPONSE: The Department desires to use Microsoft SQL server as a backend database, and Microsoft SQL Server Reporting Services as a report writing tool.

5.80   Is there a document storage solution in place that will be leveraged by the Client Management System?

COUNTY RESPONSE: The current CMS has document storage built in the database.

5.81   What are your electronic retention requirements?

COUNTY RESPONSE: Please see the attached retention policies.

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5.82   Are there data archiving needs?

COUNTY RESPONSE: Yes, please see response to question 5.63.

5.83   The RFP references a well-documented database. Salesforce has a standard set of objects, but you can also create a custom schema to support specific requirements. Is the requirement that the end schema be documented as part of this project?

COUNTY RESPONSE: Yes.

5.84   For the existing applications that need to be integrated with or replaced by the proposed Client management system, will there be documentation provided on the data model as well as the capabilities in use?

COUNTY RESPONSE: Please refer to the responses to questions 5.10, and question on Addendum #3 Data Dictionary. Subject matter experts will be made available to answer questions on specific capabilities in use if needed.

5.85   What are the computer and browser requirements for this solution?

COUNTY RESPONSE: For browser requirements please refer to E 4.0 (d) of the RFP. The computer requirements are Operating System Agnostic i.e. Windows 10 and above, Mac OS 12 and above, CPU I3 and above, 4 GB of RAM and above.

5.86   Do you have the personas for each user across all user groups defined? This will be needed to control permissions and data access.

COUNTY RESPONSE: The Department currently utilizes templates based on role and job function, and provides custom access as needed.

5.87   Will reporting need to be centralized to this new system or will there be an enterprise data warehouse where this new system must provide data to for the purposes of reporting?

COUNTY RESPONSE: The reporting must be centralized to the new system.

5.88   Do you have a data migration tool today? If so, what tool is it?

COUNTY RESPONSE: No.

5.89   How much legacy data do you estimate to be migrated? How far back (years/ months) do you expect the data extracts to be?

COUNTY RESPONSE: The current CMS system has some legacy data going back to the 1980's. The department is open to recommendations from vendors. At minimum it would be expected all data from 2008 to present day would be migrated.

5.90   Is there clarity of the data attributes that need to be extracted in the above case?

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COUNTY RESPONSE: As mentioned in the response to question 105, the Department is undecided on the amount of legacy data to be migrated to a new solution. As such, there is no finalized list of data attributes to be extracted.

5.91   Assuming data quality is not what you would like it to be, what type of data cleansing and merging needs to take place?

COUNTY RESPONSE: The type of data cleaning would be for example: completing missing fields, deleting wrong entries, and correcting drop-down entries. Merging is taking place as duplicates are found, for example: Clients, and cases.

5.92   Can you elaborate on the support of Kiosk features as called out in the RFP?

COUNTY RESPONSE: Kiosk features desired include, but not limited to: Utilize biometrics to authenticate client, ensure addresses and phone numbers are updated as they are reported to the Kiosk, and allow juveniles to report to Kiosk.

5.93   What is the expected footprint of the Kiosk (Ipads/ dedicated laptops/ and so on)?

COUNTY RESPONSE: The current Kiosks footprint is about 2x2 ft, with an approximate height of 5 feet.

5.94   What smart devices must the Client Management solution support?

COUNTY RESPONSE: Smartphones (iPads, Androids, etc.), SmartPads (Androids, and IOS, etc.)

5.95   We assume that there will be Subject matter experts who will be providing the requirements for the Client Management System?

COUNTY RESPONSE: Yes, subject matter experts designed the RFP, and will serve as needed for providing the requirements.

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COUNTY OF RIVERSIDE
CLIENT MANAGEMENT SYSTEM APPLICATION REPLACEMENT PROJECT
RFP #PRARC-091

ADDENDUM NO. 3
August 29, 2019

CERTIFICATION OF RECEIPT OF ADDENDUM

I certify that I have received this addendum on behalf of the company listed below.

Signed: _____ Dated: _____

Name and title: _____

Company: _____

County of Riverside
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ADDENDUM NO. 3
TO RFP #PRARC-091

1.0   This addendum is considered to be part of the Request for Proposal (RFP). All other terms of the RFP remain unchanged and in effect. This addendum is intended to provide additional information and/or to change requirements in the above referenced RFP. Any information contained herein will be considered part of the RFP and as such will be used in the evaluation of the bid responses. Attention all potential bidders, if you have already submitted your proposal prior to the bid closing date, please review this addendum and re-submit your bid response, should this addendum modify your initial bid response.

2.0   To verify that all Vendors have received a copy of this addendum, please sign the cover page of this addendum and return it with your proposal to:

> County of Riverside
> Purchasing and Fleet Services
> Attn: Patti Guerrero
> RFP# PRARC-091
> 2980 Washington Street
> Riverside, CA 92504
>
> Email: pguerrero@rivco.org

3.0   The information in this addendum is primarily the result of the written questions submitted by vendors on www.publicpurchase.com under this bid number.

4.0   **Clarifications from the County:** To accommodate all bidders; allowing for the submittal of their questions; the department to review and provide answers; and to allow bidders the time needed to develop proposals in response to the questions; the bid closing date has been extended as follows:

> **4.1**   **NEW DEADLINE FOR PROPOSALS:**
> On or before
> **September 12, 2019**
> **Time: <u>1:30 pm Pacific Time</u>**
>
> **ALL PROPOSALS MUST BE DELIVERED TO:**
> County of Riverside
> Purchasing and Fleet Services
> 2980 Washington Street
> Riverside, CA 92504
> RFP # PRARC-091

> **4.2**   **Attachments - The** following attachments have been posted on www.publicpurchase.com under this

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bid number PRARC-091 per request(s) and are listed as follows:
- Attachment VI MoFi Screens
- Attachment VII Law Enforcement Portal Samples
- Attachment VIII CMS Data Dictionary
- Attachment IX file 1-2 Kiosk jpg.
- Attachment X file 2-2 kiosk jpg.
- Attachment XI file-4 kiosk jpg.

5.0   Questions from Vendors:

5.1   Please provide the data dictionary and entity relationship diagram (ERD) for each of the current CMS database.

COUNTY RESPONSE: An ERD was not completed with the current CMS system, and is not available. Attached is the data dictionary (minus the ERD). Attachment VIII.

5.2   Please define and or provide examples of "Common Place Information" as indicated in the requirement under E2.2, e, i "i. Maintaining client & common place information"

COUNTY RESPONSE: Common Place Information includes, but is not limited to: client specific information such as demographic, personal identification information, aliases, addresses, contact information, characteristics (tattoos, scars, and physical identifying attributes), marriage status, relations, health status, medications, counseling, substance abuse history and current use information, education history, employment, financial information, military history, and gang information.

5.3   Are there any currently used samples to share that support the requirement "viii. Institutional management including business intelligence and management level dash board viewing through the Facilities Dashboard".

COUNTY RESPONSE: This is not a listed requirement in E2.2(e)(viii); however, E3.3(t) details the dashboard(s) requirements. The dashboard mentioned in E2.2(e)(viii) is a separate application to display CMS information but is limited to facilities information only and includes, but is not limited to: Population, population control, incident details, minor information, staff information, and reports.

5.4   Please provide screenshot samples of your current Mo-Fi application so we can review the functionality.

COUNTY RESPONSE: Please see attached for sample screens. Note this applet is not frequently used by staff nor does it meet the needs of the Department.

5.5   Please provide screenshot samples of your current Law Enforcement portal with its design and functional requirements as well as how the current LEP is accessed today as well as well if there any security requirements.

COUNTY RESPONSE: Attached are some screenshot examples. The Law Enforcement Portal (LEP) is available to all law enforcement agencies in Riverside County, and limited adult client information is available. Users can search, and also have the option of entering a supervision contact directly into the CMS which could include a new arrest, citation, or field note with their badge number and name. Current security includes: Hashed password storage

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in the database, Form Login over HTTPS (SSL), and Secure Channel using HTTPS for requests.

5.6   Please provide screenshot samples of your current Kiosk System in support of Item E3.17 (a).

COUNTY RESPONSE: Some sampled screenshots are provided; the system asks the client for their client identification number. They can report a new address, law enforcement contact, and they enter a phone number as well.

5.7   Please provide the current Probation Standards and Metrics that should be measures to support the Requirement E3.3(t) : "vii-Display Areas of Concern: alerting PROBATION staff when standards have been met or are in danger of not being met"

COUNTY RESPONSE: The system should be able to alert the user when any current expectation is unmet. The Department's span of control is very wide and not every standard or metric can be included in this answer. This feature should be easily customizable as standards are modified.

5.8   Please provide the current Probation Standards and Metrics that should be measures to support the Requirement E3.3(u) : "The system shall provide Field Incident Report creation and management"

COUNTY RESPONSE: For standards and metrics please see response to question 41. The current Field Incident Report is a word document outside the Client Management System (CMS). However, the Department desires to implement this into the new proposed solution so metrics could easily be obtained.

5.9   Please provide a use case example to support the requirement E3.14 (a) iii: "Ability to receive phone calls/test messages from clients for case management communication that would be integrated with the system." - Is it the intent that the new CMS will integrate with a Detention/Institutions Detainee Phone System used by the detainees? Please specify what is meant by "test messages".

COUNTY RESPONSE: This section should read "text messages."   The system requirements for Juvenile Institutions/ Detainee phone calls is listed under E4.6(a)(vii), the current system being utilized for that is called Inmate Call Engine (ICE). For section E3.14 (a)(iii), currently field probation officers utilize smartphones to communicate with clients via phone calls or text messages. It is required that the proposed solution be able to memorialize, send, and receive these communications.

5.10   Please provide additional details regarding System Requirement E3.20 (a) vii "Queries have a "Google-like" ability to ask questions of all data entered in system including contacts, notes, and comments."

COUNTY RESPONSE: The "Google-like" ability will be a free text way to ask any question about data in the system. This will eliminate staff's need to remember to go to a specific screen or location to find this data. In addition, contacts could be searched with a ctrl+f like feature to find specific phrases within one or more contact entries.

5.11   Please provide definition of "self-Service functionality" for Desired Requirement E4.0 (i)

COUNTY RESPONSE: It is highly desirable that the solution be available in a full version capacity on the listed devices. Please note Microsoft Service should be Microsoft Surface.

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5.12   Please provide use case example regarding Desired Requirement E4.5 (a) "The system should use workflow as defined by PROBATION processes, provided and maintained by authorized users, to electronically route documents, tasks, approvals, etc. to the next authorized user. The system should support optional workflow e-mail notifications, sms notifications, and/or system alerts to the appropriate users based on workflow."

COUNTY RESPONSE: A use case example is not available. An example would be a line staff completing a report and send it to their supervisor for review. The solution would notify each responsible party as the task was pending or completed. Another example would be to guide the user through standard of work processes to ensure all fields and reviews were completed.

5.13   Please provide use case example regarding Desired Requirement E4.6 (a) vii "The system should offer the ability to track/record the following for minors in juvenile institutions and treatment facilities: vii. Track phone calls to minors." Is this a manual process in which a CO/User logs that a call to a minor has occurred or is it an exchange/interface to detainee/resident phone system used by the Juvenile Hall(s)?

COUNTY RESPONSE: A use case example is not available. This is currently a manual process for institutional staff to enter into the CMS system. The current system used is an Inmate Call Engine (ICE), and staff would like the ability to track a variety of information about the call(s).

5.14   Please provide use case example regarding Desired Requirement E4.10 (a) "It is highly desirable that the new system offer the ability to track fact finding investigations, and related reports connected to specific incidents."

COUNTY RESPONSE: A use case example is not available. Please refer to the response to question 5.8 above. This would be helpful for both field and institutional fact-finding investigations.

5.15   What mobile access are you expecting for the proposed Client Management System?

COUNTY RESPONSE: Full-version access with security provisions included.

5.16   Addendum 2 refers to "Addendum #3 Data Dictionary" on question/responses 5.69 & 5.84. When will that Addendum be available for download?

COUNTY RESPONSE: See Addendum #3 posting 8/29/19 on www.publicpurchase.com under the bid number PRARC-091