

## **ATTACHMENT C**

### **Attachment to Services Agreement**

In accordance with the Services Agreement (the "Agreement"), signed February 17, 2016 between **Prescient Development, Inc.**, transacting business under the assumed name in Illinois, Prescient Solutions, ("Prescient"), with offices at 1515 Woodfield Rd, Suite 880, Schaumburg, IL 60173 and the Lake County Sheriff's Department, ("Lake County Sheriff's Department"), with its principal place of business at 25 S. Martin Luther King Jr. Avenue, Waukegan, IL 60085, this Attachment C is an integral part thereof.

#### **Client Information**

During the course of the Prescient Systems and Infrastructure Assessment or Discovery process, Prescient defined the Client Information. This information includes but is not limited to the number of internal or third party IT resources, hosted or cloud solutions, client locations, systems and infrastructure devices, workstations, and end users currently in the client environment. This information will be documented in the Prescient ASM (Account Service Manual) and used to determine the required number and level of Onsite resources, Professional Services, Account Management, Emergency Services, Backend Resources, and Systems Monitoring. Client Information is then combined with the Scope of Work to determine the cost of services.

Prescient and the client will review the Client Information on a monthly basis to perform a reassessment of resources, changes to the Scope of Work, or addition of new projects. Any such changes may result in increased or decreased costs or the addition of project based services.

#### **Prescient Resources**

Prescient will provide the following resources over the term of this Agreement.

- Core Resources –

<b><u>Resource Type</u></b>	<b><u>Number of Resources</u></b>
Account/Project Manager	1
Helpdesk Engineer	1

- Additional Resources –

<b><u>Resource Type</u></b>	<b><u>Number of Resources</u></b>
Public Safety Systems Engineer	1

- | <b><u>Remote Resource Type</u></b>         | <b><u>Number of Resources</u></b> |
|--|-----------------------------------|
| Prescient Backend Core Engineer Support    | Incl.                             |
| Prescient Strategic Services Professionals | Incl.                             |

- Unless otherwise agreed upon by Prescient and Lake County Sheriff's Department, all day to day support is to be accomplished on site Monday through Friday during regular

business hours, typically between the hours of 7AM – 6PM local time, with the exception of Paid Time Off (PTO) & Prescient observed holidays. Outsourcing on a fixed bid basis includes 24 x 7 emergency IT infrastructure support by the core resource(s) defined above at no extra charge. All additional projects, tasks, and resources outside the scope of the Agreement and this Attachment will bid to Lake County Sheriff's Department on an hourly or per project basis.

#### **Additional Resource Rate Structure**

At the request of Lake County Sheriff's Department, Prescient may provide additional resources outside the scope of this Agreement to Lake County Sheriff's Department for non-project based short-term tasks. Prescient will provide these tasks to Lake County Sheriff's Department based on the following Time and Material rates.

<b><u>Resource Type</u></b>	<b><u>Time and Material Rate</u></b>
System Engineer	\$100/Hour
Senior System Engineer	\$125/Hour
Infrastructure Architect	\$150/Hour
Application Development Engineer	\$130/Hour
Senior Application Development Architect	\$160/Hour

Prescient will review long term services and tasks or specific projects and propose them on a per project basis.

#### **Agreement Reviews**

Lake County Sheriff's Department and Prescient Development will schedule and perform the following Agreement reviews:

- Monthly Client Status Review
  - Completed & In-Progress Projects
  - Total Hours Worked
  - Ticket & Infrastructure Monitoring Metrics
- Professional Services Index / Cost of Living Adjustment (COLA) Acknowledgement

#### **Agreement Dates and Payment Schedule**

The Agreement to perform On-going services will run over a **six (6) month contract period**. The not to exceed cost of services for the six-month contract using all three resources (Core and Additional) defined below is **\$268,500.00**

**Services for the two Core Resources for the six-month contract is \$187,500.00.** Monthly payments for the minimum Core Resources will be made to Prescient at the beginning of each

month for services to be provided during the month.

The contract service start date is June 1, 2016 and the Agreement end date is November 30, 2016. Payments for the contract will be paid as follows:

	<b>Total</b>
June 1, 2016	\$ 31,250.00
July 1, 2016	\$ 31,250.00
August 1, 2016	\$ 31,250.00
September 1, 2016	\$ 31,250.00
October 1, 20156	\$ 31,250.00
November 1, 2016	\$ 31,250.00
1 <sup>st</sup> Year -	\$ 187,500.00

The additional Public Safety Systems Engineer resource defined above will be billed on an hourly basis at \$81.00 per hour and will be billed monthly in arrears.

The additional Services term shall be on the same terms and conditions as the original Services Term. In the event Lake County Sheriff's Department elects to exercise its option for the Additional Term, it shall provide written notice to Prescient no less than thirty (30) days before the expiration of the Services Term. In the event written notice has not been provided, the contract will renew based upon the terms provided in this attachment.

#### **Scope of Work (Changes to Scope of Work will be mutually agreed upon)**

##### **Project Details**

###### **Project in Scope**

The following is considered in-scope.

###### **A. Run and Maintain Services**

- Helpdesk Services
  - Desktop Infrastructure Support
  - User Administration
    - Add, Change and Delete Accounts
    - Security and Authentication
    - Remote Access
  - Mobile Devices
  - Management of Ticketing Solution
  - Inventory Management

## B. Defined Projects

- Tier 1 Projects – Next 60 Days
  - Tri-Tech v4.10 Upgrade (RMS, Corrections, FBR)
    - Pre-requisite in order to use Northpointe system in the Jail
    - Once implemented to the Live environment, all end users will not have access to the system until the following is completed:
      - Manual upgrade of client software on 290 computers
      - Re-image 60 MDCs from Windows XP to Windows 7
        - Version 4.10 of Tri-Tech no longer supports Windows XP
        - Identified security vulnerability – End of Life operating system
  - Compass Interface Implementation to Tri-Tech
    - Required in order for data to pass between Tri-Tech and Northpointe system.
- Tier 2 Projects
  - Windows XP and Server 2003 Replacement
    - 13 desktop computers (in addition to 60 MDCs mentioned above)
    - 1 server
    - Identified security vulnerability – End of Life operating systems.
  - Body Cams
    - Grant money already accepted for this project
    - Progress on the project needs to be reported quarterly
    - If progress is lost or it is not implemented before the grant expires money will be lost
- Tier 3 Projects
  - CJIS Compliancy
    - Review environment and audit against current CJIS requirements
    - Understand what needs to be addressed in order to be compliant
    - 2 Factor Authentication, Encryption/Security, System Auditing/Reporting, etc.
  - Replicate CAD/RMS
    - Currently the data only resides in Libertyville location

- Work with Central IT and Tri-Tech to mirror this data to Waukegan
  - Mobile Crash Reporting
    - Already paid for, configured, tested and certified
    - Requires Lexus Nexus interface to be installed, client software deployment to all computers and user training.
  - Office 365 Deployment
    - This is installing Office and license only – Exchange portion already completed
    - Some of this can likely be addressed during Tri-Tech upgrade project above as many computers will be touched as a part of that project.
- Low Priority Projects
  - Computer Deployments
    - Standard equipment replacements procured in 2015 that still needs to be deployed
  - NetMotion Upgrade
    - Upgrade to current version of 10.x
    - Current version of NetMotion is in full support, making this a low priority upgrade for bug fixes and compatibility
- Associated Projects
  - Projects that tie into a currently existing prioritized project
  - Vision Mobile Client Update
    - This update will allow NetMotion to automatically failover between Libertyville and Waukegan without any manual intervention
    - Will need to touch all of the computers during deployment of Tri-Tech
  - AVL Implementation and Configuration
    - Configure system to use the GPS devices that have been installed and connected to new docking stations in the vehicles
    - Will need to touch all of the computers during deployment of Tri-Tech
- Maintaining day to day operations supersedes project tasks. As a result, Project completion dates are estimated based on best effort basis for completion.

- Additional resources required to complete projects or tasks within specific deadlines will be bid to Lake County Sheriff's Department on an hourly or per project basis.

**Project Out of Scope**

Any item not mentioned in above task list is considered to be out of scope.

**IN WITNESS WHEREOF**, the parties hereto have executed this Agreement on the dates set forth below, to be effective as of the date first set forth above.

**LAKE COUNTY SHERIFF'S  
DEPARTMENT  
an Illinois agency**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

**PRESCIENT DEVELOPMENT, INC.  
an Illinois corporation**

By: \_\_\_\_\_  
James Lagattuta

Its: C.E.O.

Date: \_\_\_\_\_