

**AMENDMENT**

**TO THE AGREEMENT BETWEEN THE COUNTY OF TEHAMA  
AND NETSMART TECHNOLOGIES, INC**

This Amendment #1 to Agreement Number 2025-114 dated April 21, 2025, by and between the County of Tehama, through its Health Services Agency (County) and Netsmart Technologies, Inc. (Contractor) for the provision of purchasing licenses, solutions, hardware, services, and training shall be amended as follows:

**Exhibit D shall be replaced in its entirety.**

It is mutually agreed that all other terms and conditions of Agreement Number 2025-114 shall remain in full force and effect.

**IN WITNESS WHEREOF**, County and Contractor have executed this agreement on the day and year set forth below.

**COUNTY OF TEHAMA**

Date: \_\_\_\_\_

\_\_\_\_\_  
Jayme S. Bottke, Executive Director

**NETSMART TECHNOLOGIES, INC.**

Date: \_\_\_\_\_

\_\_\_\_\_  
Joseph McGovern, Executive Vice President

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Vendor Number

**Exhibit D**

<b>Scope of Work – Application Managed Services (AMS)</b>
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**Purpose**

The purpose of this SOW is to outline the deliverables for the Application Management portion of the above agreement including what is included in the scope, who is responsible for specific deliverables, and definitions for the deliverables.

**Points of contact**

Netsmart will provide a central point of contact who will be responsible for review of services requested as well as the priority/timing for when those services can be completed based on budgeted hours.

Client will appoint a central point of contact who will be responsible for coordinating and validating all requests and priorities in coordination with the Netsmart central point of contact.

**Scope Exclusions**

The following items are specifically excluded from the scope of work under the Addendum:

- Project work or implementation services of other Netsmart products that integrate with, but are separate from, the Application. Also includes project work that significantly changes the existing setups of the Client’s Application.
- Application release upgrade services for self-hosted clients
- New location rollouts for multi-agency environments
- Training of general Application concepts and use
- State reporting implementation
- 3<sup>rd</sup> party applications
- Changes to Application source code for which engineering is required
- Webservices / Scriptlink (Avatar only)
- Technical infrastructure and corresponding infrastructure services
- SQL Server Database Management/Optimization

**Responsibilities Matrix**

Netsmart and Client will perform their respective obligations as set forth below.

<b>Application Issue Response</b>	<b>Netsmart</b>	<b>Client</b>
Perform Help Desk Functions		X
Document Initial Cases		X
Provide troubleshooting expertise, incident, and problem resolution related to the Application	X	
Recommend short-term and long-term alternative resolutions to incidents and problems	X	
Follow Netsmart policies for handling patient data	X	
Provide Client with monthly service reports	X	
Resolve Network and Hardware Related Issues		X

As Needed Coordinate Work with Netsmart Technical Support		X
Document Resolution	X	X
<b>Maintenance of Managed Software</b>	<b>Netsmart</b>	<b>Client</b>
Request Application Changes		X
Participation in Change Control Process	X	X
Perform Application Change in Non-Production Domain	X	
Test Application Changes in Non-Production	X	X
Perform Application Change in Production	X	
Validate Application Changes in Production		X
Communicate Changes to Client	X	
Provide Client with monthly service reports	X	
Communicate Changes to End Users		X
<b>Report Development</b>	<b>Netsmart</b>	<b>Client</b>
Request Reports and Document Desired End Goal		X
Create Reports	X	
Troubleshoot issues with existing reports	X	
Modify existing Reports	X	
Test Reports	X	X
Communicate Report to End Users		X

Netsmart will address changes to the Application, which includes development of new or changes to existing forms, reports, finance, and general discussions regarding Application maintenance and use. Request for maintenance changes will be vetted by existing governance structures at the Client site.

- Total work per month will be limited to 80 hours (approximately 20 hours per week).
- Unused hours cannot be rolled into the next month, unless agreed upon by the parties.
- AMS will be provided for one (1) production domain and one (1) non-production domain that Client utilizes for the Applications.

#### **Method of Delivery**

AMS services will be delivered through remote connectivity to Client's systems.

**OneTeam Services Expenditures Page**

**RECURRING CHARGES:**

<b><u>OneTeam Services</u></b>	<b><u>Qty</u></b>	<b><u>Charges</u></b>	<b><u>Term</u></b>	<b><u>Payment Terms</u></b>
Application Management Services (AMS)	80 hours per month	\$16,800 per month	November 1, 2024, through February 28, 2027	Due monthly
Application Management Services (AMS)	44 hours per month	\$9,240 per month	March 1, 2027, through June 30, 2028	Due monthly

**OneTeam Services Expenditures Page**