

EXHIBIT E

eCOURT SUPPORT SERVICES

1. PRICE

\$12,500 for the first year. The fee for each calendar year after the first year shall be determined by Sustain based on its then-current hourly rate and Customer's usage of support services in the previous year. . Payment is due in advance of the year for which the support services are to be provided. Travel and per diem is NOT included in the pricing because no on-site services are expected. If any Sustain resources are needed on site, the Customer will be invoiced for travel expenses as incurred. Travel expenses will be paid per County Travel Policy and Reimbursement Rates as shown at [http://www.slocounty.ca.gov/AC/Policies and Procedures.htm](http://www.slocounty.ca.gov/AC/Policies_and_Procedures.htm).

2. SERVICES

"Support" is defined as technical assistance with the Software, including but not limited to, questions about the functionality of the Software, assistance with the resolution of error messages, and installation questions. Support may include troubleshooting the Software as needed to resolve issues.

Sustain Responsibilities:

- a. Sustain will respond to requests to our Support Department made by an eCourt Application Administrator through any of the standard methods of contact within four (4) hours during the Hours of Operation. This does not imply that the resolution to the request will be provided within four (4) hours.
- b. Standard methods of contact include:
 - i. Web: support.ecourt.com
 - ii. Telephone: 213.229.5400
 - iii. Written: ATTN: Support 949 E 2nd Street, Los Angeles, CA 90012
 - iv. Hours of Operation are from 8:00 a.m. to 5:00 p.m. PST except weekends and United States holidays.
- c. Sustain will not be responsible for configuring, maintaining, and upgrading the operating system including, but not limited to, backups and restores, fixes, and patches.
- d. Sustain will provide recommendations on the configuration and use of the Software and related hardware or software to meet the Customer's operational needs, but will not be responsible for configuring, maintaining, or upgrading the Software, nor for configuring, maintaining or upgrading the related hardware or software.

- e. Sustain will only provide support to eCourt Application Administrator(s). It is the responsibility of the Customer to instruct system users to route support requests to eCourt Application Administrator(s). If Sustain is required to provide support to non-eCourt Application Administrator(s), the prevailing hourly rate will be applied according to the Professional Services Agreement.

Customer Responsibilities:

- a) Retain one or more certified eCourt Application Administrator(s) on staff responsible for the regular maintenance and configuration of the Software. Sustain must be provided the name and contact information for any eCourt Application Administrator. These individuals must receive eCourt Application Administrator Training and certification testing within 90 days of notice to qualify for support. If turnover occurs for Customer's designated eCourt Application Administrator(s), Customer must arrange with Sustain for certification and re-training. Support requests by anyone not identified and qualified as a certified eCourt Application Administrator are subject to higher support fee increases.
- b) Provide and maintain a dedicated connection, approved by Sustain, to the Software's production, development and test environment (as applicable) database and/or application server. This connection is to be available and accessible by Sustain support personnel during the Hours of Operation for the purposes of providing software support and upgrades. This connection must provide full screen access to the server with full administrative rights to publish information and make changes to the eCourt database and one or more network file locations.
- c) Provide Sustain support personnel with accurate configuration information, screen shots, or other files and documentation as required for a support request.
- d) Maintain all Customer data including but not limited to the backup of data stored in the eCourt database, custom documents and reports, and configuration files.
- e) Maintain all related hardware and software systems required for the operation of the Software including but not limited to hardware, operating systems, security, network and storage based on the most current system requirements and recommendations.
- f) Maintain and upgrade to the current publicly released version of the Software.
- g) All communications by Customer to Sustain must be in the English language.