



<p>Coronavirus Ad Hoc Committee February 15, 2022 – 4:00 PM Council Chambers</p>
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Paul Livingston District 4	Gretchen Barron District 7	Chakisse Newton District 11
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1. **Call to Order**
2. **Election of Chair**
3. **Approval of Minutes: December 14, 2021 [PAGES 2-8]**
4. **Adoption of Agenda**
5. **Discussion Items:**
  - a. **Grant Management Software [PAGES 9-10]**
  - b. **Solicitor Data Management [PAGES 11-37]**
  - c. **ERP Vendor [PAGES 38-46]**
  - d. **Non-profit Application Process**
    - i. **Application Update**
    - ii. **Committee Selection**
    - iii. **Funding Priority**
6. **Other Topics**
7. **Adjournment**



Richland County  
 Coronavirus Ad Hoc Committee  
**MINUTES**  
 December 14, 2021 – 2:00 PM  
 Council Chambers  
 2020 Hampton Street, Columbia, SC 29202

Yvonne McBride	Paul Livingston	Gretchen Barron, Chair	Joe Walker	Chakisse Newton
District 3	District 4	District 7	District 6	District 11

Committee Members Present: Gretchen Barron, Chair; Yvonne McBride, Paul Livingston, Joe Walker and Chakisse Newton

Others Present: Bill Malinowski, Cheryl English, Anette Kirylo Michelle Onley, Angela Weathersby, Kyle Holsclaw, Justin Landy, Tamar Black, Leonardo Brown, Patrick Wright, Lori Thomas, Aric Jensen, John Thompson, Beverly Harris, Randy Pruitt. Steven Gaither, Tina Robinette, Bill Davis, Brittney Terry, Shane Kitchen, Dwight Hanna and Betty Etheredge.

1. **Call to Order** – Ms. Barron called the meeting to order at approximately 2:00 PM.
2. **Approval of Minutes: November 16, 2021** – Ms. McBride moved, seconded by Mr. J. Walker, to approve the minutes as distributed.

In Favor: McBride, Livingston, J. Walker, Barron, and Newton

The motion in favor was unanimous.

3. **Adoption of Agenda** – Ms. McBride moved, seconded by Mr. J. Walker, to approve the agenda as published.

Ms. Newton requested to include an update on the planning process for the American Rescue Plan Act Fund expenditures.

Mr. Livingston stated there is funding from State and Federal sources. He would like to discuss having someone lobby for this funding on Richland County’s behalf.

In Favor: McBride, Livingston, J Walker, Barron, J. Walker and Barron

The vote in favor was unanimous to adopt the agenda.

Mr. Malinowski inquired if items were added to the agenda.

Ms. Barron responded, it was her understanding, the items noted by Ms. Newton and Mr. Livingston would be addressed under “Other Topics”.

4. **Incentive Extension** – Ms. Barron stated she wanted an update on the pilot program, and then to discuss if we would like to extend the incentive program or if there are additional programs we would like to implement.

Mr. Brown stated he previously provided a breakdown of all the incentive activities the County has participated in. He noted there are a few remaining gift cards. When the committee last took this item up, Council took action to potentially continuing this program. The Chair wanted to be clear the committee, and Council, would have an opportunity to weigh in on Council's intent once the initial gift card allocation was depleted.

Ms. McBride inquired if the pilot program funds were depleted.

Mr. Brown responded there are 38 gift cards remaining, which total \$3,800.

Ms. McBride inquired if Coronavirus and ERAP funds are a part of the strategic plan.

Ms. Barron responded they are not.

Ms. McBride stated she thought we were going to have a strategic plan on how we were going to expend those funds.

Mr. Brown responded Ms. McBride's question is similar to what Ms. Newton inquired about, in terms of an overview of the plan on how the County will expend the American Rescue Fund dollars. He noted it would be something the County will discuss, but it is not a part of the strategic planning process.

Ms. McBride inquired if Ms. Barron wanted ARP funds to be separate from the overall planning process.

Ms. Barron responded the piece she wants to address is whether the incentive program we had was effective, and if we would like to continue it, or if we would like to do something else.

Ms. Newton stated, for clarification, the gift cards remaining could be used by any Council member that was doing an event without coming back to Council for a motion.

Ms. Barron responded in the affirmative.

Ms. Newton recommended to not take action at this time, but come back after the strategic conversation.

5. **Non-Profit Application Process** - Ms. Barron noted, in previous meetings, we discussed allocating a particular amount of funds to non-profit organizations. There have been discussions about creating an equitable process, so that anyone applying would have an opportunity.

- **Priority Projects** – Mr. Brown noted, as a part of the process, we have worked to develop an application to address the equity of the process. Based on the priorities established by Council, a rubric will be utilized to measure the non-profits eligibility. He noted they are concerned about putting out an application before final guidance has been given, in the event we have someone apply for something that is not allowed in the ARP utilization.

Ms. Thomas stated she worked with Grant Thornton, and they wanted to ensure any application released to the public meet the guidance of ARP. They have a specific arm that is working with individuals to vet the projects to ensure it is compliant with the Federal grant. Once the County determines the groups they want to categorize, Grant Thornton will be able to

give us a rubric that will provide us a scoring mechanism the committee will utilize to independently score the organizations. Research and analysis would come back to Council in the form of a motion. Council would ultimately decide how those dollars would be awarded. If we had numerous agencies funding one source, the committee could decide it was more appropriate to fund a specific group over another. They anticipate final guidance from Washington by the end of the year.

Ms. McBride stated she recently spoke with Federal employees regarding ARP funding, and even though there is not final guidance, if they approve our application, they would accept whatever we have done until final guidance is given.

Ms. Thomas noted her concern is if they move down the road with vetting community groups, the guidance could come out during the evaluation process.

Ms. Newton stated, once we have an application process, she wants to ensure the proposal fits within the overall plans for how we want to expend funds. She understands we want to create a process, but for her, the overall criteria for what we want to do comes first, and the applications second.

Ms. Thomas noted that is what the consultant recommended. If we chose certain groups, or categories of complaint activities, we could earmark a specific amount of money for each. From that point, you could give staff the ability to review those applications. Those that do not fall within those criteria could be notified they did not meet the qualifications, and others could be vetted.

Ms. Newton noted she is not prepared to earmark anything since the County has not decided their overall priorities.

Ms. Barron stated that is why it is important to have this list.

Ms. McBride noted the Blue Ribbon Committee was created to help establish priorities based on input from the community and to review the grants once the criteria is established.

Mr. Brown noted, based off the percentages received from the community, the list of priorities is as follows:

1. Services for abused and Neglected Children (66%)
2. Street improvement (65%)
3. Mental Health (64.39%)
4. Support Service (63.93%)
5. Transitional Housing (63.15%)
6. Emergency Shelters (61.85%)
7. Permanent Housing (60.99%)
8. Broadband Infrastructure (60.78%)
9. Services for Victims of Domestic Violence (60.52%)
10. Veterans (57.44%)

Mr. Brown noted other items that were noteworthy included:

- Special Housing for Elderly (54%)
- Safety for your neighborhood (54%)

- Youth Services (52%)
- Day Car Services (52%)
- Special Needs Services (51%)
- Rental Assistance (51%)
- Substance Abuse Services (50%)
- Flood/Drainage improvements (50%)

Mr. Brown noted there are two items his staff will need to move forward, in terms of how we process requests, how we receive requests, and what should be included. We will need the criteria, based on community input, or any other relationship you want funds to be utilized. We discussed another committee of individuals, but we have never said we want to establish a committee in which we bring in citizens to participate and be the medium for the process. While the committee and Council expressed the desire to utilize ARP funding to provide support to other agencies to assist the community. We could also utilize the funds internally to provide support services to areas that could also benefit the community. He is requesting feedback rather than saying here is the direct we need to move in with the utilization of ARP funds. He has already given direction, and some of that is leaning heavily toward gaps we have internally, but he knows the committee would like to spend funds outside County provided services.

Ms. McBride inquired if we need to include some of the Administrator's priorities or at least consider them.

Mr. Brown responded you have already considered some them. All of his recommendations are about items that impact the County's ability to provide services to the community. There are a lot more items we could do the same thing with, but he understands we have discussed having a balance between items unique to County services and unique to the community receiving services.

Ms. McBride stated, for clarification, in addition those approved, the Administrator feels there are other items that need to be included, as we establish priorities.

Ms. Brown responded in the affirmative.

Ms. McBride noted we need to include the priorities from Administration, as well as the priorities from the community, including the business sector.

Ms. Barron stated we need to move forward and establish the committee members.

Ms. Livingston stated Council had staff send invites to people who wanted to participate, then Council made selections from those individuals.

Ms. Barron inquired where the list of participants came from that were interested in serving on the committee.

Ms. McBride stated it included Council members, citizens and community leaders.

Ms. McBride moved, seconded by Mr. Livingston, to forward to Council with a recommendation to establish a Coronavirus Blue Ribbon Committee to assist with all ARP and Coronavirus related funding.

Ms. Newton noted we would need to create a charter for the committee, in order to understand the role we want them to provide and how we are going to interact with them.

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Ms. McBride added the following language to her original motion: “will operate similar to the Blue Ribbon Flood Committee”.

Ms. Newton requested, before the motion goes to Council, to be provided with supplemental information about how the committee worked, how the individuals were recommended/applied and were selected.

Mr. Brown stated, to his knowledge, the list was largely developed by Council, with minimal input from staff.

Ms. Barron stated we want to mirror the Blue Ribbon Flood Committee, but do we want to solely take recommendations for this committee, or do we want community input.

Mr. Malinowski stated he believes the Chair appointed Council member to the Blue Ribbon Committee. Individuals that were adversely affected by the flood also requested to serve on the committee. He is not sure if the specific number was limited. He recommended staff contact former Councilmember Greg Pearce, who served as the Chair of the committee.

Ms. Barron stated the more structure we set the better off we will be.

Ms. McBride inquired if we need to make a decision, since we will be coming back to establish the criteria based on the information.

Ms. Barron responded in the affirmative.

Ms. Newton inquired if we want to hold this item in committee until we receive additional information so we can send something more comprehensive to Council.

Ms. Barron stated initially she wanted to forward the recommendation to Council and gather information as a part of the recommendation. She noted Administration will be able to provide information as a supporting document.

In Favor: McBride, Livingston, J. Walker, Barron and Newton

The vote in favor was unanimous to forward a recommendation to Council to establish a Coronavirus Blue Ribbon Committee to assist with all ARP and Coronavirus related funding. The committee will operate similar to the Blue Ribbon Flood Committee.

6. **ERAP Community Resources** – Mr. Brown stated the County requested additional funds from the US Treasury, as well as met with SC Housing to request assistance by participating in a voluntary reallocation of funds. The SC Housing thought it would be beneficial to share their desire with the US Treasury to allocate funds from the US Treasury to Richland County rather than some type of interagency, in order to keep everything separate. SC Housing is willing to give a portion of their funds to Richland County. As we wait on that, anyone who contacts Richland County for resources, we will communicate to them other community resources they may have access to. He noted we are reliant on others to provide funding in order for us to continue with the Emergency Rental Assistance Program.

Ms. Barron inquired about the resources listed on the County’s website.

Mr. Brown outlined the different resources listed under the Emergency Rental Assistance Program on the County’s website.

Ms. Newton inquired if there is a timeframe for when we expect to hear back from SC Housing.

Mr. Brown responded the US Treasury generally does not give timelines.

Ms. Barron inquired if we are maintaining a database of individuals who contact the County regarding funding, so if we receive additional funds we are able to respond to those individuals.

Mr. Brown responded he is not aware if we are doing that. He noted the County received over 14,000 applications and by the time we ran out of funds, we had not gone through the original 14,000 applications. If we get additional funds, the applications in process will continue to be processed before we open up any additional applications. The average allocation is approximately \$5,000 for rental and utility assistance.

**Other Topics** – Mr. Brown noted his expenditure report for ARP funds will not include the DSS potential project.

- Lump Sum distribution - \$1.148 million
- Employee Stipends - \$7.8 million
- Alvin S. Glenn projects - \$3.3 million
- Mental Health Program for the sheriff's officers- \$81,000
- Utilities bad debt from lost revenues - \$1 million
- Grant Thorton Consulting - \$100,00
- Vaccination gift cards - \$25,000
- HVAC - \$5.2 million

He noted the total allocated funding was approximately \$18.7 M. The remaining funding is a little less than \$62M.

Ms. Newton noted her questions are more about the overall planning process on how we are going to establish priorities, but her concerns were somewhat addressed earlier.

Ms. Barron stated, at the next meeting, we should flesh out more directives for the Blue Ribbon Committee, and schedule a work session to discuss the priorities and plans for the funding.

**Lobbyist** – Mr. Livingston stated he was concerned the County is not taking advantage of those funds, other than the funds we received directly. There is a tremendous amount of State and Federal funding ARP and COVID. At this point, we do not have anybody to advocate on the County's behalf. Some counties have commitments from the Legislation. He suggested we get someone to advocate on our behalf, as soon as possible. He noted we are still under emergency procedures, and the Administrator will be able to use the Procurement Office to get something done.

Ms. McBride stated she agreed with Mr. Livingston. In addition, she suggested looking into a grants writer.

Mr. Brown stated, when a lobbyist was previously discussed with Council, it was either voted down or deferred. If it was deferred, there is room for quicker movement, but he would see what he could do under his emergency authority.

Mr. Livingston stated, the previous discussion was for a general lobbyist, but we need someone for a short period to specifically deal with COVID.

Ms. Newton stated someone lobbying on our behalf would need to have some directives on what they are going to lobby for and where our priorities lie.

Ms. McBride stated we cannot give directives until we have a lobbyist. The lobbyist would be the one looking at the different programs and funding available.

8. **Adjournment** – The meeting adjourned at approximately 2:57PM.





**Agenda Briefing**

<b>Prepared by:</b>	Aric Jensen	<b>Title:</b>	Assistant County Administrator
<b>Department:</b>	Administration	<b>Division:</b>	Click or tap here to enter text.
<b>Date Prepared:</b>	January 20, 2022	<b>Meeting Date:</b>	February 15, 2022
<b>Legal Review</b>	Patrick Wright via email	<b>Date:</b>	February 8, 2022
<b>Budget Review</b>	Abhijit Deshpande via email	<b>Date:</b>	February 7, 2022
<b>Finance Review</b>	Stacey Hamm via email	<b>Date:</b>	February 7, 2022
<b>Approved for consideration:</b>	County Administrator	Leonardo Brown, MBA, CPM	
<b>Committee</b>	Coronavirus Ad Hoc		
<b>Subject:</b>	Purchase Grant Management Software		

**RECOMMENDED/REQUESTED ACTION:**

Staff recommends approval of a motion to allocate \$687,949.00 in American Rescue Fund and other applicable Federal grant funding sources to purchase comprehensive grant management software to facilitate the process of distributing, tracking, and processing both grant funds received and distributed.

Request for Council Reconsideration:  Yes

**FIDUCIARY:**

Are funds allocated in the department’s current fiscal year budget?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
If no, is a budget amendment necessary?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No

**ADDITIONAL FISCAL/BUDGETARY MATTERS TO CONSIDER:**

There would be no fiscal impact to the County budget until January 2027.

**COUNTY ATTORNEY’S OFFICE FEEDBACK/POSSIBLE AREA(S) OF LEGAL EXPOSURE:**

None.

**REGULATORY COMPLIANCE:**

None applicable.

**MOTION OF ORIGIN:**

There is no associated Council motion of origin.

<b>Council Member</b>	Click or tap here to enter text.
<b>Meeting</b>	Click or tap here to enter text.
<b>Date</b>	Click or tap here to enter text.

**STRATEGIC & GENERATIVE DISCUSSION:**

As discussed on various occasions, County Administration does not currently have the technological resources to efficiently administrator the increased influx in funding and pass-through grant programs that are the result of Federal COVID-19 mitigation efforts. These Federal funds involve extensive reporting and monitoring, both for monies the County expends and for those it passes through to others. As a result, the County has had to contract with 3rd party vendors and/or devise other temporary workarounds.

The request at this time is for the Council to authorize the County Administrator to expend up to \$687,949.00 to acquire comprehensive grant management software for a period of 5 years, with the understanding that the intent is for 100% of the expense is to be paid from American Rescue Fund allocations upfront. However, there is a possibility that additional services may be necessary to translate existing and historical data into a format compatible with the new software. The current estimate includes the data translation costs that are known at this time - any unforeseen expenses would need to come back to Council or be handled administratively if within the purview of the County Administrator.

Recommendation	ARP Funding	Annual Cost Analysis	Goals
Purchase eCivis software package and licenses for the Budgeting, CD, and GCS departments for a 5 year period	Not to exceed \$687,949.00 total for the period of Mar 01, 2022 Until Feb 28, 2027	Year 1 \$159,200 for Initial Development and Services Year 2 \$129,250 Year 3 \$129,250 Year 4 \$133,128 (inc. 3% Technology Fee) Year 5 \$137,121 (inc. 3% Technology Fee)	One time entering of data/error prevention Cross departmental access Single software platform and training Efficiency improvements Cross-training/ coverage

The total project/software request is a not to exceed amount of \$687,949.00. Staff recommends the Committee carry a motion to Council to budget and allocate American Rescue Funds in this amount.

**ADDITIONAL COMMENTS FOR CONSIDERATION:**

In considering a grants management software package, Staff identified the following needs and criteria:

- Track record of at least 5 years
- Available functionality across multiple departments, including: Budget, CD Grants, Government Community Services, Emergency Services, Transportation, and Sheriff’s Office.
- Ability to transfer financial information to County’s existing financial management software without re-inputting data.
- Ability to transfer data from County’s existing grant management software platforms.
- Established/experienced support system.

**ATTACHMENTS:**

1. Click or tap here to enter text.



**Agenda Briefing**

<b>Prepared by:</b>	Karen Pendleton	<b>Title:</b>	Grants Manager
<b>Department:</b>	Fifth Judicial Circuit Solicitor's Office	<b>Division:</b>	Click or tap here to enter text.
<b>Date Prepared:</b>	December 1, 2021	<b>Meeting Date:</b>	February 15, 2022
<b>Legal Review</b>	Patrick Wright via email	<b>Date:</b>	January 6, 2022
<b>Budget Review</b>	Abhijit Deshpande via email	<b>Date:</b>	February 9, 2022
<b>Finance Review</b>	Stacey Hamm via email	<b>Date:</b>	February 4, 2022
<b>Approved for consideration:</b>	County Administrator	Leonardo Brown, MBA, CPM	
<b>Committee</b>	Coronavirus Ad Hoc		
<b>Subject:</b>	Solicitor Data Management		

**RECOMMENDED/REQUESTED ACTION:**

The Solicitor's Office recommends approval of the allocation of \$1,242,378 from the American Rescue Plan funding to purchase a new data management system.

Request for Council Reconsideration:  Yes

**FIDUCIARY:**

Are funds allocated in the department's current fiscal year budget?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
If no, is a budget amendment necessary?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No

**ADDITIONAL FISCAL/BUDGETARY MATTERS TO CONSIDER:**

The Fifth Judicial Circuit Solicitor's Office is requesting \$1,242,378 from the American Rescue Plan funding to purchase a new data management system.

**COUNTY ATTORNEY'S OFFICE FEEDBACK/POSSIBLE AREA(S) OF LEGAL EXPOSURE:**

None.

**REGULATORY COMPLIANCE:**

None applicable.

**MOTION OF ORIGIN:**

There is no associated Council motion of origin.

<b>Council Member</b>	Click or tap here to enter text.
<b>Meeting</b>	Click or tap here to enter text.
<b>Date</b>	Click or tap here to enter text.

**STRATEGIC & GENERATIVE DISCUSSION:**

The Fifth Judicial Circuit Solicitor's Office is requesting funds from the American Rescue Plan funding under the second Funding Objective; Replace lost public sector revenue to strengthen support for vital public services and help retain jobs.

The Coronavirus Pandemic has had a massive effect on the Richland and Kershaw Diversion Program revenue. We have seen program revenue fall from \$751,753.00 in Fiscal Year 2019 to \$634,626.00 in Fiscal Year 2020 to \$494,153.00 in Fiscal Year 2021. This was a 34.3% decrease from FY 2019 to 2021, or a total decrease of \$257,600.

We are requesting funding to purchase a new data management system for our office. Attached is a proposal from Karpel Solutions for a software system: Prosecutor by Karpel which includes recommended additional components. We are asking for the following funds (the details are included in the attached pricing proposal).

Items	Cost
Karpel data management software and associated costs	\$583,150
Cost for use of Karpel application per year, starting year 2	\$110,000
Jaspersoft reporting module and set up/installation	\$24,000
Cloud storage (total for Years 1-5)	\$380,000
Foxit PDF Editor Pro license cost (perpetual licenses)	\$7,608
Foxit redaction software for discovery for 50 users/5 years renewal fee	\$7,620
Use of an agency portal (website interface for other agencies) first year	\$60,000
Agency portal support for additional years (for 4 years)	\$40,000
Court interface (integration from bond court system into our court system)	\$10,000
Annual support (for 5 years)	\$10,000
400 document template conversion (includes free initial 100 document conversion)	\$10,000
TOTAL:	\$1,242,378

For long-term case management and court system efficiency, The Fifth Circuit Solicitor's Office, which encompasses Richland and Kershaw Counties, proposes to replace its Case Management System to allow for increased efficiency and efficacy when managing, retrieving and presenting case evidence and information. Our current case management system, Spartan, which was originally purchased in April of 2009, has reached its maximum data capacity; and the office is in need of a new, modern case management system. Though Spartan was an effective system at the time it was released, it has become largely obsolete as technology in the legal field continues to advance. Attorneys and staff are required to spend unnecessary time creating and managing external systems and procedures to bypass issues with Spartan. These workarounds, in conjunction with the extensive limitations of the outdated system, result in attorneys and staff manually performing a number of tasks that could be automated with a modern case management system. Issues with Spartan's compatibility are not confined to interoffice software.

Spartan has difficulties interfacing with technology from outside agencies. This is most apparent in the transfer of discovery from law enforcement to the office and then to the defense bar. With current technology, the process of receiving reports and other items from all outside agencies varies depending on the agency. Currently, we do not receive any outside agency information directly. Richland County Sheriff's Department was linked to Spartan, but they moved to a new system in March 2019, and we no

longer have direct access to their data. Administrative staff must upload all information directly into Spartan and build both an electronic and a physical file. Support staff are required to print all reports and photos, organize them, and rescan them all back into the Spartan due to the lack of organizational tools in Spartan. Though this system is workable, it contains needless extra steps with involvement of multiple systems. Rather than having a case management system capable of establishing a unified and automated process, the office is required to take a multi-faceted approach requiring multiple instances of manual data entry on the part of staff on different systems. Manual data entry is rife with opportunity for error and is needlessly time consuming increasing the opportunity for inaccurate reporting and data regarding current crime statistics and caseloads.

Finally, Spartan is, by current standards, fairly limited in its ability to generate statistical reports based on system data. Although Spartan is capable of producing reports regarding certain information collected by the system, it remains extremely inadequate, often only providing broad information. Further, it is largely reliant on codes entered by staff into specific case files in Spartan. The list of codes available for entry is expansive and unintuitive leading to inconsistent application of said codes amongst the four offices. This in turn causes inaccuracies in reports generated in Spartan. This creates critical issues in the office's ability to, manage internal caseloads, accurately collect data, and analyze data to effectively combat crime at a community level.

This request includes the production of the required deliverables. First, during the life of the grant, we will implement a project through the purchase of a new, modern case management system that modernizes the Fifth Circuit Solicitor's Office and as a result, improves the Fifth Circuit's ability to effectively and sustainably prosecute crime in Richland and Kershaw Counties. Second, we will write policies and procedures that demonstrate operational changes that will occur as a result of the project.

The efficient function for disposition of criminal cases across magistrate, municipal and general sessions courts is an essential service. A new data management system would allow for strategic, well-organized movement across all of these court systems.

The goal of the proposed project is to expand performance, data storage capacity and increase the capability of the file system. A new, modern case management system will allow this office to reduce caseloads, improve data security, performance, and operation of this office and our courtrooms, making case preparation and court hearings operate more effectively and efficiently, and we anticipate will result in a reduction in violent and other crimes for the residents of Richland County.

Studies have shown that strong data practices are tied to improved prosecutorial results. A system that ensures more meaningful, accurate, and accessible data allows prosecutors to make informed decisions and orient their discretion and resources accordingly.

New, modern case management systems are directly integrated with a number of commonly used programs. For instance, one system's document generation uses Microsoft Word, allowing intuitive in-system editing of documents, such as subpoenas, witness documents and victim letters. These direct integrations will create a more efficient procedure, automating a number of tasks currently manually performed by attorneys and clerical staff and permitting tasks often performed outside of the case management system to be completed within it.

There are very few data management systems available that meet our needs. We researched two; Karpel, which was the preferred system, and a second system, Matrix. The costs for the Matrix system is approximately similar for the first five years, but ultimately more expensive than Karpel. We requested a detailed quote from Matrix, but have not received a response.

Richland County Council has not taken action on this request and/or a related matter. The request does not require an ordinance amendment.

**ADDITIONAL COMMENTS FOR CONSIDERATION:**

Click or tap here to enter text.

**ATTACHMENTS:**

1. Fifth Judicial Circuit Solicitor's Office Agenda Briefing Data Management System - text 11302021
2. 2021-02-11 SC 5th Circuit Solicitor's Office PbK Proposal

## Proposal/Request

The Fifth Judicial Circuit Solicitor's Office is requesting funds from the American Rescue Plan funding under the second Funding Objective; ***Replace lost public sector revenue to strengthen support for vital public services and help retain jobs.***

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For long-term case management and court system efficiency, The Fifth Circuit Solicitor's Office, which encompasses Richland and Kershaw Counties, proposes to replace its Case Management System to allow for increased efficiency and efficacy when managing, retrieving and presenting case evidence and information. Our current case management system, Spartan, which was originally purchased in April of 2009, has reached its maximum data capacity; and the office is in need of a new, modern case management system. Though Spartan was an effective system at the time it was released, it has become largely obsolete as technology in the legal field continues to advance. Attorneys and staff are required to spend unnecessary time creating and managing external systems and procedures to bypass issues with Spartan. These workarounds, in conjunction with the extensive limitations of the outdated system, result in attorneys and staff manually performing a number of tasks that could be automated with a modern case management system. Issues with Spartan's compatibility are not confined to interoffice software.

Spartan has difficulties interfacing with technology from outside agencies. This is most apparent in the transfer of discovery from law enforcement to the office and then to the defense bar. With current technology, the process of receiving reports and other items from all outside agencies varies depending on the agency. Currently, we do not receive any outside agency information directly. Richland County Sheriff's Department was linked to Spartan, but they moved to a new system in March 2019, and we no longer have direct access to their data. Administrative staff must upload all information directly into Spartan and build both an electronic and a physical file. Support staff are required to print all reports and photos, organize them, and rescan them all back into the Spartan due to the lack of organizational tools in Spartan. Though this system is workable, it contains needless extra steps with involvement of multiple systems. Rather than having a case management system capable of establishing a unified and automated process, the office is required to take a multi-faceted approach requiring multiple instances of manual data entry on the part of staff on different systems. Manual data entry is rife with opportunity for error and is needlessly time consuming increasing the opportunity for inaccurate reporting and data regarding current crime statistics and caseloads.

Finally, Spartan is, by current standards, fairly limited in its ability to generate statistical reports based on system data. Although Spartan is capable of producing reports regarding certain information collected by the system, it remains extremely inadequate, often only providing broad information. Further, it is largely reliant on codes entered by staff into specific case files in Spartan. The list of codes available for entry is expansive and unintuitive leading to inconsistent application of said codes amongst the four offices. This in turn causes inaccuracies in reports generated in Spartan. This creates critical issues in the office's ability to, manage internal caseloads, accurately collect data, and analyze data to effectively combat crime at a community level.

This request includes the production of the required deliverables. First, during the life of the grant, we will implement a project through the purchase of a new, modern case management system that modernizes the Fifth Circuit Solicitor's Office and as a result, improves the Fifth Circuit's ability to effectively and sustainably prosecute crime in Richland and Kershaw Counties. Second, we will write policies and procedures that demonstrate operational changes that will occur as a result of the project.

The efficient function for disposition of criminal cases across magistrate, municipal and general sessions courts is an essential service. A new data management system would allow for strategic, well-organized movement across all of these court systems.

The goal of the proposed project is to expand performance, data storage capacity and increase the capability of the file system. A new, modern case management system will allow this office to reduce caseloads, improve data security, performance, and operation of this office and our courtrooms, making case preparation and court hearings operate more effectively and efficiently, and we anticipate will result in a reduction in violent and other crimes for the residents of Richland County.

Studies have shown that strong data practices are tied to improved prosecutorial results. A system that ensures more meaningful, accurate, and accessible data allows prosecutors to make informed decisions and orient their discretion and resources accordingly.



New, modern case management systems are directly integrated with a number of commonly used programs. For instance, one system's document generation uses Microsoft Word, allowing intuitive in-system editing of documents, such as subpoenas, witness documents and victim letters. These direct integrations will create a more efficient procedure, automating a number of tasks currently manually performed by attorneys and clerical staff and permitting tasks often performed outside of the case management system to be completed within it.

There are very few data management systems available that meet our needs. We researched two; Karpel, which was the preferred system, and a second system, Matrix. The costs for the Matrix system is approximately similar for the first five years, but ultimately more expensive than Karpel. We requested a detailed quote from Matrix, but have not received a response.

Richland County Council has not taken action on this request and/or a related matter. The request does not require an ordinance amendment.



9717 Landmark Parkway | St. Louis, MO 63127 | (314) 892-6300

## **INFORMATION TO THE 5<sup>TH</sup> CIRCUIT SOLICITOR'S OFFICE FOR A CASE MANAGEMENT SOLUTION**

### **Karpel Solutions**

Contact: Brett White, Sales Executive

Phone: (314) 892-6300 x1133

[bwhite@karpel.com](mailto:bwhite@karpel.com)

February 11, 2021

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## Executive Summary

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Karpel Solutions will provide prosecutor case management software that meets your requirements and is specially configured to match your workflow needs.

We offer an array of advantages over competing vendors, for instance:

### **PROSECUTORbyKarpel is flexible to your needs**

PROSECUTORbyKarpel's configurability distinguishes it from other case management systems. At Karpel, we realize that your agency is unique. You use different workflows, have different reporting needs, use different documents, follow different rules, and need different security privileges,

With PROSECUTORbyKarpel, you are not limited by the needs of "most" agencies. If given the project, we will work with you to learn and define your needs exactly, and then we will configure PROSECUTORbyKarpel to meet those needs.

### **You can configure PROSECUTORbyKarpel yourself**

Besides performing the initial configurations of PROSECUTORbyKarpel for you, we will teach your administrators to configure the software as well. With other vendors, when your needs change, you would need to go through them for expensive customizations. PROSECUTORbyKarpel, on the other hand, can be configured without our assistance.

### **You still receive all the benefits of a COTS solution**

Although PROSECUTORbyKarpel is completely configurable to your needs, from a technical perspective it is the same version that all Karpel's prosecution clients use, allowing you to take advantage of the knowledge, input, documents, and reports of our nationwide client base.

### **PROSECUTORbyKarpel has been proven by hundreds of prosecuting agencies**

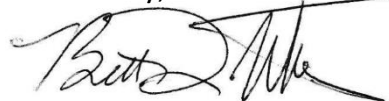
PROSECUTORbyKarpel's excellence can be attested to by some of the largest and smallest prosecuting offices in the country. We have worked with prosecuting agencies since our inception, meaning our development and project management teams are very familiar with and skilled in meeting the needs of agencies such as yours.

### **PROSECUTORbyKarpel includes superior client assistance**

To choose PROSECUTORbyKarpel is to choose a vendor that offers extensive and ongoing training, bi-annual version upgrades, experienced project management, and flexible client assistance. Our retention rate, unsurpassed in our industry, attests to the satisfaction of our clients with our products and our service.

Feel free to contact me with any additional questions regarding this proposal at (314) 892-6300 x1133 or email me at [bwhite@karpel.com](mailto:bwhite@karpel.com).

Sincerely,



**Brett White**  
Sales Executive

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## Introduction to Karpel Solutions

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Karpel has successfully implemented PROSECUTORbyKarpel in over 450 agencies in 30 states. Our exclusive focus on the justice industry means our development and project management teams are very knowledgeable about the needs and requirements of prosecuting agencies such as yours and has great experience in meeting them.

All of our projects involve configuring PROSECUTORbyKarpel to meet our client's specific needs, and many of these implementations have also included large, even state-wide data sharing and data conversion components. Our extensive experience in each of these areas assures you that we have the ability to successfully create and configure your project as well. Our client retention rate, unsurpassed in our industry, attests to both the power of our software and the satisfaction of our clients with our services.

We use our sizeable research and development budget to enhance PROSECUTORbyKarpel according to client requests and our ongoing research into prosecutors' needs. Through our aggressive release cycle, we ensure that PROSECUTORbyKarpel is compliant with the latest technologies (e.g. SQL Server 2016, Windows 10). We are also a Microsoft Certified Partner, giving us the added advantage of having access to technical coordination and advisory services directly from Microsoft.

### KARPEL QUICK FACTS:

- Privately held corporation
- Based in St. Louis, MO
- Founded in 1985
- Over 450 client agencies
- Extensive experience in creating data sharing and conversion projects
- Adhere to and conformant with national integration standards
- Compliant with latest technologies

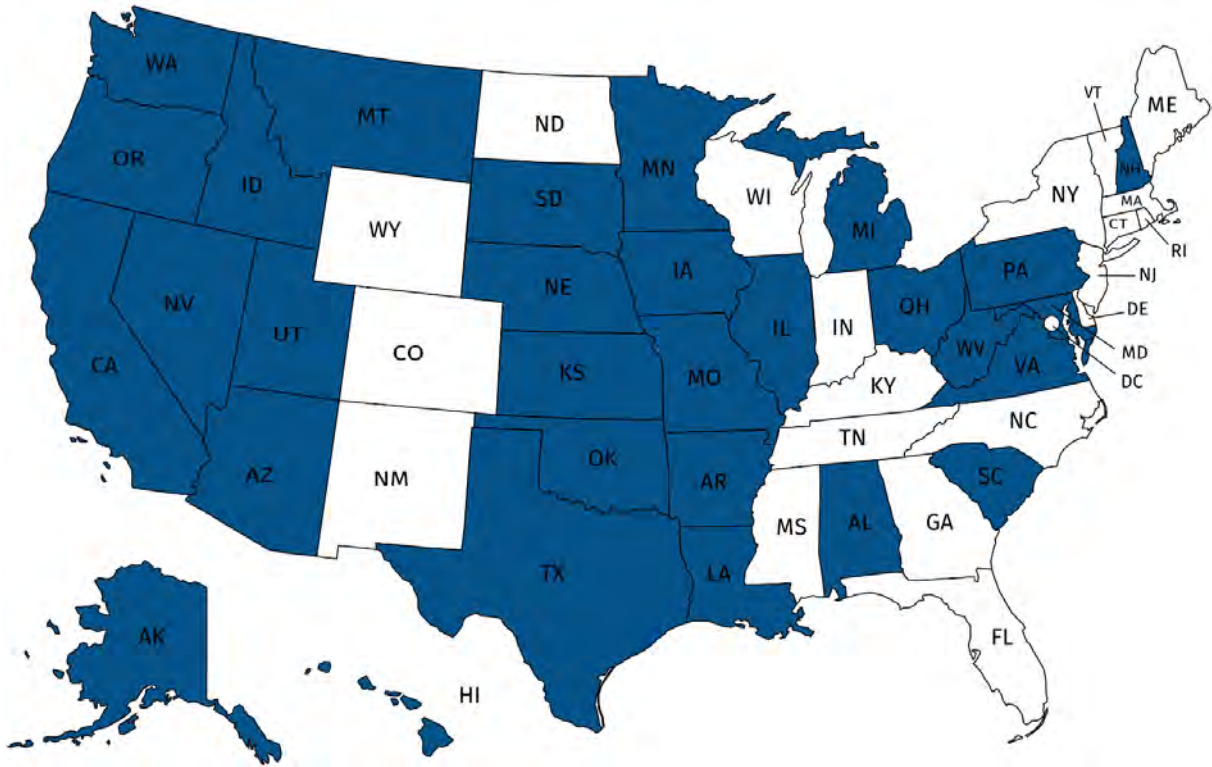


Figure 1. Blue states signify Karpel clients

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## Why Choose PROSECUTORbyKarpel?

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*PROSECUTORbyKarpel can be configured to employ your business rules, use your terminology, show the information you want, and generate the documents and reports that are important to you*

Prosecuting agencies have been the focus of our company since our inception. In fact, we support over 450 agencies, meaning we have acquired vast knowledge about the needs and requirements of these agencies and great experience in meeting them. Due to our vast client base, Karpel Solutions knowledge and experience enables PROSECUTORbyKarpel to come “out of the box” prepared to meet the data entry, reporting, tracking, documenting, and other needs of most prosecuting agencies.

Nevertheless, PROSECUTORbyKarpel is different from other case management solutions because, while it comes with most of your needed functionality intact, our focus is on providing you with a solution that is specifically aligned to your business processes and needs. PROSECUTORbyKarpel is a “hybrid” solution, meaning that it gives you all the advantages of a commercial product—regular releases, rapid response support team and a nationwide user base of your peers—with all the flexibility of a custom-developed application.

PROSECUTORbyKarpel can be completely customized to meet your unique prosecutor case management needs. If given this project, we will meet with you at the project start to discuss your needs and expectations, and we will configure PROSECUTORbyKarpel to meet those needs. With PROSECUTORbyKarpel, you can configure your screens, terminologies, drop-down menus, business rules, and more without modifying the source code. We will also create customized reports and automated documents for your agency, reporting on the information you need and using the format you want.

Because configurations can be made without altering the source code, as your agency grows and your needs change, you can modify PROSECUTORbyKarpel yourself. Configurations you make will not decrease your compatibility with later releases of PROSECUTORbyKarpel.

• • •  
“ You and your team worked so well with all the employees of the (City of St. Paul) Criminal Division and I have heard nothing but positive feed back from all my colleagues. Not only was the support and training excellent in delivery and content, you guys were just plain fun to work with!”

Laura Pietan  
Deputy City Attorney

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## Implementation Description

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*Karpel's implementation team will work with you to find out your exact needs and configure your software accordingly*

### **Project Overview**

To enable both parties to communicate and establish project expectations and timelines, a Karpel project manager will hold an in-depth planning meeting with your agency's designated project manager at the start of the project. Depending on what is most convenient for you, we can hold this meeting online, over the phone, or live at your agency (for an additional charge). You will know and be able to give approval for our finalized plans because our project manager will send you a detailed project plan and communications plan.

To ensure all aspects of your project are completed exactly as you require, we will assign an experienced project management team that consists of a project manager, support resource, documentation specialist, and custom developer (if needed).

So that you can maximize use of your new software, you will receive administrator and end user training as part of your project. You can also receive continued training in the form of free webinars and an affordable yearly conference.

Following go-live, your agency and users will have continual access to our support resources for as long as you maintain a support contract.

### **Client Involvement during Implementation**

To ensure your software meets all the goals and requirements you have for it, we seek your input and approval throughout the project. Our project management team will learn your specific goals, workflows, and needs for the software through a detailed planning meeting at the start of the project.

• • •

*"I want to thank Karpel for the tremendous job they did converting our data. We now have a database that is usable and helpful for every employee of the office...Most importantly, Karpel has provided an effective tool that increases our ability to prosecute crime in our county."*

*--Michael Hunt, Chief Trial Attorney, Jackson County, Missouri*

• • •

So that your deliverables are created as you want them in the minimal amount of time, we seek your input prior to creating any template, document, dashboard, or other configuration. To ensure that the finished product meets your approval, we have you look over our work when we finish. You will always know exactly what we are doing and what you need to do as our project manager will communicate with your project manager regularly throughout the duration of the project. You largely control how quickly you go live, as the time you dedicate to the project is the key factor in how quickly it can be completed.

The following table helps you organize your efforts through describing the people you need, their responsibilities, and their involvement level. Allocate the roles as it makes most sense for you: for instance, one person can fill multiple roles, or multiple people can fill one role (increasing or decreasing their time commitment accordingly).

Role	Responsibilities
Project Manager	<ul style="list-style-type: none"> <li>• Coordinate your resources to perform tasks assigned to your agency, as listed in Statement of Work and project plan</li> <li>• Coordinate appropriate personnel and resources for meetings, training, etc.</li> <li>• Serve as Karpel’s primary contact throughout project.</li> <li>• Help develop and then approve the Project Plan</li> <li>• Approve and implement the Communication Management Plan &amp; Change Management Plan</li> <li>• Review and sign off on project tasks</li> <li>• Approve and release payments according to payment milestones</li> </ul>
PROSECUTOR by Karpel Administrator(s)	Receive administrator training in order to manage the system following implementation.
IT Staff	Provide permissions and workstation setup as needed.
Subject Matter Experts (SMEs)	<ul style="list-style-type: none"> <li>• Review data</li> <li>• Define office workflows and procedures to aid in system configuration</li> <li>• Define and test documents and reports you want created</li> <li>• Define and test data exchanges and conversions (if applicable)</li> <li>• Receive document &amp; report author training (if applicable)</li> </ul>



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## What's Needed From Your Office for a Successful Project

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- Sufficient time for review of data
  - Let's review the "Preload Workbook"
- Sufficient time for data conversion review
  - Verification of 10 cases per year you have used the legacy system
    - This will happen at least three times
- Sufficient time for document conversion
  - Review charging, motions, victim/witness, sentencing and disposition, and civil
    - Review each document by running an event to test document generation
    - 10 minutes per criminal document
    - 20 minutes per civil document
- Timeliness
  - Must be willing to stick to agreed upon timeline and dates
  - Decision-making attorney must respond to emails within 24 hours to keep project moving forward
  - Decision-making attorney must attend:
    - Project kickoff
    - Establishment of timeline
    - Interface definition meetings
    - Document review signoff
    - Data conversion signoff
- You must be able to provide data and document templates from current system within two weeks of contract signature

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## Professional Services

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Software is only one piece of a successful solution implementation. Our client retention rate is due to both the power of our software and the quality of our professional services, some of which include:

- **client-designed solutions**—As a client, you influence the development of your software with your enhancement requests.
- **version upgrades at no additional cost**—You will receive all regular version upgrades, including major releases, at no additional cost for as long as you maintain a support agreement.
- **continued training**—Besides the in-depth training you receive as part of your implementation, you can receive continued training in the form of free webinars and an affordable yearly conference.
- **data conversions**—Take your data with you when you migrate to PROSECUTORbyKarpel. We have successfully converted agencies of all sizes and from all types of custom-built and commercial applications. If desired, we will convert yours as well.

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## Client Services

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*Through choosing PROSECUTORbyKarpel, you choose a quick response time, friendly service, and free version upgrades*

When you experience difficulties with your software, you can quickly receive support via the method most comfortable for you, whether that is through calling or sending an email. If you call, you will nearly always reach a live person immediately, and, unlike many support centers, we won't funnel you through an automated menu system. Our client retention rate is largely due to the satisfaction of our clients with their support.

For as long as you maintain a support contract, you will have access to the following services:

- *Support Personnel:* Access support via telephone or email 24x7.
- *Version Releases:* Receive regular version releases, including major version releases annually
- *Patches:* Receive interim release fixes if necessary

Most support issues are resolved on the spot, while a few may take more time and research to solve.

Resolution times are clearly communicated to you.

• • •  
“ I appreciate the continued customer service and the PbK system which has changed the way that we do business for the better.”

David M. Stumbo  
8<sup>th</sup> Circuit Solicitor, South Carolina


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# HOSTEDbyKarpel

Karpel Solutions offers prospective clients our hosting environment for their **PROSECUTORbyKarpel** application within our cloud-based **HOSTEDbyKarpel**.

Several years ago, the cloud did not represent an acceptable option. However, in recent years 95% of clients are selecting our cloud-based option, including some of our largest installations such as King County WA with 356 users, City/County of Honolulu with 250 users, and Maricopa County AZ (Phoenix), with nearly than 1,000 users. Our hosted solution has a 99.5% uptime SLA and has a five-nines (99.999%) record over the last eight years. The solution is managed by our system administrators and engineers employed by Karpel Solutions. 24/7/365 monitoring is performed by our technicians and by other systems run by Karpel Solutions. Server maintenance occurs monthly during off hours (weekends) with client notification three business days prior to the scheduled maintenance. External penetration testing and uptime verification is performed by third party systems.

### Azure government regions




- Hosted in Azure Government
- All data encrypted in transit and at rest
- U.S. Data Sovereignty
- Redundancy / resiliency with replication in 6 separate zones in two geo-diverse datacenters (3 zones each)

- Nightly full backups with hourly log backups
- Document deletion protection up to one year
- No file size limitation
- IE11, Chrome, Edge & Safari support

#### Dedicated Government Datacenter Regions

- 2 Existing regions
- 2 DoD regions
- 2 New regions in Q2



All 50 US states are Microsoft Cloud for Government customers

Additionally, every year Karpel Solutions employees with access to the corporate network go through a federal fingerprint check and security awareness training to remain CJIS compliant. Our hosted service includes offsite backup and disaster recovery services provided by replication between two geo-diverse datacenters.

Karpel Solutions hosted services are provided through Microsoft's Azure Government Cloud. Microsoft's Azure Government Cloud is designed to meet the higher-level security and compliance needs for sensitive, dedicated, U.S. Public Sector workloads found in regulations such as United States Federal Risk and Authorization Management Program (FedRAMP), Department of Defense Enterprise Cloud Service Broker (ECSB), Criminal Justice Information Services (CJIS) Security Policy and Health Insurance Portability and Accountability Act (HIPAA). For more information regarding security and CJIS compliance, please go to <https://azure.microsoft.com/en-us/support/trust-center/compliance/>



"We are working from home so having Karpel has been HUGE in getting this accomplished. I am so thankful your business card made it to my desk."

Tammy - Pickaway County Prosecuting Attorney's Office, Ohio

"Not sure I like working from home but so glad we can."

Keli - Tulsa County District Attorney's Office, Oklahoma

"I can't tell you how great it has been to be able to have staff work from home (be)cause we have such a great system."

Barbara - Polk County District Attorney's Office, Oregon

"LOVE having PbK, it's made this work wherever you are possible for our office. Appreciate all you guys do for us!

Sandy – Ramsey County Attorney's Office, Minnesota



# Pricing Proposal

## Itemized and Total Cost

The following tables show the itemized and total cost for your solution.

Software Products/Licensing	Qty.	Price	Total
PROSECUTORbyKarpel	150	\$2,250	\$337,500
<b>Total Software</b>			<b>\$337,500</b>

Installation Services	Qty.	Price	Total
PROSECUTORbyKarpel Installation and Configuration	1	\$1,000	\$1,000
Client Support Tool, Scanning Tool and System Compatibility Check (per computer)	150	\$50	\$7,500
<b>Total Installation Services</b>			<b>\$8,500</b>

Professional Services	Qty.	Price	Total
Project Management		No Additional Cost	
Pre-Implementation Services (days, onsite)	3	\$2,400 2 trainers	\$7,200
Data Conversion: Spartan	1	\$10,000	\$10,000
Mock Go-Live and System Administrator Training (30 days prior to go-live, days)	3	\$2,400 2 trainers	\$7,200
Document Template Setup, Training and Conversion	1	\$2,500	\$2,500
<b>Total Professional Services</b>			<b>\$26,900</b>

Onsite Training Services	Qty.	Price	Total
Pre-Go-Live Review and Training (days)	4	\$3,600 3 trainers	\$14,400
On Site Training (days)	5	\$7,200 6 trainers	\$36,000
Post Go-Live Support and Training	5	\$3,600 3 trainers	\$18,000
<b>Total Onsite Training Services</b>			<b>\$68,400</b>

Customization Services	Qty.	Price	Total
Interface: SC Court - Receiving Defendant data and Dispo.	1	\$10,000	\$10,000
<b>Total Customization Services</b>			<b>\$10,000</b>

<b>Total Project Cost</b>	<b>\$451,300</b>		
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Annual Support Services	Qty.	Price	Total
PROSECUTORbyKarpel	150	\$450	\$67,500
Unlimited eDiscovery	1	\$18,750	\$18,750
Interface Annual Support	1	\$2,000	\$2,000
Hosted Services (per user/year)	150	\$100	\$15,000
<b>Total Annual Support Services</b>			<b>\$103,250</b>

Estimated Travel Expenses

**\$28,600**

<b>Total First Year Cost</b>	<b>\$583,150</b>
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<b>Optional Items</b>	<b>Price</b>
Interface: Law Enforcement RMS (per agency)	\$10,000
Interface: Court	\$10,000
<i>Interface Annual Support (per interface)</i>	\$2,000
External Agency Portal	\$50,000
<i>External Agency Portal Annual Support</i>	\$10,000
Document Template Conversion After 100 Documents (per document)	\$25
Additional Storage After Included 2TB (per terabyte, per year)	\$1,000

**PLEASE NOTE:** The cost of interfaces represents interface development and deployment from Karpel Solutions. There may be a cost from the other vendor that is not reflected here. Please check with the other vendor for details.

The cost of data conversion assumes data is provided in an acceptable format. Please check with your current vendor to determine if they will charge you for extracting your data.

## What you should know about researching Case Management Software vendors

Every agency deserves software that is easy to use, functional, intuitive, and responsive, as well as a vendor that stands behind its promises. The process of researching and selecting a software vendor can be difficult and time-consuming, but choosing the right vendor to provide software that fits your needs will make the effort worthwhile. Use the questions below to help you gather information, evaluate vendors, and make the right choice.

1. Karpel Solutions      2. \_\_\_\_\_ 3. \_\_\_\_\_

### Company Background | What you should know about a software vendor

- How many years has the vendor been in business?
- How many clients does the vendor have?
- How many references can the vendor provide?
- How often does a new update become available?
- Can you take advantage of enhancements other clients have requested?
- Has the **vendor's software been acquired from buyouts or mergers?**
- How many employees does the vendor have?
- What percentage of employees are devoted to development and support?
- Does the vendor aggressively support data sharing?
- Does the company meet strict CJIS compliance requirements?
- Is the company involved in litigation with current/former clients?

Karpel	Vendor 2	Vendor 3
20+		
Over 450		
Over 450		
6 Months		
YES		
NO		
Over 60		
85%		
YES		
YES		
NO		

### References | What you should ask agencies about their current vendor

- Was the project implemented in the timeframe the vendor promised?
- Was the project within the budget the vendor quoted at the time of signing?
- Were extra expenses discovered after contracts were signed?
- Did the agency receive all the functionality that was originally expected?
- When the agency calls support, what is the **vendor's** average response time?
- What is the average system uptime and availability?
- Do upgrades/enhancements require new installations on every PC?
- Is 100 percent of system support provided by the vendor or do they use a third party?
- Does the agency know of other sites using the same system?
- How long have you been using their software?
- Was contracting difficult? How long did it take?

Karpel	Vendor 2	Vendor 3

### Pricing | What you should know about a software investment

- How many user licenses did the vendor include in its pricing, and is it enough?
- Do you have an option for a perpetual license?
- Does pricing include all travel and per diem for the vendor?
- Does pricing indicate what second year support will be?
- Is project management included in the pricing?
- Does pricing include implementation and installation?
- Is pricing fixed, or are there items that can change later?
- Are upgrades/updates included with support fees?
- Is on-site training included in pricing?
- Does pricing include additional ongoing training and/or on-site assistance?
- Is document template conversion included in pricing?
- If you decide to part ways with the vendor, how much do they charge for YOUR data?

Karpel	Vendor 2	Vendor 3
YES		
YES		
YES		
YES		
YES		
FIXED		
YES		
YES		
YES		
YES		
YES		
\$1,000		



Client Experience | How will the vendor work with you?

**What is the vendor's Technical Support hours?**

How many updates does the vendor provide every year?

How are enhancement requests handled by the vendor?

**Does the vendor host an annual Users' Conference?**

Is the vendor committed to 100% of your data being converted?

Will the vendor work with your law enforcement and courts for interfaces?

Do those interfaces have standard, fixed costs?

Is the vendor open to building integrations with other applications affordably?

Can the vendor offer you up to \$10MM in liability protection?

Does the vendor value clients of all sizes, from the very smallest, to the very largest?

Karpel	Vendor 2	Vendor 3
24x7		
2		
YES		
YES		
YES		
YES		
YES		
YES		
YES		

Features & Functionality | What can the software do for you?

**Does the software...**

Integrate with Microsoft Outlook/Exchange/Office365 for email and calendaring?

Integrate with Microsoft Word?

Offer easy drag & drop from Windows and Outlook?

Offer integrated eDiscovery, with tracking and unlimited use?

Include integrated scanning, without additional plug-ins, or cost?

Integrate with Westlaw Legal Research?

OCR and index scanned documents and other files that are in the case?

Include hundreds of canned/ad-hoc reports?

Include Victim Services and automatically create the VOCA PMT?

Offer a Victim Portal?

Allow for easy use in the courtroom?

Include comprehensive financial tracking?

Include Evidence.com integration at no additional cost?

Have easy-to-use document management with a familiar Windows-type interface?

Have the ability to build your charge language automatically?

Allow you to build complex workflow easily?

Include two-way texting without any additional fees?

Have an external portal for users outside of your office?

Does that portal offer law enforcement the ability to upload files directly to cases?

Using that portal, can law enforcement easily create their own referrals?

Allow you to send electronic subpoenas to law enforcement?

Karpel	Vendor 2	Vendor 3
YES		
YES		
YES		
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YES		

## PROSECUTORbyKarpel / DEFENDERbyKarpel Requirements By Number of Active Users

PROSECUTORbyKarpel (PbK) and DEFENDERbyKarpel (DbK) requires that certain hardware & software prerequisites be met in order for the application to properly and efficiently operate. Based on the number of users concurrently accessing PbK/DbK within an organization, the workstation and internet speed requirements listed in this document must be met - at minimum - in order to ensure a smooth user experience.

Organization tiers are defined by approximate number of users active in PbK/DbK:

- 1-10 users
- 11-25 users
- 26-50 users
- 51-75 users
- 76-100 users
- For greater than 100 users contact Karpel directly so that we can work with you to create a custom configuration based on your organization's needs

Although this document is intended to be adhered to as a list of requirements, we understand that some small variations will arise on a per-install basis. If you have any questions or concerns about portions of the requirements which apply to you, please contact us.

Workstation configuration, **connecting to hostedbykarpel.com (recommended)**

<b>Operating System</b>	Windows 10
<b>Memory</b>	6GB
<b>Processor</b>	Intel Core i5-latest gen dual-core (or better)
<b>Hard Drive</b>	1x250GB 7.2kRPM SATA 3Gbps
<b>Browser</b>	Internet Explorer 11, Chrome, Edge, Firefox, Safari
<b>Microsoft Office</b>	Microsoft Word and Outlook 2013 or newer Desktop Versions
<b>Internet connection speeds:</b>	1-10 users: Minimum 20+ Mbps down / 10+ Mbps up
	11-25 users: Minimum 50+ Mbps down / 10+ Mbps up
	26-50 users: Minimum 100+ Mbps down / 20+ Mbps up
	51-75 users: Minimum 150+ Mbps down / 20+ Mbps up
	76-100 users: Minimum 200+ Mbps down / 100+ Mbps up

Workstation configurations, **connecting to hostedbykarpel.com (minimum)\***

<b>Operating System</b>	Windows 10
<b>Memory</b>	4GB
<b>Processor</b>	Intel Core2Duo dual-core 2.0GHz (or better)
<b>Hard Drive</b>	1x80GB 7.2kRPM SATA 3Gbps
<b>Browser</b>	Internet Explorer 11, Chrome, Edge, Firefox, Safari
<b>Microsoft Office</b>	Microsoft Word and Outlook 2013 or newer Desktop Versions
<b>Internet connection speeds:</b>	1-10 users: Minimum 10+ Mbps down / 10+ Mbps up
	11-25 users: Minimum 20+ Mbps down / 10+ Mbps up
	26-50 users: Minimum 30+ Mbps down / 20+ Mbps up
	51-75 users: Minimum 50+ Mbps down / 20+ Mbps up
	76-100 users: Minimum 100+ Mbps down / 100+ Mbps up

*\*Bear in mind that as **minimum** requirements to connect to the PROSECUTORbyKarpel application, these specifications are designed to present functionality, not performance. Workstations adhering to these specs will be able to use PROSECUTORbyKarpel, but they cannot be expected to perform at the same level as PCs which meet our listed recommendations. Please be aware and plan accordingly.*

# Optional Features & Associated Requirements

## Microsoft Exchange Server for Calendaring

Feature	Requirement
Exchange Server Version	Microsoft Exchange Server, Standard or Enterprise edition, 2013, 2016, 2019 or Office365 Karpel synchronization account (documentation on configuring this is available)

## Scanners

Feature	Requirement
Scanning	Scanners with a TWAIN driver Note: Fujitsu scanners using ScanSnap <b>do not work</b>

## Blob Storage Connectivity

Feature	Requirement
Port availability for users to access storage	A specific port between 50000-51000 will be assigned to the following URL <a href="https://blob.hostedbykarpel.com:xxxxx">https://blob.hostedbykarpel.com:xxxxx</a>

## Recommended PDF Applications

Feature	Requirement
PDF application recommended	Foxit
PDF applications supported (possible configuration modifications may be needed)	Adobe DC Professional

## NetTranscripts

Feature	Requirement
NetTranscripts Integration for transcription of audio files to Word/PDF/RTF files	NetTranscripts Account

## Jaspersoft

Feature	Requirement
Jaspersoft Reporting Server	Purchase of Jaspersoft Reporting Server module from Karpel

## **NOTICES**

Symantec Security Suite can cause issues with Hosted PbK. To fix this issue the hostedbykarpel.com domain must be added to the suites allow list.

If a proxy server or other Internet filtering device/service is in place, ask for the IPs from your Project Manager. These should be added to the allow list of the device/service.

December 2019 Karpel will no longer support Windows 7 as mainstream support has ended and the product is currently in extended support. If Windows 7 is in use it must have all updates / patches. We will not be able to guarantee Windows 7 will continue to work.

Internet Explorer 11 must have all updates / patches installed.

Internet Explorer 11 may have issues after January 12, 2020 running PbK/DbK on Windows 7. If issues occur Karpel will not be able to provide support if it is an Operating System issue.

Current end of life for IE 11 is August 17th, 2021 unless Microsoft publishes an updated schedule. Karpel does recommend users try Chrome, Firefox or Edge for a better experience.

Windows 10 Build 1803 is known to have performance issues with opening documents from a network file share. Make sure a newer version is installed or the following registry fix has been applied.

<https://support.microsoft.com/en-us/help/4504548/slow-network-share-performance-using-windows-10-1803>

- **Workaround:** In the computer's registry create a new DWORD32 called DirectoryCacheLifetime under HKLM\System\CurrentControlSet\Services\LanmanWorkstation\Parameters\ and setting it to 0 (Zero).



**Agenda Briefing**

<b>Prepared by:</b>	Aric Jensen	<b>Title:</b>	Assistant County Administrator
<b>Department:</b>	Administration	<b>Division:</b>	Click or tap here to enter text.
<b>Date Prepared:</b>	February 4, 2022	<b>Meeting Date:</b>	February 15, 2022
<b>Legal Review</b>	Patrick Wright via email	<b>Date:</b>	February 4, 2022
<b>Budget Review</b>	Abhijit Deshpande via email	<b>Date:</b>	February 7, 2022
<b>Finance Review</b>	Stacey Hamm via email	<b>Date:</b>	February 7, 2022
<b>Approved for consideration:</b>	County Administrator	Leonardo Brown, MPA, CPM	
<b>Committee</b>	Coronavirus Ad Hoc		
<b>Subject:</b>	Emergency Rental Assistance 1 Funds Reallocation and Administration		

**RECOMMENDED/REQUESTED ACTION:**

Staff recommends approval of an extension of the existing agreement with TetraTech to administer the distribution of any reallocated Emergency Rental Assistance 1 funds.

Request for Council Reconsideration:  Yes

**FIDUCIARY:**

Are funds allocated in the department’s current fiscal year budget?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
If no, is a budget amendment necessary?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No

**ADDITIONAL FISCAL/BUDGETARY MATTERS TO CONSIDER:**

As proposed, 1% of the reallocated ERA 1 funds would come to the County to help cover internal costs associated with the distribution of funds to approved recipients and related administration. This may include the temporary hiring/contracting of additional accounts payable personnel for the duration of the program.

**COUNTY ATTORNEY’S OFFICE FEEDBACK/POSSIBLE AREA(S) OF LEGAL EXPOSURE:**

None.

**REGULATORY COMPLIANCE:**

The existing ERA 1 Program is conducted in accordance with US Treasury program guidelines and related federal statutes, as well as South Carolina budgeting and financial auditing practices.

**MOTION OF ORIGIN:**

There is no associated Council motion of origin.

<b>Council Member</b>	Click or tap here to enter text.
<b>Meeting</b>	Click or tap here to enter text.
<b>Date</b>	Click or tap here to enter text.

#### **STRATEGIC & GENERATIVE DISCUSSION:**

Richland County has been tentatively awarded \$22.4M in reallocated Emergency Rental Assistance 1 funds, which is approximately equal to the total amount that was issued to the County in rounds 1 and 2 of the program. The reallocated funds represent money that was allocated to other jurisdictions in South Carolina but that was not distributed in a timely fashion.

Richland County previously contracted with Tetra Tech to administer both its ERA 1 and ERA 2 programs, which have been recognized nationally for outstanding performance. Staff believes that it is in the County's best interest to continue to contract with Tetra Tech, and proposes extending the service agreement with minor revisions, as attached.

#### **ADDITIONAL COMMENTS FOR CONSIDERATION:**

While there is always room for improvement, the existing County ERA 1 and ERA 2 programs were extremely successful and were recognized by the US Treasury Dept. and locally for their performance. While it is possible to put this service out for RFP, that process would most likely take an extended period of time, which will delay fund disbursement to those in need.

#### **ATTACHMENTS:**

1. Draft Richland County, South Carolina Task Order No. 27-2022-RichlandCo

**RICHLAND COUNTY, SOUTH CAROLINA  
TASK ORDER No. 27-2022-RichlandCo**

Richland County, South Carolina (County) hereby authorizes the services to be performed by **Tetra Tech, Inc.** (Tetra Tech) for the period of performance and estimated budget set forth herein:

**PROJECT:** Emergency Rental Assistance Program – Supplemental Funding  
October/2015 Severe Storm and Flooding/COVID19

**DURATION OF WORK:**

Estimated period of performance is from **March 1, 2022** through **February 28, 2023**. The project work schedule will be reviewed during the last 90 days of the Period of Performance to determine if a work extension is required for one or more of the positions budgeted for in this task order.

**SCOPE OF SERVICES:**

The County and Tetra Tech agree that Tetra Tech will provide extended Emergency Rental Assistance Program (ERA 1) services described in the scope of work attached hereto as **Exhibit A**.

**ESTIMATED COST (not to exceed):**

The project not-to-exceed amount is 9% of the total award amount expended, which is projected to be **\$2,016,409.00** (two million, twenty-four thousand, four hundred seventy dollars), assuming a total award and expenditure amount equal to \$22,494,194.48.

The project not-to-exceed cost is based on Tetra Tech’s current understanding of the project requirements and best estimates of level of effort required to perform the basic services and may be subject to change upon agreement between Richland County and Tetra Tech. The fee for the services for this task order will be based on the actual hours of services furnished multiplied by Tetra Tech's hourly rates, which shall not increase from the existing MSA with Richland County, along with direct project related expenses reimbursed to Tetra Tech in accordance with the Professional Services Agreement procured under the **Richland County RFP No. RC-651-P-2016** for Consulting and Representation Services - Disaster Recovery.

**INVOICE AND PAYMENT:**


Monthly Invoices -- Invoices are to be mailed to:  
Richland County Finance Dept.  
P.O. Box 192  
Columbia, SC 29204

Payment terms are Net 30 days -- Payments are to be mailed to:  
Tetra Tech, Inc.  
PO 911642  
Denver, CO 80291-1642

**APPROVED BY:**

**Tetra Tech, Inc.**

**Richland County, South Carolina**

Signature:   
Name: Jonathan Burgiel  
Title: Business Unit President

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_



# EXHIBIT A

## Richland County, South Carolina Emergency Rental Assistance Program – Supplemental Funding

### I. SCOPE OF SERVICES

Richland County, South Carolina (“the County”) previously received \$22,522,407.00 under the ERA 1 and ERA 2 programs and in collaboration with Tetra Tech, Inc. (“Tetra Tech” or “TT”) successfully designed and implemented both programs. As a result of successfully distributing all the grant program funding, the County has requested and been allocated an additional total grant amount of \$22,494,194.48 in ERA 1 supplemental funding. \$494,194.48 is redistributed funding directly from the U.S. Department of Treasury and \$22,000,000.00 is redistributed funding from the State of South Carolina’s ERA 1 funding from the U.S. Department of Treasury. As with the original funding, these supplemental funds are to assist Richland County residents with rent, rental arrears, utilities and home energy costs arrears, utilities, and other expenses related to housing and administrative expenses.

Using much of the same trained staff that is well versed on the existing program that Tetra Tech helped the County to design, Tetra Tech is prepared to begin work immediately upon Notice to Proceed from the County. As before, Tetra Tech is prepared to engage with the County in a combination of settings either on-site at County offices or through remote platforms such as Microsoft Teams, Cisco WebEx, Zoom, etc.

#### Task 1: Kickoff Meeting & Project Work Plan

As an initial step upon Notice to Proceed, Tetra Tech will host a kickoff meeting between the Tetra Tech team (composed of senior Tetra Tech staff and project personnel) and County staff. Topics to be discussed in the kickoff meeting and memorialized in a project work plan will include the following:

- Establish a timeline of key events (e.g., milestones, timing for meetings, reporting schedules, etc.)
- Update contact information for key Tetra Tech, County, and other agency staff
- Discuss outstanding items from the two previous Emergency Rental Assistance (ERA 1 & 2) programs
- Identify potential opportunities to enhance or improve the program
- Discuss updates to the Policy & Procedures Manual to comply with ERA 1 requirements
- Identify reporting and information requirements for the County and the U.S. Treasury
- Review the current tenant and landlord applications and the applicant portal to identify the updates that must be made to comply with ERA 1 program requirements

#### Tetra Tech Work Plan

The Tetra Tech team will develop a project work plan detailing the following:

- Project method breakdown, sequence, and plan
- Project tasks and deliverables
- Project timeline and deliverable dates
- Responsibilities and organizational and reporting relationships of the Tetra Tech team to the County

Tetra Tech will submit the project work plan to the County within 5 business days of the kickoff meeting for review and approval.

#### Task 2: Implementation Plan – SOPs, Application Criteria, Eligibility, Financial Procedures, and Compliance

Following an assessment of the County’s ERA program needs, Tetra Tech will work with County stakeholders to update its Policy & Procedures Manual along with standard operating procedures (SOPs) to transition from ERA 2 back to ERA 1. These documents will be published, shared, and made available via online collaboration spaces to ensure that all team members are aligned throughout project execution.

The final program Policy & Procedures Manual and SOPs will be designed to integrate seamlessly with intake software. The Policy & Procedures Manual, SOPs, and application software will address the program requirements described below.

### **Application Software Tools**

We will utilize the Neighborly Software platform to expedite the pre-screening, eligibility, and approval process. These tools will verify duplication of benefits, reduce application fraud, and focus on overall program compliance.

### **Financial Procedures**

We anticipate that the ERA program will evolve, and program requirements will change as supplemental guidance is released. Our team is prepared for this scenario and is building our systems to quickly adapt to financial and documentation requirements.

### **SOP Updates**

As the program evolves and new program requirements and guidance are released, we will modify programmatic SOPs and other procedures to mitigate risk of noncompliance. We anticipate that the U.S. Treasury will issue subsequent guidance document(s) to further clarify the program.

Tetra Tech has developed program management tools in collaboration with the County that will be incorporated into the revised ERA 1 SOPs including:

- Checklists
- Applicant follow up processes
- Requests for information messages
- Process flows

We continuously work on ways to improve processes, communication, and project understand to achieve the goals of the project and meet the County's needs. Our project manager has a daily briefing with eligibility review staff to make sure the team understands the requirements of the program and address outliers. We have a Microsoft Teams site established for the reviewers to communicate efficiently throughout the day. Our project management staff has a twice weekly conference call to share insights and lessons learned on the ERA programs we are managing throughout the country. **We will continue to implement these best management practices on the revised ERA 1 program to provide the highest level of service to the County.**

### **Principles of Compliance**

Tetra Tech's compliance program is built around four primary principles. Our strict adherence to these principles results in projects progressing smoothly, on schedule, and on budget.

- **Staffing, Training, and Development.** We ensure that the project is staffed with personnel who are well qualified and trained to perform the work at hand, including a strong mix of senior and junior personnel (depending on the task requested).
- **Standard Operating Procedures.** SOPs are the foundation of Tetra Tech's compliance activities. We have developed our processes to ensure consistent application of grant management activities and allow for new staff to quickly be integrated into a program.
- **Quality Audits.** Quality audits are performed by an objective senior quality control manager who is not directly associated with the project. Elements of the audit include ensuring that the proper staff are assigned to the project, key risk items are identified and mitigated, and SOPs have been implemented to ensure consistency and quality.
- **Senior Management Oversight.** As part of this process, our senior personnel will review and report on project activity to the County to ensure that work is progressing according to the agreed standards.

### Task 3: Call Center and Case Management Center Operations

Tetra Tech will maintain the County's call center and case management center to house Tetra Tech staff working on the project. The space includes the furnishings, computers, and internet capabilities to serve the project. Tetra Tech will provide ongoing coordination and technical assistance remotely to the County and partner agencies.

Many ERAP applicants will be navigating federal funding for the first time, and Tetra Tech professionals will be available to help residents through the application process. The call center will remain open for the full period of performance. Call center staff will be available to direct applicants to the online application system, answer questions about the program, and provide clarifications during the application intake period. Our goal is to help as many applicants as possible. Trained staff and our innovative software system will allow us to help many applicants via the call center.

### Task 4: Data Management and Reporting

Given our extensive grant management work, we have embraced technology and routinely design and implement complex data collection and reporting tools. Tetra Tech can design and implement data collection technologies that allow for real-time tracking and reporting for the County. These typically include:

- **Periodic Reports.** At intervals determined appropriate by the County (generally weekly, monthly, or quarterly), we will submit reports summarizing activities during the reporting period to include production, quality, staffing, or any other metric or criteria deemed necessary.
- **Data Management.** Tetra Tech customizes data management tools so that the review and analysis of the data and preparation of tables and graphs are as automated as possible.
- **Final Reports.** The final report will capture the lessons learned and serve as a final accounting of the performance in program delivery.

### Task 5: Eligibility Team Reviews and Funds Disbursed

Tetra Tech has designed and implemented an eligibility review process to meet the County's specific needs. This includes the following application intake and review process:

- Application intake
- Eligibility review
- Budgeting
- QA/QC review
- County review
- Approved pending payment
- Funds disbursed
- Recertification

Tetra Tech, in coordination with the County finance department staff over the first 4 weeks, will work closely to complete batch/bulk processing approvals consistent with the same processes implemented for ERA 1 and ERA 2.

### Task 6: Recertification and Appeals Processes

**Recertification.** Treasury guidance requires that when a household's income is calculated using current monthly income, eligibility must be redetermined every 3 months. Households may reapply for additional assistance at the end of the 3-month period, if needed, and if the overall 18-month time limit for assistance is not exceeded. Tetra Tech will assist the County to streamline the re-application/recertification process so that previously collected household documentation is used and new income documentation is easily collected from applicants. Tetra Tech will work with the County, landlords and tenants to begin disbursing additional funds through the recertification process.

**Appeals.** Tetra Tech will provide appeals services to the County for applicants who appeal the eligibility determination. This includes:

- Processing denial letters
- Creating appeal narratives
- Documenting communication with applications regarding appeals
- Processing case for any appeals that are upheld

**Task 7: U.S. Treasury Reporting**

The U.S. Treasury established quarterly cycle reporting requirements for the Coronavirus Relief Fund (CRF) program. We project the U.S. Treasury to institute a similar process through the GrantSolutions portal. Tetra Tech will work with the County to prepare documentation for the first cycle, which we anticipate will take place multiple times. Tetra Tech will follow the published guidance and upload required documentation to the GrantSolutions portal in coordination with the County.

**Task 8: Final Report and Documentation Transfer**

As the final deliverable provided by the Tetra Tech team, the final report will capture the lessons learned and serve as a final accounting of the performance in program delivery. The Tetra Tech team will begin compiling the documentation for the final report before the end of the contract period. This will ensure the team delivers a well-organized and insightful document that could serve as a roadmap for future successful projects. This approach is consistent with our “deliver with the end in mind” approach to program management.

Tetra Tech is prepared to assist the County with the transfer of documentation to County servers or cloud-based data storage for simple recall and access during U.S. Treasury OIG audits.

**II. COST PROPOSAL**

The proposed estimated not-to-exceed budget of **\$2,016,409.00** (~9% percent of County’s ERAP grant from the U.S. Treasury) is based on Tetra Tech’s current understanding of the project requirements and best estimates of level of effort required to perform the basic services and may be subject to change upon agreement between County and Tetra Tech. The fee for services under this task order will be based on:

1. An initial project software fee for set-up and unlimited licensed use of Neighborly Software’s ERAP software for the duration of the project’s period of performance; and
2. Actual hours of services furnished multiplied by Tetra Tech’s hourly rates during the project’s period of performance.

Exhibit 1 provides the project software payment amount. Exhibit 2 outlines the anticipated labor categories, hourly rates, and estimated hours for each labor category during project implementation.

**Exhibit 1: Project Software Payment [1]**

Milestone Task	Payment Amount
Neighborly Software	\$134,965.00
<b>Total</b>	<b>\$134,965.00</b>

[1] The project software fee will be for set-up and unlimited licensed use of Neighborly Software’s ERAP software for the duration of the project’s period of performance. County will be invoiced for the software fee upon given a notice-to-proceed.

**Exhibit 2: Estimated Cost Breakdown by Labor Category [2] [3] [4]**

Labor Category	Hourly Rate	Estimated Hours	Estimated Total
Subject Matter Expert	\$200.00	166	\$33,200.00
Project Manager	\$175.00	1344	\$235,200.00
Assessor/QA/QC II	\$125.00	3267	\$408,375.00
Assessor/QA/QC	\$90.00	418	\$37,620.00

Labor Category	Hourly Rate	Estimated Hours	Estimated Total
Analyst - Quality Control Review	\$85.00	3823	\$324,955.00
Monitor - Eligibility Review	\$65.00	8526	\$554,190.00
Administrative Specialist II - Call Center	\$48.00	4843	\$232,464.00
Administrative Specialist I	\$44.00	1260	\$55,440.00
<b>Estimated Total</b>			<b>\$1,881,444.00</b>

[2] The above estimated level of effort and associated costs are based on available information and assumptions at the time the estimates were prepared and do not represent the actual cost of the project. The fee for services will be based on the actual hours of services furnished multiplied by Tetra Tech's hourly rates. Tetra Tech will monitor progress against the above not-to-exceed amount on a monthly basis and notify the County if variances between budgeted and actual expenditures begin to develop. If, during the performance of this work, it is determined additional funding is required in order to complete the project, Tetra Tech and the County will mutually agree on a new/revised estimated cost and Tetra Tech will not proceed without written authorization from an authorized representative of the County.

[3] Tetra Tech may in its discretion, use fewer hours of one labor category and more hours of another labor category or categories, so long as Tetra Tech does not exceed the estimated project budget. Eligibility Specialist staff will be responsible for the review or applicant files, responding to applicants regarding approvals, denials, and the need for additional documentation from applicants. Call Center staff will be responsible for addressing general calls by potential applicants and landlords regarding the Program

[4] The County will be invoiced monthly for hours expended during the prior calendar month. As supportive documentation, invoices will include timesheets with descriptions of services provided. Labor rates are fully burdened to include overhead, profit, and standard project expenses.

### III. ASSUMPTIONS

This scope of services and cost are based on the following key assumptions and constraints. Deviations that arise during the project will be managed through a standard change control process.

- **Project Sponsor.** The County will assign a primary point of contact to serve as project sponsor to address administrative and functional issues.
- **Access to Personnel.** The County personnel will be readily available to provide support, grant timely access to systems and data, provide input to the program requirements, and participate in trainings and meetings.
- **Access to Materials.** Documentation pertinent to the execution of this project should be made available to Tetra Tech for review in electronic format within 3 business days of the request from Tetra Tech. Availability of the appropriate documentation is critical to obtaining the information required for the overall success of this program. Information presented will be accepted as factual. If information is not available to Tetra Tech upon request, the project tasks may be delayed.
- **Check Disbursements.** Tetra Tech assumes that the County will be responsible for the disbursement of funds. The County will have access to customized payment files for check printing and distribution.
- **U.S. Treasury Program Requirements.** Tetra Tech's scope and budget are based on providing services to meet the current U.S. Treasury ERAP program requirements. To the extent changes are made to the U.S. Treasury ERAP program requirements, such unforeseen circumstances may result in an increase to the project budget, and Tetra Tech and the County will mutually agree on a new/revised scope of work and cost if required due to U.S. Treasury's changes to the ERAP program.
- **Remote Work.** Tetra Tech will work remotely during the period of performance from Tetra Tech offices whenever possible.
- **Program Participation:** Tetra Tech's program management fees are based on an estimate of 3374 eligible household applications reviewed by Tetra Tech.

- **Eligibility Determinations.** Tetra Tech cannot make final eligibility determinations. Only the grantee (County) can determine eligibility under the federal program requirements and guidelines. While Tetra Tech cannot guarantee any specific application is eligible to be paid for with federal funds received by the County, Tetra Tech will provide the County with an informed opinion regarding eligibility on each application based upon current guidance released by the U.S. Treasury. The County understands that the federal government determines what is eligible as guidance is being further refined for this unprecedented COVID-19 grant program. Tetra Tech, upon request by the County, will provide written explanation regarding any of Tetra Tech’s opinions on the use of U.S. Treasury funds.
- **Deliverables.** Tetra Tech will comply with the federal and state privacy and data security laws. Tetra Tech will not disclose the deliverables relating to the services to a third party, including internal departments, without written approval by the County.
- **Methods.** Except as otherwise provided in the Agreement, the County acknowledges that during its performance under the Contract, Tetra Tech may use products, materials, and methodologies proprietary to Tetra Tech and its subcontractors, and the County agrees that it will have or obtain no rights in such proprietary products, materials, and methodologies except pursuant to a separate written agreement (if) executed by the parties.
- **Other Assistance Needed.** The budget presented is limited to the scope of work included in the Agreement. Should the County request additional assistance on activities related to grant management support, it should be requested through a contract amendment process. To the extent that the County requests additional consulting support beyond this scope and budget, Tetra Tech will provide a separate scope, timeline, and budget for the requested additional effort in a separate submission to the County for approval.
- **Federal/State Requests.** The County will forward requests from the U.S. Treasury expeditiously upon receiving the requests. Tetra Tech will respond to these requests on behalf of the County as directed.
- **Project Schedule.** Tetra Tech will work with the County to continue to refine the project schedule to monitor project progress and make mutually agreed upon adjustments as needed.
- **Duration of Work/Period of Performance.** The estimated project period of performance for this scope of work is through December 31, 2022. The period of performance may be extended upon approval by both parties, which may result in an increase in the project timeline and/or budget.
- **Fraud and Duplication of Benefit.** Tetra Tech is not responsible for fraudulent applications and will not be held financially liable for actual occurrences of fraud by applicants identified during the execution of the program or during audit. In addition, Tetra Tech cannot guarantee no duplication of benefits will occur if certain benefits are not reported as part of this program. Tetra Tech will work with the County to develop fraud and duplication of benefit deterrents (e.g., rules to be incorporated into the Neighborly Software).
- **Proposal.** This proposal is based on our current understanding of the project, and revisions are subject to mutual agreement on the final work scope/schedule and other technical/management requirements desired by the County. The final approved proposal will be part of the resulting Task Order or Purchase Order by reference or incorporated as an exhibit in its entirety.