



Supplemental Services Addendum

This Supplemental Services Addendum (this “**Addendum**”) is made and entered into by and between Forensic Logic, LLC. (“**FL**”), a wholly-owned subsidiary of SoundThinking, Inc. and Canyon County (“**Customer**”) pursuant to that certain agreement dated March 2, 2018 (the “**Master Agreement**”). FL and Customer are each referred to as a “**Party**” in this Addendum. The Parties agree as follows:

- A. FL offers a suite of services, including on premises software services, hosted software services and data integration services.
- B. Customer wishes to receive the FL products and services described in Appendix 1, attached hereto.
- C. Consequently the Parties agree as follows:

1. **Additional Services.** FL shall provide and perform the products and services described in Appendix 1 (the “**Products and Services**”) in accordance with the terms and conditions set forth in Appendix 1, including the financial terms.

Financial Terms. Customer shall pay FL the fees described in Appendix 1, in accordance with the terms of Appendix 1.

Term. The initial term of this Addendum shall commence on the Start Date listed in Appendix 1 and continue for a period of 1 year.

IN WITNESS WHEREOF, the duly authorized representatives of the Parties have executed this Addendum as of the dates set forth below, to be effective as of the latest date set forth below (the “**Addendum Effective Date**”).

Forensic Logic, LLC, a wholly-owned subsidiary of SoundThinking, Inc.

Canyon County

By: Roxanne Lerner
 Name: Roxanne Lerner
 Title: Director of Contracts
 Dated: 29 June 2026

By: _____
 Name: Leslie Van Beek
 Title: Commissioner
 Dated: _____

Canyon County

Canyon County

By: Not available for signature
 Name: Zach Brooks
 Title: Commissioner
 Dated: _____

By: Brad Holton
 Name: Brad Holton
 Title: Commissioner
 Dated: _____

ATTEST: Jess Urresti, Clerk

By: D. Hojff

1. CrimeTracer Maintenance

This section describes the work to be provided by Forensic Logic to Canyon County under the terms and conditions of the Forensic Logic agreement with Customer. In addition, Customer’s responsibilities are listed.

This Addendum describes the proposed scope. Forensic Logic will provide remote Forensic Logic CrimeTracer Data Integration Maintenance for the following identified data sources:

Data Source Name	DS #	Renewal Start Date	Renewal End Date
Canyon Co SD Spillman RMS	2470	7/1/2026	6/30/2027

1.1 Key Assumptions

This Addendum is based on the following key assumptions. Deviations that arise during the proposed maintenance will be managed through an amendment, and may result in adjustments to the Scope, Schedule, Charges, and other terms.

- a. Estimates of effort/pricing presented in this Addendum are limited to the professional services described herein and do not include:
 - (1) Hardware, software products and associated maintenance.
 - (2) The services to install or upgrade hardware, third party system software or third party application software components for Initial Production or development/test environments, unless specifically included.
 - (3) Taxes, shipping or any other charges not specifically included.

1.2 Facilities and Hours of Coverage

Forensic Logic will:

- a. perform the work remotely for Customer’s facility in Caldwell, ID in order to complete its responsibilities.
- b. provide the Maintenance during normal business hours, 8:00 AM to 5:00 PM, MST, Monday through Friday, except holidays.

1.3 Forensic Logic Responsibilities

Forensic Logic will undertake the following activities:

Activity 1 - Data Integration Maintenance

The purpose of this activity is to provide maintenance to Canyon County for the data source shown in Section 1, above.

Forensic Logic will:

- a. Provide email and telephone support Monday through Friday, 8:00am-5:00pm MST to Canyon County’s authorized representatives for questions and issues regarding their CrimeTracer Data Sources.
- b. Respond with an initial assessment and a resolution plan.
- c. Work with Customer on connectivity issues.
- d. Resolve any issue found by FL to be a defect in (1) the integration services originally rendered or (2) the FL provided software runtime underlying the integration.

- e. Monitor the throughput rate and various data statistics to facilitate early identification and resolution of operational issues, under the terms of this Addendum to the extent allowed by Canyon County security policy and practices.
 - (1) Troubleshoot and when the issue is covered under CrimeTracer Data Integration Maintenance either correct the issue or engage Customer to assist in restoring refresh data flow.
 - (2) Determine if issue requires a mapping correction and fix that if covered under the 10 hours.
- f. Provide up to 10 hours of support toward:
 - (1) The modification of a data source integration, when (1) those modifications are necessary as the result of changes to (but not replacement of) Customer's data source product and (2) the modifications are within scope of the original data source integration.
 - (2) Extraordinary data access control requests, e.g. the deletion of a document from the CrimeTracer network in response to a court-ordered expungement.

The following are excluded from the support provided by Forensic Logic:

- a. Modifications to data source integration made necessary if the data source product is moved from one database platform to another.
- b. Modifications to a data source integration that is deemed outside the scope of the original data source integration.
- c. Modifications to data source integrations, the overall solution architecture, or any other artifact resulting from services, if modifications are necessary as a result of (i) Customer's error or oversight at the time services were rendered, or (ii) new Customer requirements determined after services were completed.
- d. Recovery from catastrophic failure of hardware and/or third-party software.
- e. Backup of an Intermediate Machine (iBox) or any other customer controlled systems. It is the customer's responsibility to provide this.
- f. Corrective actions necessitated by bulk operations performed on a data source (e.g. rewriting all beat codes on crime reports to align with a new jurisdictional breakdown) without prior notification to and coordination with FL.
- g. Issues resulting from down time or incorrect operation of data sources.
- h. Issues related to any third party hardware or software.
- i. Any third party vendor maintenance charges.
- j. Bulk deletion of data from the CrimeTracer network.

Completion Criteria:

This activity will be considered complete when the End Date as set forth in the Schedule of this Addendum has been reached.

1.4 Customer Responsibilities

The completion of the effort depends on the full commitment and participation of Customer's management and personnel.

The responsibilities listed in this section are to be provided at no charge to FL. FL's performance is predicated upon the following responsibilities being fulfilled by Customer. Delays in performance of these responsibilities may result in additional cost.

- a. make appropriate personnel available to assist FL in the performance of its responsibilities and supply all prerequisite hardware and software to be used during the performance of this Addendum;
- b. provide information and materials FL requires to provide the Maintenance. FL will not be responsible for any loss, damage, delay, or deficiencies in the Maintenance arising from inaccurate, incomplete, or otherwise deficient information or materials supplied by Customer or on behalf of Customer;

- c. ensure that current maintenance, license, and other applicable agreements are in place with third parties whose work may affect FL's ability to provide the Maintenance. Customer is responsible for the management and performance of the third parties, and for any third party hardware, software or communications equipment used in connection with the Maintenance;
- d. designate up to three (3) representatives to contact FL with questions regarding the CrimeTracer network and data sources during the annual support period;
- e. provide VPN and remote desktop access to the hardware comprising the CrimeTracer solution so that FL can monitor and maintain the data sources as described in this Addendum;
- f. keep the third party hardware and software used for the CrimeTracer data feed current with any fixes and upgrades during the period of support;
- g. notify FL of bulk operations to be performed on data sources;
- h. be responsible for any data and the content of any database, the selection and implementation of procedures and controls regarding its access and, use, backup and recovery and security integrity of the stored data. This security will also include any procedures necessary to safeguard the integrity and security of software and data used in the Maintenance from access by unauthorized personnel; and
- i. if FL requires access to Customer's production systems, provide the required hardware for such access. Any hardware provided for this access will be secured at Customer's location when not in use by FL.

1.5 Charges

The Maintenance will be conducted on a fixed price basis. The fixed price for performing the Maintenance defined in the Addendum will be **\$11,221.00**. All charges are exclusive of any applicable taxes.

Travel and living expenses are not expected for this Maintenance. Should any travel to Customer's facility be required, estimated travel and living expenses will be paid by Customer and will be authorized through an amendment.

Forensic Logic will invoice Customer for the Maintenance performed in accordance with the table below, plus applicable taxes, travel and living expenses, and other reasonable expenses incurred in connection with the Maintenance. Amounts are due upon receipt of the invoice and payable within 30 days of the invoice date to an account specified by Forensic Logic. Late payment fees may apply.

Date or Milestone	Charge
Data Integration Maintenance (July 1, 2026 – June 30, 2027):	\$11,221.00
Total Charge:	\$11,221.00