



Statement of Work for Canyon County

This Statement of Work shall be governed by the Professional Services Agreement (PSA) effective October 17, 2023, which was entered into between the provider, Case Management Systems LLC (CMS) and the client, Canyon County Juvenile Probation Department, Canyon County, Idaho (CC).

CC Manager: Eida Catalano, Eida.Catalano@canyoncounty.id.gov, 208-454-7428
CMS Project Name: CC – CMS Product Support
CMS Project No: CC – 14005
CMS Manager: Corey Johnson, cjohnson@impacservices.com, 360-566-8585
Start Date: October 1, 2023
End Date: September 30, 2024

Description of Work

Up to eighty (80) hours to provide remote product support for the CMS Application and CMS Cloud Application. These services can be provided upon request during normal support hours unless otherwise noted.

Up to twenty (20) hours to provide bi-annual Critical path updates and security patching for the Oracle Database. These services can be provided upon request during normal support hours unless otherwise noted.

Issue Resolution

Upon receiving initial communication from a client with a support issue to our support desk via email, an analyst will assign a ticket number. This ticket is tracked and updated from issue inception to resolution. An analyst will then gather the initial information and triage the issue, directing the ticket to the appropriate resource based on the defined Severity Levels. Upon issue resolution, the assigned analyst will communicate back to the client, explain the solution, and ascertain that the issue has been resolved.

Support Hours

Standard support is available from 8:00 a.m. to 5:00 p.m. MT, Monday through Friday excluding US holidays. During these support times, CMS will complete routine services and respond within a maximum of 15 minutes. Halted production systems issues will receive priority response.

After-hours support is available 5:00 p.m. to 8:00 a.m. MT, Monday through Friday and all day on Saturday, Sunday, and US holidays. During after-hours support times, CMS will respond to support requests made by phone within 30 minutes. We appreciate being notified in advance of critical processing requirement times that require a more defined response.

Performance Metrics

The following metrics define the baseline requirements that will measure the effectiveness of the response time and performance governed by the SLA.

Priority	SLA Response Standard Support Hours	SLA Response After Hours	SLA Resolution	Comment/Assumption
Severity 1 (Urgent)	15 minute response during standard support hours	30 minute response to support requests made by phone after hours	1 business day resolution	Problems affecting mission critical processes on one or more client locations or production system is down/not accessible. Full-time assistance is required from client staff until problem is resolved.
Severity 2 (High, Timely)	15 minute response during standard support hours	Not applicable	5 business day resolution	Problems affecting production online transaction processing on one or more locations. This is for mission critical processes. Part-

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Priority	SLA Response Standard Support Hours	SLA Response After Hours	SLA Resolution	Comment/Assumption
				time assistance is required from client staff until problem is resolved. Priority assigned.
Severity 3 (Routine)	30 minute response during standard support hours	Not applicable	15 business day resolution or as planned and scheduled	Problems affecting anything other than production online transaction processing for one or more locations. Non-mission critical processes.
Severity 4 (Low)	Not applicable	Not applicable	Not applicable	Development tasks
Severity 1 Root Cause Analysis			Root Cause Analysis performed within 15 business days	Changes in systems and policies recommended within 15 business days.

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- All requests other than severity 1 are considered routine service requests.
- A response is an acknowledgement by phone or email to client that the issue has been received by CMS and will be worked on within the appropriate SLA timeframe.

Location: Caldwell, Idaho / Case Management Systems Offices

Cost and Billing Terms:

CMS Prepaid Support Fee: \$16,000
 Oracle Prepaid Support Fee: \$ 3,000

Additional Support Hourly Rate: \$150 for hours in addition to prepaid support

After-Hours Support Rate: 1 ½ times Additional Support Hourly Rate

Prepaid hours used outside the standard support window are consumed at the after-hours support rate unless planned and scheduled reasonably in advance. CC recognizes that hours are generally intended to be consumed on a consistent basis over the life of the agreement. Large spikes in usage will be handled by priority on a 'best effort' basis.

The Prepaid Support Fee for the year is due prior to CMS beginning work under this agreement. Additional support hours and after-hours support, if any, will be billed separately on a monthly, net 15-day basis.

Expenses Reimbursable: Out-of-pocket travel expenses are reimbursed at cost (if any travel is required)

Payment Address:

Case Management Systems LLC
 3100 N. Lake Harbor Lane, Suite 178
 Boise, ID 83703

Invoicing Address:

Canyon County
 Attn: Eida Catalano
 222 North 12th Ave
 Caldwell, ID 83605

Canyon County

Case Management Systems LLC

 Signature

W.D. SiegenThaler
 Signature

 Printed Name

W.D. SiegenThaler
 Printed Name

 Title

Managing Principal
 Title

 Date



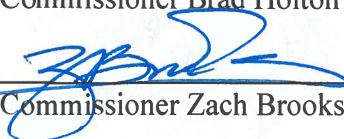
11/28/24
 Date

CMS STATEMENT OF WORK
SIGNATURE PAGE

DATED this 5th day of December, 2023.

CANYON COUNTY BOARD OF COMMISSIONERS

- Motion Carried Unanimously
 Motion Carried/Split Vote Below
 Motion Defeated/Split Vote Below

	Yes	No	Did Not Vote
 _____ Commissioner Leslie Van Beek	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 _____ Commissioner Brad Holton	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 _____ Commissioner Zach Brooks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ATTEST: CHRIS YAMAMOTO, CLERK

By: J Ross
Deputy Clerk