**EXHIBIT A: STATEMENT OF WORK**

1. **PURPOSE**

Contractor will provide digital imaging, data entry and data processing services for Court traffic citations and misdemeanors, including transfer of the source documents to and from the Court. Volume is approximately 10,000 documents per month; however no minimum or maximum volume is guaranteed.

1. **SCOPE OF WORK**
2. **Contractor’s Production tasks:**
   1. Provide daily pick-up and drop-off services for Court documents using lock boxes at two Court locations in San Bernardino County, to be designated by the Court. As of the date of this Agreement, those locations are the Fontana and Barstow courthouses, but may be changed upon written notice of the Court.
   2. Receive Court documents and image them using a blind dual key data entry process to ensure 99.95% accuracy of the keystrokes entered. The images resulting from this process will be made available to the Court for use in their case management system by Contractor placing them on their secure FTP server in TIFF format in accordance with the turn-around schedule outlined in section 2.a.ix below.
   3. Concede that all data prepared, written, created, or developed pursuant to the specifications of the Court will become the property of the Court and the Contractor has no interest in or claim to any of the data. The documents transferred by the Court to the Contractor pursuant to the terms of this contract are also the property of the Court and the Contractor has no interest in or claim to any of such documents. Further, that the Court owns all title, right, and interest in all documents transferred to the Contractor and all data prepared, written, created, or developed pursuant to the specifications in this contract including the right to reproduce or distribute said material.
   4. Load and incorporate any and all Court provided revised control tables into their internal software for data entry and verification within forty-eight (48) hours of receipt. The Court will provide said revised control tables containing information on valid charge codes, officer badge numbers, etc. to the Contractor on a periodic basis.
   5. Perform and provide the services requested in this Agreement in its offices located in California. Contractor certifies that any services provided under the terms of this Agreement are not performed outside of the United States.
   6. Agree that Contractor's services under this Agreement are considered complete when the services are rendered and final deliverable submitted and accepted by Court.
   7. Ensure that the turn-around time from Contractor pick up at the two hub court locations until availability of the data and image on the Contractor FTP site is no more than sixty-five (65) hours. Contractor will arrange a pick-up time at each of the hub court locations between 2:00 p.m. and 3:00 p.m. each day. Citations will be returned to the source hub court location no more than forty-eight (48) hours following processing by the Contractor. Turn-around schedule is as follows:

|  |  |
| --- | --- |
| Pick up day between 2-3 PM | Data To Be Available by 8 AM on |
| Monday | Thursday |
| Tuesday | Friday |
| Wednesday | Monday |
| Thursday | Tuesday |
| Friday | Wednesday |

* + 1. A Court holiday extends the time to the next Court day. Court Holiday Schedules are located on the Court’s website at <http://www.sb-court.org/GeneralInfo/Holidays.aspx>.

1. **Quality Control.** Contractor will compare each digital image with the original record to inspect the quality of the digital image to ensure the image is of the highest professional quality. Contractor’s quality inspection process must ensure that no records or documents were missed in the scanning process and that all scanned images are legible. Contractor will make any adjustments that are needed prior to delivery to the Court. If records need to be rescanned by Contractor, it will be done at no additional cost to the Court.
2. **Reports.** Contractor will provide batch reports upon completion of data processing. Said reports will include, but not be limited to:
   1. Batch number
   2. The first two letters of the Agency Identifier ( for example, HP = Highway Patrol)
   3. Two digit jurisdiction code (RS, BS, MS, etc.)
   4. File date (MMDDYY)
   5. Severity of I or M (I = Infraction and M = Misdemeanor)
   6. The batch sequence (001 through 999\*)
   7. Quantity

The Court reserves the right to change the information included in the report to meet its business needs.

1. **Performance guarantee.** Contractor errors and time delays engender a cost to the Court, including but not limited to, lost revenue and additional staff time needed to correct Contractor errors or perform work normally performed by the Contractor. If Contractor does not meet the accuracy and timing requirements specified above, and the performance is attributable to the Contractor, the Court may reduce payment to the Contractor by up to 5% to offset said costs.
2. **Changes.** The processes herein and the Court's specifications are subject to change to meet the needs of the Court. Upon the Court's request and subject to the Court's pre-approval, Contractor agrees to provide Professional Services to effect such changes at its Professional Services rate. Professional Services include, but are not limited to, programming/data formatting, updates, and modifications. Any changes to the processes herein and/or to the Court's specifications will be identified in a duly authorized Change Order.

*End of Exhibit A*