CUYAHOGA COUNTY JUVENILE COURT
AMENDMENT TO THE
HANDEL INDFORMATION TECHNOLOGIES, INC.
RITETRACK® MAINTENANCE PROGRAM CONTRACT
CE 0900189-01

THIS AMENDMENT is entered into this _____ day of _____, 2011 by and between the County of Cuyahoga, Ohio (hereinafter called the "COUNTY"), the Cuyahoga County Juvenile Court (hereinafter called the "COURT") and **Handel Information Technologies Inc**, a limited liability company, with principal offices located at P. O. Box 1453, Laramie, Wyoming 82073, ██████████████ (hereinafter called the "VENDOR").

WITNESS THAT:

WHEREAS, the COURT desires to engage the VENDOR'S professional and technical services to maintain a customized RiteTrack® software system.

NOW, THEREFORE, it is agreed that the agreement by and between the COURT and the VENDOR for services to be rendered from January 1, 2009 to December 31, 2011 is hereby amended to include the following revision to sections:

1. To extend the agreement period twenty-four (24) additional months, from January 1, 2012 until December 31, 2013.

2. To increase the funds an additional $28,699.92.

ELECTRONIC SIGNATURES - By entering into this AMENDMENT, the VENDOR agrees on behalf of the contracting business entity, its officers, employees, subcontractors, subgrantees, agents or assigns, to conduct this transaction by electronic means by agreeing that all documents requiring county signatures may be executed by electronic means and that the electronic signatures affixed by the COUNTY to said documents shall have the same legal effect as if the signature was manually affixed to a paper version of the document. The VENDOR also agrees on behalf of the aforementioned entities and persons to be bound by the provisions of chapters 304 and 1306 of the Ohio Revised Code as they pertain to electronic transactions, and to comply with the electronic signature policy of Cuyahoga County.

All other sections of the original contract shall remain the same.

IN WITNESS WHEREOF, the COUNTY, the COURT and the VENDOR have executed this amendment to the contract.

Handel Information Technologies, Inc.

By: _____

Even Brande, President & CEO

Cuyahoga County Juvenile Court

By: _____ 10-19-11

Marita Kavalec, Court Administrator

Edward FitzGerald, County Executive

Cuyahoga County, Ohio

2012-02-07 13:36:41

By: _____

Edward FitzGerald, County Executive

Attachment B: RiteTrack™ Maintenance Program

Table 1-1 outlines the RiteTrack maintenance program for Cuyahoga County Juvenile Court, which will use the standard program. This program provides support Monday through Friday, 8 A.M. to 6 P.M. Mountain Standard Time, 10 A.M. to 8 P.M. Eastern Standard Time.

RiteTrack Maintenance Program Description

The RiteTrack Maintenance Program covers on-going maintenance of the RiteTrack system. Included in the maintenance is end-user technical support, system support, database maintenance, changes to system parameters, and system troubleshooting and problem resolution. The Maintenance Program does not include custom programming, custom survey integration, integration with third-party systems, data conversion, or additional custom-report design. The Maintenance Program does not cover maintenance of computer or network hardware on which RiteTrack resides.

The maintenance program includes the RiteTrack Update Subscription, which entitles customer to on-going updates of RiteTrack as they are released. All updates will be automatically uploaded onto customer's computer remotely using Windows Terminal Server or Windows Remote Desktop. While each installation of RiteTrack is unique to each customer by making every function table driven and providing a separate "local" container for custom reports and custom functions, the source code at the core of the system is the same in every RiteTrack installation. This means that all of our customers can follow the same update path and ensure that they always have the most current and feature-rich version of the program. Handel generally releases new updates quarterly. The following list outlines the three different methods used to perform maintenance.

1. **Phone Support:** Maximum response time during standard support hours is 1 hour from reported error.
2. **Dial-Up Support** (using remote control software): Maximum response time during standard support hours is 1 hour from reported error.
3. **On-Site Support** (if problem cannot be solved using option 1 or 2): Handel will provide on-site support within 24 hours of request by customer.

For remote maintenance, the customer must provide Handel an Internet connection to a computer available to our support staff. This computer must run either Windows Terminal Server Client or Windows Remote Desktop Client. A permanent broadband connection such as T1 or DSL is the preferred access method and will ensure the best possible support.

Handel currently offers two maintenance programs for RiteTrack, the only difference between the two being the hours of support.

Standard Maintenance Program
Standard support hours are 8 A.M. to 6 P.M. Mountain Standard Time, Monday through Friday. A customer service representative is available at our regular support phone number (307) 742-5555 during these hours.

Extended Maintenance Program

Extended support hours are 24 hours per day, 7 days a week. Customer will be provided with a cellular phone number where a Handel engineer can be reached 24-hours per day, 7-days per week outside of standard support hours.

Maintenance vs. Custom Programming

Sometimes it is difficult to determine if a specific customer request falls under maintenance or custom programming. This paragraph will shed some light on this issue and help in determining when an issue is covered by maintenance, or will be billed as custom programming.

Maintenance includes RiteTrack end-user technical support, RiteTrack Update Subscription, and changes to system parameters within the scope of the existing RiteTrack framework. A change that involves changing an entry in a data table from lookup tables to system flow or custom fields are all part of maintenance. Adding new functionality to the system that requires us to write additional code, add a new form, or add a new report falls under custom programming. To illustrate this, here is an example of each scenario:

Example of Change Request Covered Under Maintenance Agreement
User would like the substance abuse history node to show only for users that are of type 'substance abuse counselors.'

Example of Change Request Considered Custom Programming
User would like a new report that pulls age at first intake of a given case type for all clients and break this data down by race and by gender and formatted with a specific format as specified by the given customer's state requirements.

In short, if a request requires our staff to write code, create a new form, or create a new report, then the request falls under custom programming. If the change request only requires changing parameters in the existing RiteTrack framework, then the request falls under maintenance.