



Statement of Work WA–Lewis–002

For The Record Cloud Platform

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Statement of Work

1 Document Purpose

This Statement of Work (SOW) is for the procurement of For The Record's Cloud Platform ("Platform") for Lewis County District Court hereafter referred to as the "Court," from For The Record.

The Platform will provide the Court and the public with an on-demand service for requesting and accessing audio, transcripts and speech-to-text ("Content"). The Platform and Content will be accessible via any web-enabled device and is provided by leveraging the audio replicated from the courtroom to the Platform.

This SOW hereby incorporates Order Form Reference Number QUO-11453-J9Q2D and all associated Service Terms. Should any conflicts exist between this SOW and the Order Form, the Order Form will be given precedent and prevail. Order Forms for additional licenses of the same product will also be governed by this SOW.

For The Record will provide the required personnel to ensure all in-scope services and activities are completed in a highly professional and timely manner. For The Record and the Court acknowledge that items listed as out of scope are not included services and are subject to further SOWs.

2 Responsibilities

For The Record Responsibilities:

For The Record will deliver to the Court the following;

- Configuration of the Platform interface
- Recording Vault
 - For The Record's sync agent for secure transfer of audio/video files located in identified folders, subject to the Court's networking speed, bandwidth and availability
 - Content storage and retrieval within the Platform for the Court
 - Speech-to-Text for internal Court use
 - Permission controlled, browser-based Content access and playback on the Platform
- eCommerce
 - Content Ordering and access interface
 - Payment processing backend for credit card transactions
 - Delivery portal for the end Requesting Party to access their Content
 - Speech-to-Text add-on for public orders
 - Configurable pricing
- User Guides and FAQ documentation
- Technical support for the Court and ordering parties as it relates to the use of the Platform; Requesting party support related to the content or Court procedures is the responsibility of the Court
- Platform updates, as released from time to time

Court Responsibilities:

- Any networking, local storage, equipment guidelines or specifications in support of the Court IT infrastructure requirements

- Creation of services accounts and permissions required by For The Record and the sync agent(s)
- Maintaining the replication folder structure
- Workflow management including order processing and transcript delivery
- Resource management
- Content access for parties that do not have sufficient technology to access the Platform
- Providing pertinent Court Rules, jurisdictional specific, regarding court proceedings, audio access and transcription
- Support inquiries that are not technical in nature, including order support
- Approvals and project reviews

3 Objectives

The key objectives are

- The storage of the Court's Content on For The Record's Platform
 - Rolling 1 year in hot storage
 - Remaining purchased years in cold storage
- The ability for the Court's staff to access Content utilizing user ID's managed by the Court
- The ability for Content orders to be received, processed and fulfilled online utilizing the Platform
- The ability for the Court's staff to initiate and access Speech-to-Text feed utilizing user IDs managed by the Court
- Customization of the pricing schedule in the Platform to enable real-time estimates

4 Activities Within Scope

- Installation and configuration of For The Record sync agent and the Platform environment
- Conducting remote Business Process Review (up to 4 hours) to include review and documentation of items such as:
 - Audio and Transcript access rules and work flows
 - Detailed consumer pricing matrices and delivery options for transcripts
 - Sealed Content process
 - Fee Waiver or Indigency Waiver process
 - Order cancellation processes
 - Risk Assessment & Mitigations
- Configuration of the e-commerce portion of the Platform including prompts (where possible), pricing, turnaround times, user access levels and estimation tool (up to 1 hour)
- Remote training sessions (up to 5 training sessions of 1.5 hours each)
- Customized landing page on For The Record's website including access to User Guides, custom FAQs, and a link to the Court's website
- Support during business hours for ordering parties and transcribers in relation to technical Platform support inquiries
- Responding to and managing credit card disputes (FTR will assist in this process however financial responsibility remains with the Court)
- Access to future developments that are released into the general Platform environment
- Testing and User Acceptance Testing of systems, setup, configuration and business processes

5 Activities Out of Scope

- Management of license allocation
- Management of transcribers including but not limited to work assignments, quality control, and payment to transcribers
- Management, processing, reviewing, annotating and release of Orders
- Printing, binding, certification and delivery of transcripts
- Managing the sealing of audio – Court will be responsible for sealing audio

6 Deliverables

- Configuration of the Platform including Recording Vault and Transcript Express
- FTR Gold license keys and For The Record sync agents, where applicable
- Documentation
- Training (videos, online user guides, remote administration training)

7 Timing

For The Record is ready to commence work contained within this SOW upon acceptance of this SOW. Estimated duration from commencement of work to completion is 8 weeks. Licensing effective date is based on project start date, go-live of the system is not a requirement.

8 Project Assumptions

- No additional professional services shall be included.
- Work will be performed remotely via web meetings and conference calls – unless onsite travel was included in this SOW.
- For The Record shall provide our expertly trained professional consultants for this engagement.
- If, during the implementation, the need for additional professional services is identified, this will be estimated by For The Record for approval by the Court.

9 Pricing

The payment for 5 years of FTR licenses must be a single license covering that length of time. It cannot be individual 1-year licenses. The 5 year license must start before the end of this fiscal year (June).

Costs associated with this SOW are as follows:

Description	Unit	Price
For The Record Licenses (Paid by Court)		
FTR Premium Cloud Platform ^{*1}	Total 5 year cost	\$58,564
Legacy Audio Upload	Total cost	\$1800
Business Process Review (up to 4 hours)		Included
Training (up to 5 sessions, 1.5 hours each)		Included
Public Orders (Paid by Requesting Party)		
Audio Order Technology Fee ^{*3}	Per request, per day	\$10
Other		
Taxes		
Prices exclude local and state taxes that may be applicable		

^{*1} - For clarification, For The Record Cloud Platform licensing includes the following

Functionality	Premium SaaS Cloud Bundle	Non-Recording Courtrooms
Recording Vault	Included	Included
eCommerce (Audio ordering)	Included	Included
Speech-to-Text ^{*5} for internal Court use	Included	Included

^{*2} – Minutes to be purchased in pre-paid, non-refundable blocks of 6,000 minutes, or another increment as mutually agreed upon.

^{*3} – Court may add a Cost Recovery Fee, not to exceed \$20.00 per transaction. Total Technology fee will increase by an equal amount.

^{*4} – Court may add a Cost Recovery Fee, not to exceed 4.5% per transaction. Total Technology fee will increase by an equal amount.

^{*5} – Subject to Fair Use Policy and Speech-to-Text Audio Order Add-on being offered to the public

- Fair Use Policy: (1) Maximum of six hours per business day, averaged over license count, calculated annually; and (2) Only audio recorded on or after the effective date of the license is included in the pricing.
- Audio in excess of Fair Use Policy will be charged to the Court at a rate of \$0.35 per minute. For The Record will notify the Court if Fair Use Policy is being exceeded.

10 AUTHORIZATION PAGE

IN WITNESS THEREOF, the Parties hereto have caused this Contract (consisting of this SOW and the attached Terms and Conditions) to be executed by their duly authorized representatives as attested and witnessed as of the day and year date first above written.

10.1 License Order

Description	Monthly Rate	Quantity	Annual Order Total (5 years covered)
For The Record Cloud Platform			
FTR Premium SaaS Cloud Bundle	\$249.00	4	\$58,564
Legacy Audio Upload – One Time Cost		1	\$1800

COURT

Signature: _____

Printed: _____

Title: _____

Date: _____

FOR THE RECORD, LTD

Signature: _____

Printed: _____

Title: _____

Date: _____