STATEMENT OF WORK NUMBER:

This Statement of Work ("Statement of Work" or "SOW") for Beacon Jail Management System is effective on DATE between Beacon Software Solutions ("Beacon"), and Humboldt County Sheriff's Office ("HCSO").

PROJECT NAME: **BEACON JMS IMPLEMENTATION**

PRIMARY POINTS OF CONTACT:

Beacon Software Solutions, Inc.:

Kenneth Horne   (352) 368-6735   khorne@beaconss.com

Humboldt County:

Cpt Duane Christian   (707) 441-5105   dchristian@co.humboldt.ca.us

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Roles and responsibilities:

Beacon Software Solutions, Inc.

1. Implementation Manager
   - Primary point of contact with Humboldt County Sheriff's Office (HCSO) to facilitate definition of needs and signed acceptance.
   - Inform HCSO of issues impacting the Statement of Work schedule and budget.
   - Report Statement of Work issues to HCSO in a timely manner following delivery of Statement of Work changes
2. Beacon will coordinate with County Information Technology person(s) for the installation of updates, changes and other objects required by this Statement of Work to the covered servers.
3. Project Success Measures
   - Transition to Beacon Jail Management System modules listed on page 4. Migration to services listed in request for proposal.
   - HCSO users are trained and are using the Beacon JMS system for HCSO business functions
   - Beacon log-on will require valid active directory authentication.
   - Accurate record count from existing JMS database to Beacon database
   - All data integrity is complete and correct in Beacon
   - All existing JMS reports are correct and validated in Beacon
   - HCSO users are trained on Beacon modules listed on page 4 of SOW

4. Work Breakdown Structure — Project timeline and implementation schedule
5. Record Count / Data Integrity / Report Validation
6. Parallel Testing Process and conducting UAT
7. Complete installation of Beacon JMS software on Client's existing laptop and desktop computers on dates of installation
8. Train Client's existing designated personnel in the use of Beacon JMS software on the date(s) of scheduled training.
9. Provide Client with 24/7 support for Beacon JMS software by e-mail, telephone, or on-site, at Beacon's discretion, within a six (6) hour response time.
10. Shall begin the installation of the Beacon JMS software on Client server once initial payment has been received by Beacon.

Humboldt County Sheriff's Office

1. Operations Subject Matter Expert
   - Work with Beacon to define process requirements
   - Ensure prompt and accurate delivery of required specifications, samples and additional resources when required.
   - Promptly answer technical and/or business operation questions
   - Promptly provide necessary IT resources to approve updates, changes and other objects required by this Statement of Work to the server and or identified client workstations.
2. Acceptance committee
   HCSO will supply names of personnel who will be authorized to approve and accept the work pursuant to this Statement of Work. HCSO will supply the name of a staff person who is capable of aiding in the assessment.
   - Acceptance committee will be familiar with the Humboldt Work functions associated with this Statement of Work.
   - Acceptance committee will be familiar with the intent and necessity of the work to be performed by this Statement of Work.
   - Additional changes desired or identified by the acceptance committee will be treated as change orders and require approval by both HCSO contact and Beacon Management Team. No change order will be performed without prior approval.
   - No Change Order will postpone or delay the acceptance of this Statement of Work and any remaining payment schedule.
3. Client shall ensure that any laptop or desktop computer on which the Beacon JMS software is installed has operable internet connectivity.

4. Client shall ensure that any laptop or desktop computer on which the Beacon JMS software is installed has the minimum 4.6.1 .NET framework installed.

5. Client shall ensure that any laptop or desktop computer on which the Beacon JMS software is installed has connectivity to the server where the Beacon JMS is installed.

6. Client shall provide any laptop or desktop computers needed, as determined by Beacon, for the training of Client's personnel.

7. Client shall establish a mutually agreed-upon training schedule with Beacon. Beacon is not responsible for later training of personnel who are "no shows" to the agreed-upon training sessions.

8. Client shall provide Beacon with any VPN solution credentials required to reach Client's network for the purposes of installing, troubleshooting, or updating the Beacon JMS.

Description of Work and Procedures:

Beacon Installation

Goal: Beacon will provide services necessary to implement the Beacon Jail Management System in the Humboldt County Jail for the Humboldt County Sheriff's Office on behalf of Humboldt County, California.

Beacon Implementation services

1. Program Management.
2. System Implementation, data conversion and delivery.
3. Beacon Jail Management System Installation.
4. Executive and Staff training.
5. Operations and maintenance support.
    - HCSO will collect all reported issues. Issues that cannot be answered by HCSO will be forwarded to Beacon for resolution.
    - For all identified software issues call Beacon.
    - For all identified hardware issues call County Information Technology.
6. Beacon installs separate databases and applications of the production environment; live, staging (test) and training (parallel).
7. Application testing is performed with a workstation and a database in the installation

environment. Testing is performed with the test application and database for any updates post go-live. Data conversion and conversion acceptance is included in the data conversion and migrations tasks.

8. Define external connectivity requirements used by the Agency View and Public View webpages. Beacon will collaborate with HCSO IT to assure the configuration model meets county standards.

Beacon Interfaces

Goal: Beacon will install API standardizing information sharing with HCSO.

1. VINES
2. Live scan
3. Courts
4. District Attorney's Office
5. Probation
6. CorEMR/Wellpath
7. RIMS
8. Edovo
9. Keefe
10. ICS
11. Touchpay

Beacon Modules

Goal: Beacon will install the minimum following modules

BOOKING

Book and Release

Proxy Risk Assessment

Booking Checklist (Agency-Defined)

Inmate History

Inmate Maintenance

Track Inmate Alerts

Track Scars, Marks, Tattoos

Track Employment and Military Status

Track Next of Kin

Victim Notification

INMATE HEADER

Display Notification of Keep Aways

Ability to Click on Keep Aways to get to Keep Away Screen

Display Inmate Holds

Ability to Click on Holds to get to Holds Screen

Display Inmate Classification

Ability to Click on Classification to get to Classification Screen

Display Inmate Current Location

Ability to Click on Location to get to Housing Screen

Ability to Right-Click on Location to do Temp Move

Display Number of Visitors

Ability to Click on Visitors to get to Visitor Screen

Display Inmate Alerts

Ability to Hover on Alerts to See Alert History

Ability to Click on Alerts to go to Inmate History

Display Number of DRs, Incidents, Supplements

Ability to Click on Incidents, DRs, and Supplements to get to the Screen

Display Booking Date, DOB, Race, Sex, Height, Weight

Display Inmate ID#

Ability to Click on Inmate ID# and Search by Inmate ID#

Display Booking Number

Ability to move from Active Booking to Archive booking using Hidden Arrows

Ability to Click on Booking # and Search by Booking #

Display Inmate Name

Ability to Click on Name and Search by Name

Display Inmate Photo

Ability to Hover on Photo to Display All Photos for Current Booking

Ability to Click on Photo to get to MugShot View

CHARGES

Offenses

Ability to Marry Bonds

Track Judicial Disposition of Charges

Configurable Sentencing (Agency Defined Parameters)

Track Trusty Status, ON/OFF Dates

Agency Billing

Inmate Screening

Scheduled Events

Schedule Groups for Events

PROPERTY

Received at Booking

Ability to Log any Property Item

Ability to Take Photos of Property Received

Ability to Add Item(s)

Ability to Release Item(s)

Ability to Correct Property Transactions

Ability to Review Property History

Property Transactions

In Cell Items (Agency Defined)

Items Issued

Ability to Set Items Issued Packages

Ability to Track Agency Items Inventory

Inmate Mail

Ability to Log Inmate Mail Contraband

Ability to Track Blocked Mail, Incoming/Outgoing

Property Location History

Property Location Maintenance

Undo Property Release

ACCOUNTING

Account Status

Inmate General Ledger

Inmate Account History

Pending Deposits

Non-Trust Fund Accounts

Holds

Restitutions

IMAGING

Image Capture

Ability to Correct/Change Demographics

Ability to Link Tattoo Photos to SMTs

Fingerprint Capture

Ability to Verify Fingerprint Upon Release/Booking

Create Lineup

Scanned Documents

Attachments

CLASSIFICATION

Classification

Schedule Movement

Keep Aways

Weekender Schedule

Work Release Schedule

Incident Report History

Inmate Kite

Inmate Cell Check Log

Alert/Booking/Charge/Housing History

Inmate Logs History

Next of Kin History

Point Based Classification (Agency Defined Questions)

Point Based Re-Classification (Agency Defined Questions)

Home Electronic Monitoring

HEM Checklist

HEM Screening

Holds and Transfers

Scanned Documents

Attachments

Scheduled Events

MEDICAL

Medications (Agency Defined)

Medication Delivery

Delivery History

Medication History

Medical Screening (Agency Defined)

Suicide Evaluation (Agency Defined)

Mental Health Screening (Agency Defined)

Sick Call Request

Sick Call Disposition

Scheduled Events

PREA

Screening Checklist (Agency Defined)

Response Checklist

HOUSING

Movements

Special Housing

Scheduled Events

Supplements

Inmate Visitors

Special Visitors

Banned Visitors

Inmate Visitation History

Visitor List Audits

HOUSING MOVEMENT SCREEN

Ability to View all Inmate Photos by POD

Ability to Click Inmate Photo to Open Inmate Record

Ability to Right-Click Inmate for Temp Move

Ability to Click and Drag Inmate to New Housing Location

Ability to Hover on Inmate to View Additional Information

Ability to View Inmates by Gang

MOVEMENTS

Temporary Location Changes Per Inmate

Temporary Location Changes Per POD

View Out of Cell Inmates

View Movement History

Inmate Programs

Inmate Work Release

Inmate Work Details

RELEASE

Release Inmate

Place/Clear Inmate Holds

Place/Clear Victim Notification

Ability to Clear Charges

Ability to Change Bond Information

Release Checklist (Agency Defined)

Holds and Transfers

Ability to Return/Place Inmate TOC

Release Property

Ability to Review Property History

HELP

Ability to send Help Request from System to Support

Ability to Watch Training Videos

Ability to View JMS FAQ

VISITATION

Scheduled Visitation

Visitation Check-In

Conduct Visitation

Track Professional Visitors

FACILITY

Facility Announcements

Blind Headcount History

Facility Checks

Facility Dashboard

Facility Map

Facility Statistics

Grievances

Kites

Housing Location History

Inmate Watch List

Inventory

Key Control

Maintenance

Place Cell In/Out of Service

Pre-Admits

Transportation

Transportation Risk Assessment

ADMINISTRATOR TOOLS

Ability to Add/Remove/Modify User Accounts

Ability to Add/Remove/Modify Drop-Downs

Ability to Add/Remove/Modify State Statutes

Ability to Maintain Billing Agencies

Ability to Maintain Field Properties

Ability to Maintain Housing Locations

Ability to Maintain Property Locations

Ability to Maintain Workstations Properties

Ability to Maintain Security Groups

Ability to Maintain System Settings

SUPERVISOR TOOLS

Ability to Change Active Inmate ID#

Ability to Change Archive Inmate ID#

Ability to Delete Active Booking

Ability to Delete Archived Booking

Inmate Release Queue

Ability to Override Release Date

Ability to Seal a Booking

Ability to Unseal a Booking

Ability to Expunge a Booking

Ability to Undo Inmate Release

Ability to View Search Logs

Acceptance Procedures:

Delivery of Programs and Services

Beacon will deliver any approved change orders to the HCSO. The criteria required for acceptance of this Statement of Work is listed below. Upon verification and acceptance of this criterion, Beacon will submit an invoice for any remaining payments required to fulfill this Statement of Work.

Acceptance Criteria

HCSO will validate that the deliverables required for this Statement of Work have been delivered:

1. Beacon Conversion
   - Conduct refresher training and new module training
   - Perform data integrity, report validation, record count and data testing
2. Interface API
   - Install and configure standard Beacon API detailed in SOW

3. Go-Live

  - Conversion and transition to Beacon jail management system.

Assumptions and Constraints:

- HCSO will be required to provide an assigned designee authorized to accept the Statement of Work. Deliver and Acceptance meeting with Beacon will be scheduled within 24 hours of delivery. Acceptance notification shall be made by the assigned designee within five business days.

- A delay in the delivery of milestones or related sub-steps which are the responsibility of the HCSO team can result in a day-for-day delay in subsequent milestones that Beacon is responsible for.

- Following a Beacon deliverable, unless otherwise specified, HCSO has 10 business days to report any issues. If Beacon receives no response within that time, the deliverable will be considered accepted as delivered and if tied to a billable milestone, deliverable will be invoiced.

Roles and Responsibilities		
	Installation Task	**Definition**
1	Installation, and configuration of all servers	County Information Technology will install the OS and security on all jail management servers. County Information Technology will load the base OS and SQL.
2	Installation and configuration of all replication software on the servers	County Information Technology will be responsible for the installation and configuration of all replication software on all jail management servers.
3	Hardware and OS Maintenance	Infrastructure components supplied by County Information Technology will be installed and supported.
4	Establish the interfaces to the external systems	Beacon will be responsible for the installation, configuration and troubleshooting of all interfaces with the assistance of the associated business partners.

	Roles and Responsibilities	
	Installation Task	**Definition**
5	Installation and troubleshooting of the application software on the servers	Beacon will install and configure all application software and support software on the servers. I.T. application staff will assist with the installation process.
6	Installation and troubleshooting of the application software in the test environment and production environment	Beacon will install, configure and optimize the application software and all required ancillary software for the test and production environment.
7	Install and configure the SQL database management system, and create database for application	County Information Technology will install and configure the SQL database engine with database provided by Beacon.
8	Create database objects (tables, views, indexes, etc)	Beacon will supply the database and work with HCSO to apply them. All database updates supplied by Beacon will come with detailed documentation.
9	Create test, training, Q/ A instance database objects (tables, views, indexes, etc)	Beacon will supply the database to create the instances and work with HCSO to apply them. All scripts supplied by Beacon will come with detailed HCSO documentation
10	Configure the lookup lists that can be customized within the application	Beacon will perform the initial configuration to Humboldt County specifications then Humboldt County will be responsible for maintaining the look-up lists
11	Humboldt County Technicians trained how to perform Photo Capture	Beacon to train Humboldt County staff for all associated software provided by Beacon.
12	Humboldt County Technicians trained to load all server software and associated software	Beacon to train Humboldt County staff and supply detailed documentation for all associated software provided by Beacon.
13	Create, test and install all standard reports	Beacon will create, install and test all standard BEACON reports.
	Acceptance Testing	**Resolution**
1	Develop Acceptance testing	Humboldt County / Beacon partnership.

Roles and Responsibilities		
	Installation Task	**Definition**
2	Coordination of system configuration and optimization with the Application Administrator	Joint effort between Beacon and Humboldt County
3	Analyzing and monitoring system performance	Humboldt County / Beacon / County Information Technology partnership. Configuration of monitoring metrics, alerts, and thresholds for devices defined by Beacon
4	Demonstrate how to set up the backup and restore procedure on the servers	County Information Technology will initiate first full back-up after business hours and confirm success the following business day.
	Post Implementation Tasks	**Resolution**
1	Maintain system security and control end-user access	Beacon will work with HCSO to setup existing users from legacy JMS into Beacon. HCSO will review user rights, add and maintain user base post installation.
2	Responsible for system software updates	County Information Technology ESP program will apply operating system and SQL updates with notification to Beacon
3	Responsible for personal computer system software updates	HCSO/IT will install personal computer system software updates.
4	Responsible for providing updates for the application software	Beacon will supply and apply the BEACON Application software updates and database. Beacon will install the updates on a separate County supplied test system prior to installing the updates on production servers. This test system must be loaded with all production software. No changes to the "system" will be applied by Beacon staff without the prior notification, coordination and approval from HCSO.
5	Operating system and Application software troubleshooting and related support	Beacon will be supplied with remote access to the servers at Humboldt County for maintenance purposes, when authorized by HCSO/IT.

Roles and Responsibilities		
	Installation Task	**Definition**
6	Provide end user support	Humboldt County, Beacon and County Information Technology based upon maintenance agreement
7	Database support	Beacon will maintain database structure, definition and update to application code.
8	Change and maintain user passwords	HCSO
9	Contact Beacon with application problems.	HCSO
10	Workstations support / hardware	HCSO
11	Responsible for providing updates for the application software, client workstations and Web server environment	Beacon will install the updates on a County supplied test workstation for certification prior to releasing the software to Humboldt County for general distribution. All software updates and database schema scripts supplied by Beacon will come with detailed documentation.
12	Responsible for providing connectivity between workstations/laptops accessing Beacon JMS and the server	HCSO and County IT are responsible for ensuring any machines that will have Beacon JMS deployed will have access to the server in which the Beacon JMS resides
13	Communicate, analyze and execute changes in the servers	Beacon will make the recommendation; Humboldt County IT will approve, and County Information Technology will execute the recommendation
14	Communicate, analyze and execute changes in the workstations	Beacon will make the recommendation; Humboldt County IT will execute the recommendation
15	Backup and restore database related to Beacon	Backup & restore plans and guidelines are included in the server implementation. Total has configured and monitors the backup process.

Prices and Payment Terms:

HCSO hereby orders, and Beacon agrees to provide the services described in this Statement of Work. Services are provided pursuant to the terms and conditions of this Statement of Work and the agreement between Beacon, the County of Humboldt, and Inmate Calling Solutions, LLC d/b/a ICSolutions.

Project Implementation

Prices for implementation of Beacon's jail management system, equipment, the first 12 months of maintenance/support, and travel cost for project implementation and training shall be $181,900.00 US dollars, itemized in Quote #276 and incorporated by reference in the agreement between Beacon (Vendor), Inmate Calling Solutions, LLC d/b/a ICSolutions, and the County of Humboldt. The County, through payments made by ICSolutions to Beacon, is financing the cost of the first three (3) years by monthly payments described in the agreement between the parties.

Annual Maintenance and Support

The initial price for Beacon JMS shall be $181,900.00; annual maintenance and support shall be $39,340.00 US dollars. Total pricing is financed, by payments made by ICSolutions, over 35 monthly payments of $6,988.00 each using Phone Commissions after a down payment of $16,000.00 for travel costs and equipment. At the beginning of the 4th year, the maintenance and support cost of $39,340.00 shall be due annually. Maintenance and support thereafter shall be optional and renewable annually. Payment for annual maintenance and support is due pursuant to the terms of the invoice.

     Services provided with annual maintenance and support:
- All major updates and service patches. Minor updates are optional throughout the year; however, any major update must be applied by the end of the first quarter. All updates will be accompanied by release notes and will not be installed without prior coordination with HCSO staff.
- Unlimited telephone and email support for the resolution of system issues or for general resolutions
- Remote access support for failures that render the system inoperable or degrade the system's performance. Support includes trouble-shooting to determine the cause of failure (i.e. network, software, hardware, etc.) Beacon will work closely with HCSO staff to remedy

issues that affect Beacon jail management system.

- Correct any reported programming issues that may render the jail management system inoperable or cause the users to use "work arounds."

Enhancements

Any new feature request(s) that are mutually agreed upon will be provided at no cost, a priority will be set on the feature(s) and logged into Beacon's software tracking system. Beacon will provide to HCSO a ticket number to reference that feature request.

Features requests for which there is no mutual agreement or that require immediate response will be completed at an hourly rate of $250.00. For such requests, Beacon will provide an estimate to HCSO prior to commencing work.

Payment on any outstanding invoice(s) shall not be delayed, notwithstanding the status of any feature request.

Payments

If, at any time, ICSolutions is delinquent in the payment of any invoice, or is otherwise in breach of the terms of the agreement between Beacon, HCSO (County), and Inmate Calling Services, LLC, d/b/a ICSolutions, Beacon may, without prejudice to its other rights, withhold installation of software and services until complete payment has been received. The software is not fully licensed until the final monthly payment has been received. Any sum not paid when due shall bear non-compounded interest at a rate of one and one-half (1 ½) percent per month from the day after due date to the date of payment, and said rate shall apply to any judgment rendered for non-payment.

If any annual support payment is not received by Beacon by the due date described in the invoice, Beacon will cease support of the jail management system, effective no earlier than thirty (30) calendar days after the support payment is due. In lieu of ceasing support of the jail management system, Beacon may, in its discretion, agree to provide support for the system for payment at an hourly rate of $180.00 US dollars by HCSO until the annual support payment is received.

Limited Warranty

Software and Services provided hereunder shall be performed in a workmanlike manner consistent with industry standards. Software will be provided in an operable, fully-functional condition. HCSO must notify Beacon promptly, but in no event more than thirty (30) calendar days after completion of the Services of any claimed breach of this warranty. HCSO's sole and exclusive remedy for breach of this warranty shall be re-performance of the Services. The warranty described in this paragraph does not apply if the Software has been (a) altered, except by Beacon, (b) has not been installed, operated, repaired, used or maintained in accordance with instructions made available by Beacon, or (c) has been subjected to abnormal or unusual physical or electrical stress or environmental conditions, misused, or negligently handled or operated.

General:

Choice of Law. As to the business relationship between HCSO and Beacon under the agreement, this agreement shall be governed by the Laws of the State of California. The venue of any action brought hereunder between HCSO and Beacon shall be laid in or transferred to the County of Humboldt, State of California or the U.S. District Court, California, if appropriate.

Force Majeure. Except for the obligation to pay monies due and owing, neither HCSO or Beacon shall be liable for any delay or failure in performance due to events outside the defaulting party's reasonable control, including, without limitation, acts of God, earthquakes, labor disputes, industry-wide shortages of supplies or equipment, actions of government entities, riots, war, terrorism, fire, epidemics, or delays of common carriers or other circumstances beyond its control. The obligations and rights of the defaulting party shall be extended for a period equal to the period during which such event prevented such party's performance.

Assignment. Neither this Statement of Work or any rights or obligations under the agreement between HCSO and Beacon shall be assigned by Beacon or HCSO without the other's prior written consent. Any attempted assignment shall be void and of no effect.