INTELLIGENT AUTOMATION (IA) PILOT PROJECT

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Caren Skipworth
Collin County, CIO
2300 Bloomdale Rd.
Suite 3198
McKinney, TX 75071

Dear Caren:

I enjoyed speaking with you recently regarding the IA pilot project, and specifically implementation of Blue Prism's RPA platform. Pursuant to our discussion, we are pleased to enclose our Professional Services Proposal for the pilot project. While reviewing the proposal, please keep in mind the following advantages of being a MCCi customer:

Vertical knowledge - Our team has spent years learning and creating a Center of Excellence in our client's businesses so that we offer solutions that solve real problems.

Intelligent Automation Benefits - Departments and the overall Enterprise saves money through automation and reducing manual costly repetitive tasks.

Leading Provider – MCCi is a leader in providing automation to our clients and represent a portfolio of products such as Blue Prism, Laserfiche & ABBYY.

Professionals - All of MCCi's professional services team members acquire and maintain Professional Certifications in all the platforms we offer. In addition, they have undergone a thorough background check and security awareness training.

Specialization in Enterprise Solutions - Our Professional Services Team provides implementation and training services to help make your solution an Enterprise-wide deployment. Our focus is to make sure the project is successful, highly impactful and in line with your goals.

Superior Support - MCCi utilizes a multi-layered support team geared towards offering each client multiple contacts to enhance the usage of every product implemented. We offer support through our help desk, email, and toll-free number, and also have an online support center that gives end users access to training manuals, "how to" checklists, training videos, a knowledge base, and software updates.

If you have any questions concerning our proposal or desire additional information, please do not hesitate to contact me on our toll-free number. We appreciate your interest and hope that we will have the pleasure of working with you.

Sincerely,

Donny Barstow
President and CEO, MCCi

PILOT PROJECT INTRODUCTION

MCCI has expanded our portfolio to include additional Intelligent Automation offerings. We have chosen a leader in Robotic Process Automation (Blue Prism) as a new partner. With Blue Prism's connected-RPA Platform we can now take automation to a new level through the deployment of Digital Workers, with a focus on reducing the manual efforts of redundant processes in your organization.

Blue Prism's connected-RPA can automate and perform mission critical processes, allowing your people the freedom to focus on more creative, meaningful work. More than 1,000 major enterprise customers leverage Blue Prism's digital workforce, empowering their people to automate billions of transactions while returning hundreds of millions of hours of work back to the business.

Our offer is to configure one process automation at no charge, and your only commitment is the license (which is $15,000 per year and is only limited by processing time, rather than number of users/processes). Here are some things we will be requiring on your end:

- Time: We will need access to someone on your team who is eager, knowledgeable, and that has the time to work with us based on a project kickoff within 30 days of executing this agreement, and then a project completion timeframe of 90 days.
- An impactful process: We require that you have an impactful process in mind. The process should be something that is currently a pain point and that if automated, will shine a positive light on our collective work.
- Teamwork: Our technical team is concurrently gaining Blue Prism certifications, which is why we are offering the free services in return for understanding that helping you is helping us learn.
- Reference: With the assumption that the outcome of our work results in large efficiency gains and that you are satisfied, we ask that you be a reference for potential clients looking to engage MCCi for Robotic Process Automation.

Based on our discussions thus far, and your understanding of these expectations, we are excited to offer Blue Prism and our services as an Intelligent Automation Pilot Project.

PROPOSED SOLUTION/ SOW

Overview
MCCi will lead the delivery of the process automation with the following objectives:
- To demonstrate the capabilities of Blue Prism to interact with the target applications.
- To demonstrate the capabilities of Blue Prism to automate the process.
- To demonstrate the delivery of the automation within the agreed timescale.

Scope
The following target applications are included in the scope of the Pilot Project. MCCi will demonstrate the ability to interact with them to complete the automation of the processes in scope:

- CAD system is ICS (Integrated computer systems)
- Jail system is Odyssey (Tyler technologies courts and justice system)

MCCi will lead the development of the automation of the following process:

CAD/RMS data; double keystroking to input into jail system.

> A large pain point for Sheriff Deputies is having to enter data in twice when it comes time to book someone into the Jail system. While this may not be the highest volume process, it is extremely impactful due to the goal of having Deputies out in the field for the majority of their workday.
>
> The current process: When an officer makes an arrest, the data is captured in the field / on site and when the suspect is brought into the jail, the Jail system of record is Odyssey so that's where the re-work takes place.

Client Commitments:
- Client will furnish a detailed Process Definition Document (PDD), which is required before the beginning of the Pilot Project. The PDD will describe the end to end business flow including which systems and screens to navigate, decisions to be made and which fields to populate with which data and fields to read from.
- Client will host BluePrism software on their own infrastructure; Client will make infrastructure available within a timeframe that does not jeopardize agreed upon timelines.
- Commitment from CIO or Executive to be project sponsor throughout the duration.
- Client agrees to identify use case for pilot project that is valuable to the organization and provides a ROI; Client will define the problem we are addressing and how IA will solve that problem.
- Client acknowledges mutually agreed upon timeline for project: Pilot project will be completed within 90 days post project kick-off. Meet all timelines & deliverable due dates.
- Client agrees to assign a project manager for the duration of the project. This project manager will be the central contact and will assist throughout the implementation process.
- Client agrees to identify key members for a Center or Excellence (COE) / MCCI to provide best practices on how to establish COE.
- Client will pay the annual term licensing for <u>one</u> bot, which is the equivalent to one concurrent process ($15,000/year).

- Client will agree to testing / success criteria.
- Client's Project Manager will provide feedback on a regular cadence.
- Client agrees upon successful completion to share the success with the broader organization.
- Client agrees to be MCCI Client reference.

MCCi Commitments:
MCCi will lead the design, development and testing of the solution, including:
- Provide up to 3 days of onsite engagement (travel expenses included), plus up to 100 hours of remote professional services. The scope of the SOW and Solution Design Document (SDD) for the Pilot Project should conform to these constraints.
- Remote support on the installation and configuration of Blue Prism while setting up the required environment.
    - Technical data sheets issued by MCCi and initial technical infrastructure definition meetings (conference calls) will be held with the IT department in charge of providing the PoC environment.
- Acting as primary contact for product knowledge and support.
- Validating infrastructure environment and perform applications assessments for all the applications in scope.
- Supporting the creation of the Process Definition Document (PDD) by the Client's team.
- Leading the creation of the Solution Design Document (SDD) and Object Design Instruction (ODI).
- Leading the development of the automation of the processes in scope.
- Supporting the creation of a testing approach and plan in coordination with the Client 's team.
- Supporting the client's testing and validation of the solution.
- Supporting the client's preparation of the Pilot Project Results presentation.

Assumptions
- A complete SOW will be developed and signed off by both parties prior to implementation.
- The processes are to be delivered in a development environment and will be fully tested by client prior to moving to production.
- The processing time for a case by the automated process will be approximately equal to the processing time for a user performing the process manually on the same technical platform.
    - The process will be built to the level of resilience required to be Production ready. This is defined as:
        - Exceptions are recovered, and the process will continue (or will terminate under control if it is deemed unsafe to continue).
        - In the event of an error pop up being encountered, the case will be marked as an exception, regardless of whether it can be recovered or not.
        - All scenarios where appropriate test data is available will be tested to ensure they are processed correctly

Exceptions
- To be outlined in SOW.

Measurement of Success
The Pilot Project will be considered successfully completed when the following criteria has been met:
- Blue Prism licensing is installed and functioning
- Completion of Process Automation Configuration by MCCi

- Whichever comes first: 1) completion of initial testing by Client or, 2) 30 days post completion of Process Automation Configuration by MCCi

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PAYMENT & BILLING TERMS

MCCi will invoice for the subscription license upon receipt of the subscription license. Client will make payment to MCCI via EFT or Certified Check. After receipt of the initial payment, project start dates can be confirmed and MCCi will place order with manufacturer, which will establish the start date of the annual term subscription license. Sales tax will be included where applicable. Payment will be due in accordance with Texas Government Code 2251. No additional expenses shall be billed unless approved by Client in advance.

Payment Schedule

Payment 1	$15,000 for 1 Blue Prism Process Subscription Annual Subscription License

Terms and Conditions
MCCi, a Limited Liability Company, which is duly organized and existing under the laws of the State of Florida, hereinafter referred to as MCCi, hereby offers its services according to the following terms and conditions:

SOFTWARE ASSURANCE PLAN (SAP)
MCCi acts as 1st tier support and works with the manufacturer at a 2nd tier level when needed. MCCi's Software Assurance Packages include: access to software point release updates, telephone or email support for software related issues, 24-hour FTP and website access, technical bulletins, and newsletters. Adjustments in annual support rates may be made to coincide with current U.S. inflation rates; any increase will not exceed the cumulative increase in the Consumer Price Index (CPI) occurring since the last price increase. Annual support payment is due in advance of the renewal date. Reinstatement fees will apply if payment is received more than 30 days after the renewal date.

Clients may contact MCCi support via MCCi's Online Support Center, email (support@mccinnovations.com), or telephone 866-942-0464. Support is available Monday through Friday (excluding major holidays) from 8 a.m. to 8 p.m. Eastern Time.

MCCi SOFTWARE CONFIGURATION SERVICES
The client may elect to contract with MCCi to configure the software. The client is responsible for testing all software configurations completed by MCCi. By acknowledging this testing requirement, the client waives any and all liability to MCCi for any fees, damages, etc. that could be related to software configuration.

TEST/EVALUATION SOFTWARE
Purchases/availability of test and/or evaluation software are dependent upon the manufacturer's current relative policies.

CLIENT SOFTWARE CUSTOMIZATIONS
The client may also choose to customize their software internally without MCCi's help. MCCi is not responsible for any damages caused by the client's customization of the software. MCCi will not be held responsible for correcting any problems that may occur from these customizations. Routine updates to the software may affect any customizations made by the client. If MCCi's help is required to correct/update any customizations made by the client, appropriate charges will apply.

CLIENT OWNED HARDWARE
With the exception of MCCi providing hosted infrastructure options, MCCi does not support any client-owned hardware or any of the related services as part of this contract.

USE OF BASECAMP
Through the course of this project, MCCi may choose to utilize the third-party service Basecamp (http://www.basecamp.com) for project management and team collaboration. Documentation and correspondence exchanged between MCCi and The Client may be stored in Basecamp. The Client acknowledges that Basecamp is responsible for secure storage of this documentation, and agrees that Basecamp's security guidelines located at https://basecamp.com/security are acceptable for the storage of The Client's data and correspondence exchanged with MCCi.

CLIENT INFORMATION TECHNOLOGY ASSISTANCE
For MCCi to excel in customer service, the client must provide timely access to technical resources. The client must provide adequate technical support for all MCCi installation and support services. If the client does not have "in-house" technical support, it is the client's responsibility to make available the appropriate Information Technology resources/consultant when needed.

SOFTWARE INSTALLATION
MCCi will install all software outlined herein. If additional software is needed to bring the site up to specifications, it is the client's responsibility.

PROFESSIONAL SERVICES RESCHEDULING/CANCELLATIONS
Travel Expenses: If the client cancels or reschedules an installation after MCCi has made travel arrangements, travel expenses may be incurred due to circumstances such as non-refundable airline tickets, hotel reservations, rental cars, etc.
Site Preparation: The Client site should be ready for installation according to specifications outlined within the Hardware section. If site is not prepared and results in cancellation, delays, or rescheduling of an installation after MCCi has made travel arrangements, the client may incur expenses due to circumstances such as non-refundable airline tickets, training/install charges, hotel reservations, rental cars, etc.
Project Delays: Requests made by the client to cancel/reschedule delivery of services will cause a delay in delivery of the services and the overall project. The client understands that MCCi will have to respect the timelines of other scheduled projects when rescheduling services due to a request made by the client.

LIMITED LIABILITY
Notwithstanding anything in this Agreement to the contrary, MCCi's total liability to the client for any and all claims, damages, or liability arising out of or related in any way to this agreement or the products or services being provided by MCCi to Client shall be strictly limited to the project fees paid to MCCi by the Client for the preceding 12-month period immediately preceding the event giving rise to the claim by the Client, and shall also be limited to the fees paid to MCCi for the particular service/product that the Client's claim was caused by or arose out of.

FORCE MAJEURE
Neither party shall be liable for any delay or failure in performance due to causes beyond its reasonable control.

NO HIRE CLAUSE
Client and MCCi agree that during the period that this agreement is in force, including extensions or modifications thereto, and for an additional 12 months following this period, neither Client nor MCCi will actively recruit or solicit employees, independent contractors of either company, or the employees of any of the other subcontractors who are on active payroll status and are currently participating in this program, without the prior written approval of the party whose employee or independent contractor is being considered for employment. This does not prohibit any employee from responding to or pursuing employment opportunities through normal media channels, (i.e. newspapers, professional journals, etc.) so long as it is not related to this particular program and that it is not an attempt to avoid the intent of the above restriction.

TERMINATION
The services provided in this agreement will be in full force and effect for a period of one (1) year from the execution date of the agreement, or from the initial software/maintenance subscription date (applicable only when such components are included). Thereafter, this agreement will be automatically renewed from year to year, provided that either party may alter or cancel the terms of this agreement upon 60 days written notice.

MARKETING & REFERENCES
Upon the client providing written consent, MCCi is authorized to publish and publicize testimonials and case study information pertaining to MCCi's work with the Client. This information, including the Client's organization name, logo, and contact information will be used in all media types.

EXPENSES & ENFORCEMENT
In the event either Party hereto is required to employ an attorney to enforce the provisions of this Agreement or is required to commence legal proceedings to enforce the provisions hereof, the prevailing Party shall be entitled to recover from the other, reasonable attorney's fees and court costs incurred in connection with such enforcement, including collection.

VENUE/GOVERNMENT LAW
Texas law will govern this agreement. The venue for any litigation related to this agreement will be in Collin County, Texas.

Submitted by: **MCCi,** a Limited Liability Company

Date: November 7, 2019

By: _____
                                              (Signature)

                               _____
                                    (Printed Name & Title)

Noted Items Accepted by: **COLLIN COUNTY, TX**

Date: _____

By: _____
                                              (Signature)

                               _____
                                    (Printed Name & Title)

APPENDIX

Which processes are ideal for RPA?

RPA is especially suited to particular processes, and choosing the right ones are important. Listed below are just some considerations in selecting processes to automate:

- **Process Suitability:** The process should be describable, rules-based (not subjective), performed digitally and use primarily structured data. The key candidates should include the 80% that can be done without error, letting humans handle exceptions.

- **Material Value:** The process should be important to the company, delivering key benefits to productivity, profitability, speed, etc. Don't solve problems nobody cares about or that don't drive value.

- **Buildability & Cost:** Be sure the process is actually buildable, and the cost of the automation will be justified. Finding this mix is often the hardest part. Use a methodology to make sure sizing metrics reflect the resources available to build it.

- **Operability:** Ensure the ongoing operation of the RPA process will work in terms of staff available to handle the new processes, the right amount of staff for exceptions and to check for ongoing quality and outcomes. Change management is key to getting this right.

- **Maintainability:** Be careful with processes that change frequently or need to be rebuilt often (e.g., because of competitive reasons or constantly shifting regulation). For all processes, you'll need a program in place to maintain, monitor and update your robots.

  Process identification is not a one-time task. We believe it is critical to have an ongoing process led by a team that understands the day-to-day business and empowered to select ideal priorities for automation. Collectively, these are the living automation backlog.

Operations
- Entering information into redundant systems
- Identify and handle exceptions
- On-board employees and contractors for smooth day 1
- Update employee information (e.g., name, address, payroll)
- Terminate employees, including IT access privileges and payroll
- Position changes
- Positional approval level changes
- Reporting structure changes
- Reconciliation processes
- Performing system checks
- Generating/issuing payments
- Password resets
- Complaint acknowledgements

- Creating call-back requests

Finance & Accounting

This list contains a non-comprehensive list of ways that finance, accounting and tax leaders could and have put robots to work.

- Accelerate period-end processing
- Update master accounts and legal entities across systems
- Maintain attributes across systems
- Generate reports
- Handle adjustments
- Process inter-company transfers
- Reconcile accounts
- Process accruals
- Write off bad debt
- Execute trial balance
- Prepare journal entries
- Handle reversals
- Post payments
- On-board vendors
- Create purchase order
- Consolidate accounts and reporting across regions
- Adjustments not handled by investment systems
- Monitor liquidity and report exceptions
- Load tax workbooks
- Prepare and file tax returns, especially low-complexity, FATCA, VAT, Excise and Sales taxes
- Discrete items
- Tax provisioning
- Tax liability scenarios
- Load data from general ledger into tax systems
- Enter data on tax forms

Healthcare

This list contains a non-comprehensive list of how healthcare firms could and have put robots to work.

- Member and provider administration such as change name, address or beneficiary
- Pre-populate member and provider forms
- EoB (explanation of benefits)
- Referrals
- Claim verification
- Claim exception handling
- Fraud and waste management
- Handle claims submission through settlement
- Digitally enable provider and member self-service for legacy systems
- Renewals
- Bid management

- State on-boarding
- Network management
- Co-insurance
- Revenue cycle
- Check eligibility
- Submit claims
- Billing
- Post and reconcile payments
- Process charge-offs and refer to third-parties

Insurance

This list contains a non-comprehensive list of ways that insurers could and have put robots to work.

- Enable digital self-service and self-sales for legacy systems
- Application in-good-order
- Policy/contract administration such as change name, address or beneficiary
- Post and reconcile premiums
- Process rejected credit cards
- Suspend and unsuspend coverage
- Process charge-offs and refer to third-parties
- Resolve unallocated cash discrepancies (e.g., write-off)
- Payout benefits
- Amend standing orders
- Identify exceptions
- Pre-populate forms
- Process licensing and appointment activities, including application submission, producer set-up, producer updates using application and external sources (e.g., robots could order credit and background checks)
- Process applications
- Handle claims submission through settlement
- Identify and route suspected fraudulent claims
- Renew policies in same system or new system if migrating
- Identify claims recovery opportunities
- Subrogate claims
- Change coverage settings
- Cancel policy at customer request
- Process bills from vendors
- Process FNOL (first notice of loss)
- Adjust claims
- Close claim