



Law Offices of the County of Los Angeles  
**ALTERNATE PUBLIC DEFENDER**

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**ERIKA C. ANZOÁTEGUI**  
*Alternate Public Defender*

May 19, 2026

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

Dear Supervisors:

**APPROVE CONTRACT AMENDMENT NO. 4 WITH PUBLICIS SAPIENT  
CORPORATION FOR A CLIENT CASE MANAGEMENT SYSTEM AND  
APPROVE A FY 2025-26 APPROPRIATION ADJUSTMENT  
(ALL DISTRICTS) (4-VOTES)**

**CIO RECOMMENDATION: APPROVE**

**SUBJECT**

The Law Offices of the Alternate Public Defender (APD) requests approval to amend existing contract 22-SAP with Publicis Sapien Corporation for a Client Case Management System, to increase the contract sum to implement Phase IV of the project; and an appropriation adjustment.

**IT IS RECOMMENDED THAT THE BOARD:**

1. Approve and authorize the APD, or her designee, to execute Amendment Number 4 (Attachment I) with Publicis Sapien Corporation to increase the contract maximum sum by \$894,244.09 from \$12,053,988.32 to \$12,948,232.41 to update the various exhibits to add critical features to the Client Case Management System (CCMS), and to update the Agreement terms and conditions.
2. Approve the attached appropriation adjustment (Attachment II), transferring in the amount of \$895,000 of one-time funding from obligated fund balance Committed for IT Enhancements, commonly known as IT Legacy Modernization Fund (ITLMF), to the APD's Fiscal Year 2025-26 Services and Supplies (S&S) appropriation to implement CCMS.

**PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

On June 28, 2022, the Board of Supervisors approved a new sole source contract with

Publicis Sapient to replace APD's 30 year-old legacy case management system. To maximize efficiency, the Board directed the APD to wait until the Public Defender (PD) finished Phase III of its CCMS project before beginning APD's implementation to streamline development and integration.

APD launched Phase I on April 2, 2024, covering all critical functionalities for go-live across the department.

On April 23, 2024, this Board approved an [Amendment 1](#) for CCMS Phase II, focusing on system integration and enhancements, including the Juvenile Odyssey integration completed on October 1, 2024, along with improvements to statistics, staff work requests, and digital probation reports. Due to the increased user numbers, Amendment 2 (July 31, 2024) reallocated funding from Application Managed Services to Subscription Fees with no change to the total contract. On March 18, 2025, the Board later approved [Amendment 3](#) for Phase III enhancements adding eSubpoena functionality, expanded case search, and improved statistical tools to support supervision, performance monitoring, and resource management. The proposed Amendment 4 includes necessary Phase IV solutions for: (1) continuing to configure and integrate functionalities already available through a shared platform with the PD; (2) enhancing interoperability with court systems, mental health diversion programs, immigration referral tracking, and homelessness related services; (3) automating data intake, document management, and reporting workflows; and (4) developing executive dashboards to track equity metrics, diversion outcomes, workload trends, and policy impacts.

The recommended action listed above is to enable the department to meet emerging needs for critical enhancements, which are necessary to ensure project success. Recommending these actions will enable the same Publicis Sapient team for Phase I, Phase II, Phase III and transition over to Phase IV reducing the risk of sunk cost and time.

### **Implementation of Strategic Plan Goals**

This proposal directly supports all 3 North Stars in the County's Strategic Plan. For North Star 1- Make Investments that transform lives and Practices, Phase IV helps our team support vulnerable populations that are justice impacted. Phase IV directly impacts the County's North Star 2- Foster Vibrant and Resilient Communities by helping us reduce the incarcerated population, depopulate and close Men's Central Jail, and expand the system of care and support in LA County to provide improved resources to and better meet the needs of justice-involved individuals. Finally, Phase IV will support the County's North Star 3-Realize tomorrow's government today but making improvements in our case management system to help drive data driven decision making.

### **FISCAL IMPACT/FINANCING**

The ITLMF, governed by the County's Information Technology Investment Board (ITIB),

offers one-time funding to modernize County mission critical legacy systems and infrastructure that have outdated and unsupported platforms, security vulnerabilities, operational and business continuity issues, functional obsolescence, and system maintenance and support risks.

The ITIB approved the use of \$900,000 in one-time funding from the County's ITLMF on March 13, 2026. The funding will be used to add critical features and further integrate APD's new client case management system with other county systems.

The requested Contract Amendment No. 4, which increases the contract maximum sum by \$894,244.09 (from \$12,053,988.32 to \$12,948,232.41) is fully funded by the ITLMF.

Approval of the attached appropriation adjustment in the amount of \$895,000 (Attachment II) will allocate funding from obligated fund balance Committed for IT Enhancements to APD for this purpose.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

On June 28, 2022, your Board approved a contract with Publicis Sapient for a term of five years and a maximum contract sum of \$8,743,964.80 for CCMS development and implementation services.

CCMS is based on a Software-as-a-Service and Platform-as-a-Service model that provides for a secure and cloud-based legal case management solution residing on a cloud-based platform maintained and supported by Salesforce.

CCMS was funded to modernize and consolidate the department's three legacy systems and databases, to create a system that is easily accessible from anywhere establishes a comprehensive indigent defense data repository to run real time analytics that will guide decisions for resource allocation and program effectiveness. During **Phase I**, millions of documents were migrated into CCMS delivering immediate efficiencies and value to the County. The department also implemented several critical functionalities to CCMS to align with business needs, including the following:

In **Phase II** of the project, several key functionalities and developmental tasks were planned, each designed to enhance system capabilities and improve user experience including a critical integration with Superior Court's Juvenile Case Management System (Odyssey Juvenile).

For **Phase III** of the project we strategically optimized workflows and created eSubpoena capabilities to better utilize partner agencies such as the Los Angeles County Sheriff.

**Phase IV represents the final stage of APD's CCMS implementation.**

- Activate remaining modules within the existing platform to complete core functionality
- Expand integrations with courts and justice partners (mental health, Odyssey, immigration referrals, eDiscovery, e-filing).
- Deploy advanced dashboards aligned with Care First and equity metrics.
- Increase automation to reduce manual processes and administrative workload.
- Maintain system alignment with the Public Defender while supporting APD's conflict workflows.
- Leverage the existing vendor team (Publicis Sapien, Box, ISD) to ensure continuity and minimize risk.

In compliance with Board Policy 6.020 "Chief Information Office Board Letter Approval", the OCIO reviewed the related system enhancements associated with this request and recommends approval. The OCIO determined that this recommended action does not include any new IT information technology items that would necessitate a formal written CIO Analysis.

The attached Amendment Number 4 and Attachments have been approved as to form by County Counsel.

**CONTRACTING PROCESS**

On October 11, 2016, the Board of Supervisors approved a Juvenile Indigent Defense Systems Reforms Motion to expand the services of the APD to include juvenile defense. Through this motion, the Board directed APD and PD to implement a uniform integrated case management system for juvenile defense within 18 months Board approval of the selected vendor. Consistent with the Board motion, APD negotiated a sole source contract with Publicis Sapien for the development and implementation of a new case management system.

Since June of 2022, APD has fully executed Phase I implementation going live on April 2, 2024. During the implementation of Phase I, new internal business needs and additional integration with other departments necessitated Phase II, Phase III and now Phase IV. Currently, APD is on hold for any additional optimization and at risk of falling behind other partner agencies such as the PD due to resource availability. Phase IV would represent the final stage of implementation and is critically necessary to help our clients equitably. As such, the following changes will be necessary for the health and success of the project:

| <b>Deliverable</b>                    | <b>Description</b>   | <b>Deliverable Amount</b> | <b>Acceptance Criteria</b>   |
|---------------------------------------|--|---------------------------|--|
| Design and Prioritization             | Contractor shall conduct design and refinement workshops and shall update system requirements with detailed functional and/or technical specifications to identify the details of what will be built. Contractor shall facilitate iteration planning and County's requirement prioritization.                        | \$47,500                  | Requirements reflect stakeholder input and confirmation that the design and technical specifications will meet agreed-upon functional and technical requirements |
| (1) Application Software Iteration 28 | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$95,000                  | Delivery of features assigned to this sprint. Severity 1 issues resolved   |
| (2) Application Software Iteration 29 | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$95,000                  | Delivery of features assigned to this sprint. Severity 1 issues resolved   |
| (3) Application Software Iteration 30 | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$95,000                  | Delivery of features assigned to this sprint. Severity 1 issues resolved   |
| (4) Application Software Iteration 31 | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$95,000                  | Delivery of features assigned to this sprint. Severity 1 issues resolved   |
| (5) Application Software Iteration 32 | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$95,000                  | Delivery of features assigned to this sprint. Severity 1 issues resolved   |
| (6) Application Software Iteration 33 | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System   | \$95,000                  | Delivery of features assigned to this sprint. Severity 1 issues resolved   |

|  |  |            |  |
|--|--|------------|--|
|  | Requirements into a User Acceptance Test Environment.  |            |  |
| Post Go-Live Support and System Maintenance                            | Contractor shall provide Post Go-Live Support and System Maintenance Services consisting of Maintenance Services and Support Services for the entire Application Software, including all Licensed Software and Application Modifications.  | \$192,500  | Post Go-Live Support and System Maintenance Services completed                                   |
| Project Close Out  | Upon Final Acceptance, contractor shall close-out the System Implementation phase of the Project. As a concluding step, the Contractor will develop a final project status report. The Contractor also will document in the final Status Report key risks, mitigations and contingencies for the upcoming System Maintenance phases. | \$80,000   | Implementation and Post Go-Live Support is complete and project has transitioned to support team |
| Year 5 Additional Recurring Annual/License /Subscription Fees-Task 2.3 | Contractor shall provide additional licenses necessary to operate the Project  | \$4,244.09 | Commencement of project year 5   |

**IMPACT ON CURRENT SERVICES (OR PROJECTS)**

There will be no impact on current services or projects.

**CONCLUSION**

Upon your Board’s approval, please return one adopted copy of this board letter to Alternate Public Defender, Administrative Services Branch.

Respectfully submitted,



Erika Anzoategui  
 Alternate Public Defender



Peter Loo  
 Chief Information Officer

**Enclosures**

- c: Executive Office, Board of Supervisors
- Chief Executive Officer
- Chief Information Officer
- County Counsel

**AMENDMENT NUMBER FOUR  
TO CONTRACT NUMBER 22-SAP  
BY AND BETWEEN COUNTY OF LOS ANGELES  
AND SAPIENT CORPORATION  
FOR  
CLIENT CASE MANAGEMENT SYSTEM**

This Amendment Number Four (“Amendment Number Four”) to Contract Number 22-SAP (“Agreement”) is entered into this \_\_\_\_\_ day of \_\_\_\_\_, 2026 by and between County of Los Angeles, a political subdivision of the State of California (“County”) and Sapient Corporation (“Contractor”). County and Contractor are sometimes hereinafter referred to collectively as the “Parties” and each individually as a “Party.”

WHEREAS, the Agreement was originally entered into by and between County and Contractor and approved by the County’s Board of Supervisors on June 28, 2022; and

WHEREAS, the County and Contractor wish to amend the Agreement to (i) restate Paragraph 8.1 (Maximum Contract Sum) to increase the maximum contract sum by \$894,244.09 from \$12,053,988.32 to a total of \$12,948,232.41 (ii) update Exhibit B (Pricing Schedule) to reflect this increase, (iii) to add additional scope to the scope of work as reflected in Attachment C10 (Additional Work) hereto, and (iv) to make changes and add certain terms and conditions as required by the Board of Supervisors or the County's Chief Executive Office.

WHEREAS, this Amendment Number FOUR is made pursuant to Paragraph 4.0 (Change Notices and Amendments) of the Agreement.

NOW THEREFORE, in consideration of the foregoing and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Agreement, is hereby amended as follows:

1. Capitalized Terms; Paragraph References. Capitalized terms used herein without definition (including in the recitals hereto), have the meanings given to such terms in the Agreement. Unless otherwise noted, paragraph references in this Amendment Number Four refer to paragraphs in the Agreement, as amended by this Amendment Number Four.
2. Paragraph 8.1 (Maximum Contract Sum) is hereby deleted in its entirety and replaced with new Paragraph 8.1 (Maximum Contract Sum) in the Agreement in its entirety to read as follows:

**8.1 Maximum Contract Sum**

The Contract Sum under this Agreement shall be the total monetary amount payable by County to Contractor for supplying all the tasks, subtasks, deliverables, goods, services and other Work required or requested by County

**AMENDMENT NUMBER FOUR  
TO CONTRACT NUMBER 22-SAP  
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under this Agreement. All Work completed by Contractor must be approved in writing by County in accordance with Paragraph 2.4 (Approval of Work). If County does not approve any Work in writing, no payment shall be due Contractor for that Work. The Contract Sum, including all applicable taxes, authorized by County hereunder shall not exceed Twelve Million, Nine Hundred Forty-Eight Thousand, Two Hundred and Thirty-Two Dollars and Forty-One Cents. \$12,948,232.41, as further detailed in Exhibit B (Pricing Schedule), unless the Contract Sum is modified pursuant to a duly approved Amendment to this Agreement by County's and Contractor's authorized representative(s) pursuant to Paragraph 4 (Change Notices and Amendments). The Contract Sum under this Agreement shall provide for all authorized payments County may make to Contractor for any and all Work provided by Contractor under the Agreement, including all Solution components, System Implementation, System Maintenance, System Hosting, if any, and any Optional Work.

Contractor shall maintain a system of record keeping that will allow Contractor to determine when it has incurred seventy-five percent (75%) of the Contract Sum, including the Pool Dollars expenditures, authorized for under this Agreement. Upon occurrence of this event, Contractor shall provide written notification to County's Project Director at the address set forth in Exhibit E (County Administration).

Notwithstanding the foregoing, Contractor's failure to provide such notification shall not constitute a material breach of this Agreement.

3. Exhibit B (Pricing Schedule) is hereby deleted in its entirety and replaced with a new Exhibit B (Pricing Schedule) attached to this Amendment Number Four.
4. New Attachment C.10 (Additional Work) attached to this Amendment Number Four is hereby incorporated into the Agreement and becomes Attachment C.10 (Additional Work) to Exhibit A (Statement of Work) and is part of the scope of work under Paragraph 4.0 (Change Notices and Amendments) of the Agreement.
5. Except as otherwise provided under this Amendment Number Four, the Agreement, as previously amended, including all preambles and recitals set forth herein and therein, shall remain unchanged and in full force and effect.
6. This Amendment Number Four shall become effective as of the date identified in the recitals, which is the date on or after which all of:

**AMENDMENT NUMBER FOUR  
TO CONTRACT NUMBER 22-SAP  
BY AND BETWEEN COUNTY OF LOS ANGELES  
AND SAPIENT CORPORATION  
FOR  
CLIENT CASE MANAGEMENT SYSTEM**

- 6.1 An authorized officer of Contractor has executed this Amendment Number Four;
- 6.2 Los Angeles County Counsel has approved this Amendment Number Four as to form;
- 6.3 The Alternate Public Defender has executed this Amendment Number Four.
7. This Amendment Number Four may be executed in one or more original, PDF or facsimile counterparts, all of which when taken together shall constitute one in the same instrument.

**AMENDMENT NUMBER FOUR  
TO CONTRACT NUMBER 22-SAP  
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AND SAPIENT CORPORATION  
FOR  
CLIENT CASE MANAGEMENT SYSTEM**

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Amendment Number Four to be subscribed on its behalf by the Alternate Public Defender or designee and the Contractor has subscribed the same through its duly authorized officer as of the day, month and year first above written. The persons signing on behalf of Contractor warrant under penalty of perjury that he or she is authorized to bind the Contractor

COUNTY OF LOS ANGELES

PUBLICIS CORPORATION

\_\_\_\_\_  
ERIKA C. ANZOATEGUI  
ALTERNATE PUBLIC DEFENDER

\_\_\_\_\_  
NAME: Ryan Walsh  
TITLE: CFO

\_\_\_\_\_  
Tax Identification Number

APPROVED AS TO FORM:

DAWYN R. HARRISON  
County Counsel

By \_\_\_\_\_  
FOR MICHAEL OWENS  
Senior Deputy County Counsel



**EXHIBIT B**  
**PRICING SCHEDULE**  
**FOR**  
**LOS ANGELES COUNTY ALTERNATE PUBLIC DEFENDER**  
**JUSTICE MANAGEMENT SYSTEM**

**MAY 2026**

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## TOTAL PRICING

This Exhibit B (Pricing Schedule) sets forth the pricing and payment terms for the work to be provided by Contractor under the Agreement. Schedule B.1 (Optional Work Schedule) will document and track expenditure of Pool Dollars for Optional Work under the Agreement.

Notwithstanding the terms of the Agreement or Contractor's prior practice, payment is not contingent upon issuance of a purchase order, subject to any County approval as specified in the Agreement. All funding approvals required to issue payment have been obtained. The bill-to, ship-to addresses along with specific ordering information and amounts due under the Agreement are included herein or in other documents related hereto.

### 1.1 CONTRACT SUM; TOTAL FEES UNDER THE AGREEMENT

The Contract Sum shall be the maximum County obligation under the Agreement and shall include any and all amounts that may be paid by County to Contractor for the Work, required and optional, that may be provided by Contractor to County during the term of the Agreement. The Contract Sum, unless modified in accordance with the terms of the Agreement, including any and all sales tax amounts, if applicable, is set forth in Section 8.1 (Maximum Contract Sum) of the Agreement.

The maximum amount payable under the Agreement, unless modified in accordance with the terms of the Agreement, including any and all sales tax amounts is (\$12,948,232.41) and includes the following components:

| CONTRACT SUM COMPONENTS  | AMOUNT                 |
|--|------------------------|
| Implementation Fees – fixed price amount   | \$8,020,615.00         |
| Subscription Fees – fixed price amount   | \$3,311,617.41         |
| Application Management Services for year 1 post-Final Acceptance – up to 2,080 hours at the Fixed Hourly Rate of \$200 per hour. | \$416,000              |
| Pool Dollars – for Term of Agreement   | \$ 1,200,000.00        |
| <b>TOTAL FEES EXHIBIT B</b>  | <b>\$12,948,232.41</b> |

Consistent with the provisions of Paragraph 10.3.1 (Source Code Escrow) of the Base Agreement, the deposit and maintenance of Source Code for Licensed Software in Source Code Escrow shall be at no cost to County. Consequently, the Implementation Fees and Subscription Fees identified above are inclusive of any and all fees and costs associated with Contractor's compliance with the Source Code Escrow requirements under the Agreement, including Paragraph 10.3 (Source Code for Licensed Software) of the Base Agreement.

1.2 ONE-TIME COSTS – IMPLEMENTATION FEES

Below is a summary of the pricing components of the Implementation Fees under the Agreement.

**Table 1: One-Time Implementation Fees**

| DESCRIPTION   | AMOUNT                |
|---|-----------------------|
| 1. Application Development / Customization – Total Cost in Table 2 below        | \$7,820,615.00        |
| 2. Training, including all materials (electronic) – Total Cost in Table 3 below | \$ 200,000.00         |
| <b>TOTAL IMPLEMENTATION FEES</b>  | <b>\$8,020,615.00</b> |

1.2.1 Application Development / Customization

Below are all costs for Application Modifications, including application development and customization, to be provided by Contractor as part of Implementation Services together with the installation, implementation and project management. The total amount is also included in Row 1 of Table 1.

**Table 2: Application Development / Customization**

| DESCRIPTION                                    | AMOUNT                |
|--|-----------------------|
| Sapient Professional Services (Original Scope) | \$6,908,002.00        |
| Data Migration Tools & Storage (9 months)      | \$21,600.00           |
| Box Professional Services                      | \$857,678.00          |
| Pulsar Professional Services                   | \$22,223.00           |
| LinkPoint Professional Services                | \$11,112.00           |
| <b>TOTAL COST</b>                              | <b>\$7,820,615.00</b> |

1.2.2 Training

Below are all costs for training to be provided by Contractor as part of Implementation Services. The total amount is also included in Row 2 of Table 1.

**Table 3: Training**

| DESCRIPTION            | AMOUNT               |
|------------------------|----------------------|
| Sapient Training Costs | \$ 200,000.00        |
| <b>TOTAL COST</b>      | <b>\$ 200,000.00</b> |

**RECURRING ANNUAL COSTS**

1.3 SUBSCRIPTION FEES

This Section specifies the allocated Annual Fees for Subscription Services as Subscription Fees or License Fees to be paid by County to Contractor during the term of the Agreement. All Subscription Fees will be coterminous with the License Years under the Agreement. For the final year of the Agreement, to the extent applicable, Contractor will prorate the applicable Maintenance Fees based on the number of days required to co-terminate System Maintenance with the expiration of the Agreement.

Contractor shall be entitled to payment of License Fees commencing upon the License Start Date through the term of the Agreement.

**Table 4: Recurring Annual License / Subscription Fees**

| Alternate Public Defender's Office - Carahsoft Q# 51543110 |         |                     |         |                     |         |                     |         |                     |         |                     |
|--|---------|---------------------|---------|---------------------|---------|---------------------|---------|---------------------|---------|---------------------|
| Vendor & Product Description                               | Year 1  |                     | Year 2  |                     | Year 3  |                     | Year 4  |                     | Year 5  |                     |
|  | QT<br>Y |                     | QT<br>Y |                     | QT<br>Y |                     | QT<br>Y |                     | QT<br>Y |                     |
| <b>Salesforce .com</b>                                     |         |                     |         |                     |         |                     |         |                     |         |                     |
| Lightning Platform Plus                                    | 300     | \$174,375.00        | 300     | \$174,375.00        | 330     | \$191,812.50        | 330     | \$191,784.55        | 330     | \$191,784.55        |
| Lightning Platform (Admin)                                 | 6       | \$4,781.28          | 6       | \$4,781.28          | 16      | \$12,750.08         | 16      | \$12,750.00         | 16      | \$12,737.22         |
| Government Cloud Plus                                      | 1       | \$21,216.69         | 1       | \$21,216.69         | 1       | \$23,757.44         | 1       | \$23,757.44         | 1       | \$23,753.36         |
| Salesforce Shield  | 1       | \$53,746.88         | 1       | \$53,746.88         | 1       | \$61,368.76         | 1       | \$61,368.75         | 1       | \$61,356.53         |
| Data Storage (10GB)  | 1       | \$11,000.00         | 1       | \$11,000.00         | 1       | \$11,000.00         | 1       | \$11,000.00         | 1       | \$11,000.00         |
| Big Objects (50M)  | 2       | \$22,000.00         | 2       | \$22,000.00         | 2       | \$22,000.00         | 2       | \$22,000.00         | 2       | \$22,000.00         |
| <b>Total Per Year</b>                                      |         | <b>\$287,119.85</b> |         | <b>\$287,119.85</b> |         | <b>\$322,688.78</b> |         | <b>\$322,660.74</b> |         | <b>\$322,631.66</b> |
| <b>Box, Inc.</b>   |         |                     |         |                     |         |                     |         |                     |         |                     |
| Digital Business II ELA                                    | 300     | \$101,475.00        | 300     | \$101,475.00        | 350     | \$118,499.39        | 350     | \$118,499.39        | 350     | \$128,900.58        |
| KeysafewithAWSKMS500                                       | 300     | \$24,970.50         | 300     | \$24,970.50         | 350     | \$28,375.38         | 350     | \$28,375.38         | 350     | \$30,934.86         |
| Premier Support  | 1       | \$3,745.58          | 1       | \$3,745.57          | 1       | \$4,256.30          | 1       | \$4,256.31          | 1       | \$4,640.23          |
| PlatformPremier  | 1       | \$304.42            | 1       | \$304.42            | 1       | \$304.42            | 1       | \$304.42            | 1       | \$335.63            |
| PlatformKeysafewithAWSKMS                                  | 1       | \$2,029.50          | 1       | \$2,029.50          | 1       | \$2,029.50          | 1       | \$2,029.50          | 1       | \$2,237.52          |
| <b>Total Per Year</b>                                      |         | <b>\$132,525.00</b> |         | <b>\$132,524.99</b> |         | <b>\$153,464.99</b> |         | <b>\$153,465.00</b> |         | <b>\$167,048.82</b> |
| <b>ImageTrust</b>  |         |                     |         |                     |         |                     |         |                     |         |                     |
| ImageTrust Users   | 40      | \$52,560.00         | 40      | \$52,560.00         | 40      | \$52,560.00         | 40      | \$54,136.79         | 40      | \$55,760.84         |
| <b>Total Per Year</b>                                      |         | <b>\$52,560.00</b>  |         | <b>\$52,560.00</b>  |         | <b>\$52,560.00</b>  |         | <b>\$54,136.79</b>  |         | <b>\$55,760.84</b>  |
| <b>Luminix, Inc.</b>                                       |         |                     |         |                     |         |                     |         |                     |         |                     |

ATTACHMENT I  
EXHIBIT B – PRICING SCHEDULE

|  |                       |                          |     |                          |     |                          |     |                          |     |                          |
|--|-----------------------|--------------------------|-----|--------------------------|-----|--------------------------|-----|--------------------------|-----|--------------------------|
| Pulsar Licensing & Support                                       | 300                   | \$80,000.0<br>1          | 300 | \$80,000.0<br>0          | 330 | \$88,000.1<br>0          | 330 | \$91,519.9<br>9          | 330 | \$95,040.0<br>0          |
| <b>Total Per Year</b>  |                       | <b>\$80,000.0<br/>1</b>  |     | <b>\$80,000.0<br/>0</b>  |     | <b>\$88,000.1<br/>0</b>  |     | <b>\$91,519.9<br/>9</b>  |     | <b>\$95,040.0<br/>0</b>  |
| <b>LinkPoint</b>   |                       |                          |     |                          |     |                          |     |                          |     |                          |
| LinkPoint Connect for Salesforce + Outlook (Annual Subscription) | 300                   | \$17,379.0<br>0          | 300 | \$17,379.0<br>0          | 330 | \$19,116.9<br>0          | 330 | \$19,116.9<br>0          | 330 | \$19,879.2<br>0          |
| <b>Total Per Year</b>  |                       | <b>\$17,379.0<br/>0</b>  |     | <b>\$17,379.0<br/>0</b>  |     | <b>\$19,116.9<br/>0</b>  |     | <b>\$19,116.9<br/>0</b>  |     | <b>\$19,879.2<br/>0</b>  |
| <b>Nintex</b>  |                       |                          |     |                          |     |                          |     |                          |     |                          |
| LDS Gov Cloud FedRAMP  | 300                   | \$44,334.0<br>0          | 300 | \$44,334.0<br>0          | 330 | \$48,700.8<br>0          | 330 | \$48,034.8<br>0          | 330 | \$49,955.4<br>0          |
| <b>Total Per Year</b>  |                       | <b>\$44,334.0<br/>0</b>  |     | <b>\$44,334.0<br/>0</b>  |     | <b>\$48,700.8<br/>0</b>  |     | <b>\$48,034.8<br/>0</b>  |     | <b>\$49,955.4<br/>0</b>  |
| <b>Annualized Price</b>  |                       | <b>\$613,917.<br/>86</b> |     | <b>\$613,917.<br/>84</b> |     | <b>\$684,531.<br/>57</b> |     | <b>\$688,934.<br/>22</b> |     | <b>\$710,315.<br/>92</b> |
| <b>Price for Years 1-5</b>                                       | <b>\$3,311,617.41</b> |                          |     |                          |     |                          |     |                          |     |                          |

1.4 APPLICATION MAINTENANCE AND SUPPORT

This Section specifies the allocated Annual Fees payable by County to Contractor for Application Maintenance and Support that will be provided by Contractor.

**Table 5: Recurring Annual Application Maintenance and Support**

| DESCRIPTION                     | YEAR 1 | YEAR 2           | YEAR 3 | YEAR 4 | YEAR 5 |
|---------------------------------|--------|------------------|--------|--------|--------|
| Application Management Services |        | \$416,000        |        |        |        |
|                                 |        |                  |        |        |        |
| <b>TOTAL COST</b>               |        | <b>\$416,000</b> |        |        |        |

**SYSTEM IMPLEMENTATION**

This Section includes the Deliverable amounts to be paid by County to Contractor for provision and implementation of all phases of the Project, as provided below.

Contractor shall be paid for the following Deliverables on a fixed price basis following completion by Contractor and approval by County in accordance with Paragraph 2.4 (Approval of Work) of the Base Agreement of each such Deliverable, subject to the provisions of Paragraph 8.2 (System Implementation) of the Base Agreement. For purposes of payment, a Deliverable will be completed only following Acceptance by County in accordance with the applicable Acceptance criteria set forth in the Agreement.

**Table 6: Payment Schedule**

| Task / Subtask Description & No.       | Deliverable Amount | Amount Due Upon Delivery | Holdback Amount | Project Month | Acceptance Criteria   |
|--|--------------------|--------------------------|-----------------|---------------|---|
| Year 1 - Subscription Fees             | \$613,917.86       |                          |                 | 1             | This will include the provisioning of software licenses for Salesforce, Luminix (Pulsar), Nintex (Drawloop), Image Trust and Box. |
| Project Management Plan – Task 2.2.1.1 | \$150,000          | \$135,000                | \$15,000        | 1             | Project Plan  |
| Updated Solution Design Draft          | \$100,000          | \$90,000                 | \$10,000        | 2             | Deliver Updated Draft of Solution Design Document + Box Project Planning  |
| Updated Technical Design Draft         | \$100,000          | \$90,000                 | \$10,000        | 2             | Deliver Updated Technical Design Document + Box Project Requirements Documentation  |
| Salesforce Solution Design Signoff     | \$125,000          | \$112,500                | \$12,500        | 3             | Client signoff of solution design. Up to 3 client review cycles are included.   |
| Technical Design Signoff               | \$125,000          | \$112,500                | \$12,500        | 3             | Client signoff of technical design. Up to 3 client review cycles are included.  |
| Application Software Iteration 1       | \$250,000          | \$225,000                | \$25,000        | 3             | Signoff of features assigned to this sprint. Severity 1 issues resolved   |
| Box Design Completed                   | \$300,000          | \$270,000                | \$30,000        | 3             | Client signoff that Box design is completed and has been presented to the County for review and approval.                         |

**ATTACHMENT I**  
**EXHIBIT B – PRICING SCHEDULE**

|                                     |           |              |             |   |  |
|-------------------------------------|-----------|--------------|-------------|---|--|
| Application Software Iteration 2    | \$250,000 | \$225,000    | \$25,000    | 4 | Signoff of features assigned to this sprint. Severity 1 issues resolved  |
| Box First Build Milestone           | \$250,000 | \$225,000    | \$25,000    | 4 | Demonstrate Box interface in case page layout with key features: check in / check out and security inheritance from Salesforce to Box<br>Demonstrate Document Scanning and Ingestion into the document repository<br>Demonstrate Box Drive caching capabilities. |
| Application Software Iteration 3    | \$250,000 | \$225,000    | \$25,000    | 5 | Signoff of features assigned to this sprint. Severity 1 issues resolved  |
| Second Build Milestone              | \$180,000 | \$162,000    | \$18,000    | 5 | Demonstrate Box Shuttle load of 10% Demonstrate Image Access scanning pages and document separator.<br>Demonstrate auto-creation of the box folder structure.<br>Demonstrate automated document placement within folder structure.                               |
| Application Software Iteration 4    | \$250,000 | \$225,000    | \$25,000    | 6 | Signoff that the functionality approved for the sprint cycle was delivered according to specification  |
| First Box.com Production Deployment | \$127,678 | \$114,910.20 | \$12,767.80 | 6 | Production deployment is completed including 100% content load.  |
| Application Software Iteration 5    | \$250,000 | \$225,000    | \$25,000    | 7 | Signoff of features assigned to this sprint. Severity 1 issues resolved  |
| Application Software Iteration 6    | \$200,000 | \$180,000    | \$20,000    | 8 | Signoff of features assigned to this sprint. Severity 1 issues resolved  |
| Application Software Iteration 7    | \$200,000 | \$180,000    | \$20,000    | 8 | Signoff of features assigned to this sprint. Severity 1 issues resolved  |
| Application Software Iteration 8    | \$200,000 | \$180,000    | \$20,000    | 8 | Signoff of features assigned to this sprint. Severity 1 issues resolved  |

**ATTACHMENT I**  
**EXHIBIT B – PRICING SCHEDULE**

|   |   |              |              |        |   |
|---|---|--------------|--------------|--------|---|
| Application Software Iteration 9                                | \$215,502                               | \$193,951.80 | \$21,550.20  | 9      | Signoff of features assigned to this sprint. Severity 1 issues resolved                                       |
| User Acceptance Testing Handoff                                 | \$150,000                               | \$135,000    | \$15,000     | 9      | Signoff that user acceptance testing is completed and approved  |
| Deployment & Training Complete                                  | \$150,000                               | \$135,000    | \$15,000     | 10     | Signoff that the deployment is complete, training is complete and Severity 1 and 2 bugs have been resolved. + |
| Project Close-Out   | \$154,935                               | \$139,441.50 | \$15,493.50  | 11     | Implementation is complete and project has transitioned to support team. + Box: Project Closeout              |
| Payment for previously withheld holdbacks                       |   |              | \$397,811.50 | 11     |   |
| Year 2 Subscription Fees – Task 2.3                             | \$613,917.84                            |              |              | Year 2 |   |
| Year 1 Application Maintenance and Support – maximum allocation | <del>\$416,000</del><br>\$345,386.27    |              |              | Year 2 |   |
| Year 3 Subscription Fees – Task 2.3                             | <del>\$613,917.84</del><br>\$684,531.57 |              |              | Year 3 |   |
| Year 2 (Optional) Application Maintenance and Support           | \$150,000                               |              |              | Year 3 |   |
| Year 4 Subscription Fees – Task 2.3                             | <del>\$640,288.28</del><br>\$688,934.22 |              |              | Year 4 |   |
| Year 3 (Optional) Application Maintenance and Support           | \$178,285                               |              |              | Year 4 |   |

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EXHIBIT B – PRICING SCHEDULE

|   |  |  |             |        |  |
|---|--|--|-------------|--------|--|
| Year 5<br>Subscription<br>Fees – Task 2.3                 | \$667,807.98<br>\$710,315.92   |  |             | Year 5 |  |
| Total 5 year<br>SW<br>Subscription<br>Fees                | <del>\$3,149,849.80</del><br><del>\$3,220,463.53</del><br>\$3,311,617.41 |  |             |        |  |
| Total One-Time<br>Implementation<br>Fees Plus<br>Training |  |  | \$3,978,115 |        |  |

Payment Schedule - Amendment #1

| Deliverable                       | Functionality                       | Description   | Deliverable Amount (*Holdbacks shall apply as provided for in Paragraph 9.5 (Holdbacks) of the Agreement) | Acceptance Criteria  |
|-----------------------------------|-------------------------------------|---|---|--|
| Application Software Iteration 17 | Reports & Dashboards and Statistics | Contractor shall configure and develop Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$275,000   | Delivery of features assigned to this sprint. Severity 1 issues resolved |
| Application Software Iteration 18 | eSubpoena                           | Contractor shall configure and develop Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$275,000   | Delivery of features assigned to this sprint. Severity 1 issues resolved |

ATTACHMENT I  
EXHIBIT B – PRICING SCHEDULE

|                                   |   |   |           |  |
|-----------------------------------|---|---|-----------|--|
| Application Software Iteration 19 | Event Calendar and Nintex Documents     | Contractor shall configure and develop Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$275,000 | Delivery of features assigned to this sprint. Severity 1 issues resolved |
| Application Software Iteration 20 | Work Requests + Security (Time Request) | Contractor shall configure and develop Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$275,000 | Delivery of features assigned to this sprint. Severity 1 issues resolved |
| Application Software Iteration 21 | Exela and eProbation Reports            | Contractor shall configure and develop Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$275,000 | Delivery of features assigned to this sprint. Severity 1 issues resolved |
| Application Software Iteration 22 | Juvenile Odyssey Development            | Contractor shall configure and develop Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$275,000 | Delivery of features assigned to this sprint. Severity 1 issues resolved |

ATTACHMENT I  
EXHIBIT B – PRICING SCHEDULE

|  |   |  |           |  |
|--|---|--|-----------|--|
| Application Software Iteration 23        | Juvenile Odyssey Development  | Contractor shall configure and develop Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment.                                      | \$312,500 | Delivery of features assigned to this sprint. Severity 1 issues resolved   |
| Odyssey Juvenile Design and Gap Analysis | Odyssey Juvenile Design and Gap Analysis                                      | Contractor shall create a document outlining the technical aspects of the Odyssey Juvenile integration with the CCMS system. Contractor shall perform a Gap Analysis to ensure the project is on track for schedule, scope and budget.   | \$150,000 | Document reflects stakeholder input and confirmation that the updated Technical Specification will meet agreed-upon functional and technical requirements.   |
| Updated Documentation                    | Updated Tech Design, Solution Design, Training Material and Operations Manual | Contractor shall update the functional and technical details that are necessary in the Solution Design Document, the Technical Design Document, the Training Material and the Operations Manual.   | \$75,000  | The updated Solution Design Document, Technical Design Document, Training Material and Operations Manual reflects stakeholder input and confirmation that the updates will meet agreed-upon functional and technical requirements. |
| Project Close Out                        | 2 weeks of Post Go-Live Support and 100 Day Warranty                          | Upon Final Acceptance, contractor shall close-out the System Implementation phase of the Project. As a concluding step, the Contractor will develop a final project status report. The Contractor also will document in the final Status Report key risks, mitigations and contingencies for the upcoming System Maintenance phases. | \$75,000  | Implementation and Post Go-Live Support is complete and project has transitioned to support team.  |

|  |  |       |             |  |
|--|--|-------|-------------|--|
|  |  | Total | \$2,262,500 |  |
|--|--|-------|-------------|--|

Payment Schedule - Amendment #3

| Deliverable                       | Description   | Deliverable Amount (*Holdbacks shall apply as provided for in Paragraph 9.5 (Holdbacks) of the Agreement) | Acceptance Criteria  |
|-----------------------------------|---|---|--|
| Application Software Iteration 24 | Contractor shall configure and develop Application Modifications to meet documented System Requirements in this Amendment, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$205,000   | Delivery of features assigned to this sprint. Severity 1 issues resolved |
| Application Software Iteration 25 | Contractor shall configure and develop Application Modifications to meet documented System Requirements in this Amendment, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$205,000   | Delivery of features assigned to this sprint. Severity 1 issues resolved |
| Application Software Iteration 26 | Contractor shall configure and develop Application Modifications to meet documented System Requirements in this Amendment, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$205,000   | Delivery of features assigned to this sprint. Severity 1 issues resolved |

ATTACHMENT I  
EXHIBIT B – PRICING SCHEDULE

|                                   |  |             |   |
|-----------------------------------|--|-------------|---|
| Application Software Iteration 27 | Contractor shall configure and develop Application Modifications to meet documented System Requirements in this Amendment, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment.  | \$205,000   | Delivery of features assigned to this sprint. Severity 1 issues resolved  |
| Project Close Out                 | Upon Final Acceptance, contractor shall close-out the System Implementation phase of the Project. As a concluding step, the Contractor will develop a final project status report. The Contractor also will document in the final Status Report key risks, mitigations and contingencies for the upcoming System Maintenance phases. | \$70,000    | Implementation and Post Go-Live Support is complete and project has transitioned to support team.                 |
| Application Management Services   | Contractor shall provide System Maintenance Services consisting of Maintenance Services and Support Services for the entire Application Software, including all Licensed Software and Application Modifications, commencing upon Go-Live of the System, through Final Acceptance and for six (6) months following Final Acceptance.  | \$70,613.73 | System Maintenance Services complete and hours earmarked for Application Management Services have been concluded. |

Payment Schedule – Amendment #4

| Deliverable | Description | Deliverable Amount (*Holdbacks shall apply as provided for in Paragraph 9.5 (Holdbacks) of the Agreement) | Acceptance Criteria |
|-------------|-------------|---|---------------------|
|             |             |   |                     |

ATTACHMENT I  
*EXHIBIT B – PRICING SCHEDULE*

|                                       |  |          |   |
|---------------------------------------|--|----------|---|
| Design and Prioritization             | Contractor shall conduct design and refinement workshops and shall update system requirements with detailed functional and/or technical specifications to identify the details of what will be built. Contractor shall facilitate iteration planning and County's requirement prioritization.                        | \$47,500 | Requirements reflect stakeholder input and confirmation that the design and technical specifications will meet agreed-upon functional and technical requirements. |
| (1) Application Software Iteration 28 | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$95,000 | Delivery of features assigned to this sprint. Severity 1 issues resolved.   |
| (2) Application Software Iteration 29 | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$95,000 | Delivery of features assigned to this sprint. Severity 1 issues resolved.   |
| (3) Application Software Iteration 30 | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test              | \$95,000 | Delivery of features assigned to this sprint. Severity 1 issues resolved.   |

ATTACHMENT I  
EXHIBIT B – PRICING SCHEDULE

|   |  |           |   |
|---|--|-----------|---|
|   | Environment.   |           |   |
| (4) Application Software Iteration 31       | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$95,000  | Delivery of features assigned to this sprint. Severity 1 issues resolved.                         |
| (5) Application Software Iteration 32       | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$95,000  | Delivery of features assigned to this sprint. Severity 1 issues resolved.                         |
| (6) Application Software Iteration 33       | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$95,000  | Delivery of features assigned to this sprint. Severity 1 issues resolved.                         |
| Post Go-Live Support and System Maintenance | Contractor shall provide Post Go-Live Support and System Maintenance Services consisting of Maintenance Services and Support Services for the entire Application Software, including all Licensed Software and Application Modifications.  | \$192,500 | Implementation and Post Go-Live Support is complete and project has transitioned to support team. |

|   |  |                     |   |
|---|--|---------------------|---|
| Project Close Out   | Upon Final Acceptance, contractor shall close-out the System Implementation phase of the Project. As a concluding step, the Contractor will develop a final project status report. The Contractor also will document in the final Status Report key risks, mitigations and contingencies for the upcoming System Maintenance phases. | \$80,000            | Implementation and Post Go-Live Support is complete and project has transitioned to support team. |
| Year 5 Additional Recurring Annual License / Subscription Fees – Task 2.3 | Updated subscription costs for year 5 to keep project running.   | \$4,244.09          | Commencement of year 5 subscriptions  |
| <b>Total</b>  |  | <b>\$894,244.09</b> |   |

**OPTIONAL WORK**

Any agreed-upon Optional Work shall be provided by Contractor in accordance with Paragraphs 5.4 (Optional Work) and 8.4 (Optional Work) of the Base Agreement. No travel or living expenses will be reimbursed by County to Contractor in addition to those included in an agreed-upon Maximum Fixed Price for Optional Work.

1.5 POOL DOLLARS

The total amount of \$1,200,000 allocated for Pool Dollars under this Agreement is the maximum amount County may expend during the Term of the Agreement for Optional Work that may be provided by Contractor in accordance with the terms of the Agreement.

**Table 7: Allocation for Pool Dollars**

| DESCRIPTION                          | AMOUNT         |
|--------------------------------------|----------------|
| Pool Dollars – General Optional Work | \$1,200,000.00 |
|                                      |                |

|                     |                       |
|---------------------|-----------------------|
| <b>TOTAL AMOUNT</b> | <b>\$1,200,000.00</b> |
|---------------------|-----------------------|

1.6 FIXED HOURLY RATE

Contractor shall use the Fixed Hourly Rates specified below for quoting and providing Optional Work during the Term of the Agreement, as applicable. Fixed Hourly Rate shall be used to calculate Maximum Fixed Price for Optional Work, which may be provided by Contractor during the term of the Agreement. Fixed Hourly Rate shall not increase during the term of the Agreement, as further specified in Paragraph 8.4 (Optional Work) of the Base Agreement.

Contractor shall be paid for Optional Work on a per Change Notice basis the actual price expended for the provision of the Optional Work, not to exceed the Maximum Fixed Price quoted for such Optional Work following Contractor’s completion and County’s written approval of the completed Optional Work.

**Table 8: Fixed Hourly Rate for Services**

| ROLE / CLASSIFICATION  | FIXED HOURLY RATE |
|--|-------------------|
| Project Manager  | \$250             |
| Solution Architect   | \$250             |
| Technical Architect  | \$250             |
| Business Analyst   | \$225             |
| Developer  | \$225             |
| Trainer  | \$225             |
| Tester   | \$225             |
| Web Developer  | \$225             |
| Quality Assurance  | \$225             |
| System Administrator   | \$225             |
| Change Manager   | \$225             |
| Sapient Managed Services – including Application Modifications | \$200             |
| Sapient OnDemand (VOD) Service Consultant                      | \$150             |

1.7 PRICING FOR CERTAIN OPTIONAL WORK RELATING TO DATA CONVERSION

Following Go-Live, County may request additional Services relating to data migration as part of Optional Work. If such Services are requested, the parties may mutually agree to prepare and execute a Change Notice for the acquisition of such Services as Optional Work. The pricing for such Services covering the Services identified in the table below would be as follows or as otherwise mutually agreed by the parties in a Change Notice:

**Table 9: Pricing For Certain Optional Work Relating To Data Conversion**

| Service   | Unit   | Additional Cost per Unit | Notes   |
|---|--|--------------------------|---|
| Additional Mock Loads   | Database table/view mapped to target salesforce object | \$2,500 (10 Hours)       | Sometimes desirable to support UAT and/or training activities. If timing or environment of included mock load based on strategy defined in migration roadmap doesn't align with UAT / training plan or can't be facilitated to production org refresh (data included) from production to full/partial salesforce sandbox. |
| Iterative Delta Loads to facilitate continuity in business operations based on solution cutover strategy. | Database table/view mapped to target salesforce object | \$2,500 (10 Hours)       | Sometimes necessary to support phased cutover go-live strategies where data in legacy system is still actively being updated and required to be updated in new solution.  |
| Iterative loading of data to address production / quality issues not foreseen migration roadmap.          | Database table/view mapped to target salesforce object | \$2,500 (10 Hours)       | Sometimes necessary to support successful go-live where gaps are identified with previously approved source to target mappings and mock load validation. This may include desired database columns previously unknown to contractor to no fault of their own or gaps identified after mock load validation.               |
| Deduplication of records  | One definition of a duplicate across 300,000 records   | \$10,000 (40 Hours)      | Deduplication of data in objects impacting health /functional of the solution. County is responsible for providing confirmation on the definition of a duplicate.   |

April 8, 2026

# LA County Alternate Public Defender – C10 – Phase 4

Presented by: James Kessler

publicis  
sapient



# Change Notice

Client Name LA County Alternate Public Defender  
210 West Temple  
Client Address Los Angeles, CA 90012  
USA  
Change Notice # C10 – Phase 4

# Project Overview

This Change Notice (“Change Notice”) describes a set of Services to be provided by Sapient Corporation DBA Publicis Sapient (“Contractor” or “Sapient”) on behalf of LA County Alternate Public Defender (“County”). This Change Notice and any Attachments hereto constitute a “Change Notice” under the terms of the Base Agreement (as defined below) with respect to the Services provided under Exhibit A (“Statement of Work”) to that certain Agreement by and between the County and Contractor dated June 29, 2022 (the “Base Agreement”) and is subject to the terms and conditions of the Base Agreement. For the avoidance of doubt, the Services set forth in this Change Notice are in addition to the Services and Deliverables set forth in the Statement of Work. Other than as expressly set forth herein, this Change Notice does not change, amend, alter or otherwise modify the Statement of Work, including, without limitation, the Services, Deliverables, fees or timeline set forth therein.

## Fixed Fee Deliverables

The Professional Services described in this Change Notice are provided on a fixed fee basis of **\$894,244.09** due according to the Acceptance Criteria for the applicable Deliverable in the below table.

| <b>Deliverable</b>                    | <b>Description</b>   | <b>Deliverable Amount</b> | <b>Acceptance Criteria</b>   |
|---------------------------------------|--|---------------------------|--|
| Design and Prioritization             | Contractor shall conduct design and refinement workshops and shall update system requirements with detailed functional and/or technical specifications to identify the details of what will be built. Contractor shall facilitate iteration planning and County's requirement prioritization.                        | \$47,500                  | Requirements reflect stakeholder input and confirmation that the design and technical specifications will meet agreed-upon functional and technical requirements |
| (1) Application Software Iteration 28 | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$95,000                  | Delivery of features assigned to this sprint. Severity 1 issues resolved   |
| (2) Application Software Iteration 29 | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$95,000                  | Delivery of features assigned to this sprint. Severity 1 issues resolved   |
| (3) Application Software Iteration 30 | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment. | \$95,000                  | Delivery of features assigned to this sprint. Severity 1 issues resolved   |
| (4) Application Software Iteration 31 | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved  | \$95,000                  | Delivery of features assigned to this sprint. Severity 1 issues resolved   |

|   |  |            |  |
|---|--|------------|--|
|   | System Requirements into a User Acceptance Test Environment.   |            |  |
| (5) Application Software Iteration 32                                     | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment.                 | \$95,000   | Delivery of features assigned to this sprint. Severity 1 issues resolved                         |
| (6) Application Software Iteration 33                                     | Contractor shall configure and develop mutually prioritized Application Modifications to meet documented System Requirements in this Change Notice, complete System testing and turn over the Application Software to County by migrating such approved System Requirements into a User Acceptance Test Environment.                 | \$95,000   | Delivery of features assigned to this sprint. Severity 1 issues resolved                         |
| Post Go-Live Support and System Maintenance                               | Contractor shall provide Post Go-Live Support and System Maintenance Services consisting of Maintenance Services and Support Services for the entire Application Software, including all Licensed Software and Application Modifications.  | \$192,500  | Post Go-Live Support and System Maintenance Services completed                                   |
| Project Close Out   | Upon Final Acceptance, contractor shall close-out the System Implementation phase of the Project. As a concluding step, the Contractor will develop a final project status report. The Contractor also will document in the final Status Report key risks, mitigations and contingencies for the upcoming System Maintenance phases. | \$80,000   | Implementation and Post Go-Live Support is complete and project has transitioned to support team |
| Year 5 Additional Recurring Annual License / Subscription Fees – Task 2.3 | Updated subscription costs for year 5 to keep project running.   | \$4,244.09 | Commencement of year 5 subscriptions   |

## Schedule

The timeline for this Project is forty (40) weeks total. Actual start date and delivery dates for Deliverables will be jointly determined and specified. Parties have agreed to add two (2) weeks of Design and Sprint Planning, and six (6) four (4) week sprints (Iteration 28 through Iteration 33) to the implementation schedule, as well as fourteen (14) weeks of post go-live support and system maintenance services. While the Base Agreement includes a 100-day warranty for certain work, the scope of work covered under this Change Order shall be expressly excluded from that warranty obligation. No 100-day warranty period will be provided or applicable for the services or deliverables included in this Change Order.

## Project Scope

Contractor will engage with the County to determine the prioritization of the requirements described below. Contractor will implement as many of the items as the contract term allows. This list contains current known requirements. All system requirements can be added throughout the duration of this contract and each new requirement will be prioritized as needed. For the purposes of clarity, the description of each requirement set forth below is in User Story format, consistent with such requirements' language in the functionality epics.

## Requirements Backlog

The following requirements represent possible enhancements to the CCMS system.

| Requirement Summary  | Requirement Description  |
|--|--|
| Case Management Enhancement - Export feature on Case Search screen     | As a user, after I search for a case on the case search screen, I want to export the results to an xlsx file. Columns in file should match the columns displayed in the search results.  |
| Case Management Enhancement - Expand Case Search fields                | As a user, when I search for a case using the "Persons Section", I want the search to include Law Enforcement Contacts (currently it excludes them).   |
| Case Management Enhancement - Expand print capabilities                | As a user, I want the ability to print a list of Box cases associated with a particular Box. Use native print functionality unless custom is needed, then leverage Nintex. Fields: Name, Category, Created Date, Related Case. |
| Case Management Enhancement - modify auto flagging logic for 187 cases | As an attorney, I do not want cases flagged as 187 if it is anything other than adult felony or juvenile.  |
| Case Management Enhancement - Text Messaging - Twilio                  | As a user, I want the ability to initiate texting with contacts related to a case; potentially have text messaging triggered by case events.   |
| Conflict Check Enhancement - Add Middle name to search                 | As a user, I want to include Middle Name as a search variable on the Conflict Check screen.  |
| CCMS Court Mental Health Integration                                   | Implement Mental Health integration to CCMS if feasible.   |
| eSubpoena Expansion to additional agencies                             | Add additional Law Enforcement Agencies to use eSubpoena Integration in CCMS.  |
| Evaluate Case Search Accuracy  | As a user, I want to validate that case search is functioning properly in regards to hearing events.   |

|   |   |
|---|---|
| Event Management Enhancement - Change Court Events  | As a Head Deputy, I want to be able to add/edit/delete court events (Hearing and/or Mental Health).   |
| Immigration Assistant Referrals   | As a user, I was to refer cases to immigration defenders.   |
| Odyssey Data  | As a user, I want all Odyssey payloads and related attachments deleted from the system after a configurable number of years.  |
| PBS Misconduct  | Replicate APD misconduct business process into CCMS including data migration.   |
| Work Request Enhancement - Work Request Custom Search Screen  | As a user, I want to search for a work request base don several criteria so I can more easily find the work request.  |
| Work Request Enhancement - Task It button for Investigator Delivery of Request for Sentencing Records | As a Team Manager, I want to "task it" on a Team Manager Work Request that is sentencing Records-Medical/Mental Health Records, Sentencing Records-School Records, or Sentencing Records-WIC827 so a "Document Delivery" Inv Task can be automatically created to be assigned to an Investigator. |

## Project Roles

During Implementation, Sapient will provide 40 hours of on-shore dedicated services at Technical Architect and Salesforce Consultant level, and 10 hours of on-shore dedicated services at Solution Architect level. Sapient will also provide 5 hours of on-shore dedicated services at Program Manager level and 20 hours of on-shore dedicated services at Project Manager level per week. During Post Go-Live Support and System Maintenance Services Sapient will provide 20 hours of on-shore dedicated services at Technical Architect and Salesforce Consultant level and 10 hours of Program Manager per week. The following Contractor resources are required to implement this project:

| Resource            | Responsibility  |
|---------------------|---|
| Program Manager     | Coordinate multiple work efforts, ensuring County's business objectives across all projects are met.<br>Evaluate County priorities and execute change control process to ensure the County's needs are met.   |
| Project Manager     | Manages project resources to ensure quality, completeness, timeliness of all tasks.<br>Conducts and documents project meetings and reviews.<br>Manages budget, schedule, and deliverables on a weekly basis.  |
| Technical Architect | Team Lead for the salesforce.com integration and customization.<br>Provides timeline and resource management input for the integration implementation.<br>Author of the technical design specification.<br>Manages overall development, validation, and deployment plans.<br>Reviews code to ensure it conforms to salesforce.com best practices.<br>Provide best practices guidance to County technical team.  |
| Solution Architect  | Works with business owners to craft a solution that optimizes salesforce.com for the client's business environment.<br>Conducts requirements and solution design workshops.<br>Evaluates requirements and reviews and approves solution design.<br>Provides subject matter expertise with the salesforce.com application and process automation.<br>Document requirements in the form of user stories. Advise and guide County toward best practices in application configuration considerations such as security model, mobile deployment strategies, workflow, data validation and analytics.<br>Author solution design and configuration specification deliverables. Configure |

|                       |  |
|-----------------------|--|
|                       | Application.   |
| Salesforce Consultant | Document requirements in the form of user stories. Advise and guide County toward best practices in application configuration considerations such as security model, mobile deployment strategies, workflow, data validation and analytics. Author solution design and configuration specification deliverables. Configure Application. Conduct the Train The Trainer sessions in conjunction with County. |

| Resource                               | Responsibility   | Involvement   |
|--|--|---|
| Stakeholder/ Subject Matter Expert     | Potential User of the application and technical expert who will assist in establishing functional and technical requirements. Should be empowered to speak for the County.   | Fully available during meetings and design reviews, and involved through other project activities as required.            |
| Business Analyst/ System Administrator | This individual will participate as an active member of the team designing, configuring, testing and deploying the application. He/She will be responsible for ongoing system administration upon project completion. System Administrators should attend salesforce.com system administration class prior to project start. | Fully available during workshops, Sprint Reviews, and testing, and involved through other project activities as required. |

## Signature Terms

By signing below, Contractor and County acknowledge and agree to the terms and conditions set forth in Base Agreement and this Change Notice. The Effective Date of this Change Notice shall be the date executed by both parties.

**LA County Alternate  
Public Defender**

**Sapient**

<NAME>

<NAME>



Signature

Signature

<TITLE>

<TITLE>

Title

Title

Date

Date

May 19, 2026

COUNTY OF LOS ANGELES

### REQUEST FOR APPROPRIATION ADJUSTMENT

ALTERNATE PUBLIC DEFENDER

**AUDITOR-CONTROLLER:**

THE FOLLOWING APPROPRIATION ADJUSTMENT IS DEEMED NECESSARY BY THIS DEPARTMENT. PLEASE CONFIRM THE ACCOUNTING ENTRIES AND AVAILABLE BALANCES AND FORWARD TO THE CHIEF EXECUTIVE OFFICER FOR HER RECOMMENDATION OR ACTION.

**ADJUSTMENT REQUESTED AND REASONS THEREFORE**  
**FY 2025-26**  
**4 - VOTES**

| SOURCES                                |                   | USES                             |                   |
|--|-------------------|----------------------------------|-------------------|
| <b>GENERAL FUND</b>                    |                   | <b>ALTERNATE PUBLIC DEFENDER</b> |                   |
| A01-3052                               |                   | A01-AD-2000-15575                |                   |
| COMMITTED FOR IT ENHANCEMENTS          |                   | SERVICES & SUPPLIES              |                   |
| <b>DECREASE OBLIGATED FUND BALANCE</b> | <b>895,000</b>    | <b>INCREASE APPROPRIATION</b>    | <b>895,000</b>    |
| <b>SOURCES TOTAL</b>                   | <b>\$ 895,000</b> | <b>USES TOTAL</b>                | <b>\$ 895,000</b> |

**JUSTIFICATION**

Reflects the transfer of \$895,000 of one-time funding from obligated fund balance Committed for IT Enhancements to the Alternate Public Defender's (APD) Fiscal Year 2025-26 Services and Supplies appropriation to implement critical enhancement to the APD's Client Case Management System.

**Michael Iwanaga** Digitally signed by Michael Iwanaga  
Date: 2026.05.01 10:47:01 -07'00'

**AUTHORIZED SIGNATURE** Michael Iwanaga, Administrative Deputy

BOARD OF SUPERVISOR'S APPROVAL (AS REQUESTED/REVISED)

REFERRED TO THE CHIEF EXECUTIVE OFFICER FOR---

ACTION

**RECOMMENDATION**  
 Digitally signed by Andrea Turner  
 Date: 2026.05.06 13:58:55 -07'00'

AUDITOR-CONTROLLER BY **Turner**

B.A. NO. **225** DATE **5/6/26**

APPROVED AS REQUESTED

APPROVED AS REVISED

CHIEF EXECUTIVE OFFICER BY **Arutyunyan**  
 Digitally signed by Jack Arutyunyan  
 Date: 2026.05.06 15:41:46 -07'00'

DATE **5/6/26**