



**"Exhibit C" Statement of Work
Implementation of Courthouse IVR & SMS
Browser-based Phone System for Courthouse JMS
And Jury Management Consultation on
In Nueces County, TX
May 4, 2016**

Courthouse Technologies (CHT) proposes to implement Courthouse IVR and Courthouse SMS in Nueces County under the following terms.

Project Terms

CHT will...

- provide a license to use Courthouse IVR, our IP-based telephony system for jury management;
- provide a license to use Courthouse SMS, our texting peripheral for jury management, and subscription for texts;
- provide project management services to coordinate all aspects of the project;
- use a formalized change request process to provide flexibility during development iterations and to manage the scope of the project.
- provide an installation resource to work with Customer staff on installation of Courthouse IVR and SMS(remotely) in a training and a production environment;
- provide training online to the Customer's staff;
- provide a "go-live" support resource over phone during the first days that Nueces County uses Courthouse IVR and SMS;
- provide 24X7 customer support by telephone, email, and WWW through our Annual Support program, which services will commence immediately upon completion of training;
- provide warranty service wherein we will remedy (at our expense) any deficiencies with the software identified for its lifetime; and,

In consideration of the above, the Customer agrees to:

- The Customer shall appoint a project leader to act as the single point of contact with CHT;

- assist CHT with project planning including creating a project timeline, and an implementation plan;
- from time to time provide the assistance of the Customer’s IT personnel
- provide CHT with remote (VPN/remote desktop) access to Customer servers to assist with system installation and configuration;
- provide all computer hardware, communications hardware, cabling, operating system software, database software, and other software for premise connectivity; and,
- promptly pay all One-Time Charges at the commencement of this project. All Annual Charges are due upon the commencement of the service.

Project Charges

1.1 Courthouse IVR & SMS

Description	One-Time Charges	Annual Charges
License for Courthouse IVR (IP-Based Phone number included) (Upgrade from Analogue IVR)	39,900	Already Under Contract
License for Courthouse SMS	2,000	
Subscription to Courthouse SMS (maximum of 60,000/year)		\$8,800
System tailoring and setup (maximum 10 hours)	2,500	
Installation of both IVR and SMS	1,500	
Training session (online)	1,000	
Discount (Upgrade from Analogue IVR)	(20,000)	
Total	\$26,900	\$8,800

Consultation Terms

CHT will...

- Provide 1 full day of Courthouse Technologies’ consultation services;
- Provide CHT personnel on site for full day;
- Answer any questions or concerns the jury staff have about their use of the platform;
- Provide a detailed report and analysis of the audit conducted to Nueces County for consideration;

In consideration of the above, the Customer agrees to:

- The Customer shall appoint a single point of contact with CHT;
- Assist CHT with consultation planning deciding a date to be there;
- From time to time provide the assistance of the Customer’s personnel
- Promptly pay all One-Time Charges at the commencement of this consultation.

Consultation Charges

CHT Deliverable Description	One-Time Charges
CHT Consultation	3,500
CHT Personnel Time	1,500
Travel Expenses (Car rental, hotel)	500
Total	\$5,500

 Name:
 Title:

 Date