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BECKY LANGRUM  
 County Clerk, Hunt County, Tex.  
 by 

**JURY ADMINISTRATION SYSTEM  
 MASTER SERVICES AGREEMENT**

THIS MASTER SERVICES AGREEMENT (this "Master Services Agreement") is entered into as of the 9<sup>th</sup> day of December, 2025 (the "Effective Date") by and between County of Hunt, having an address at 2507 Lee St, Room 104, Greenville, TX 75401 (the "County" or "Customer") and Judicial Systems, Inc. ("JSI"), a Texas corporation having an address at 4849 Greenville Avenue, #100-207, Dallas, TX 75206. Each individually is a "Party" and together they are the "Parties".

WHEREAS County desires that JSI provide the Jury Administration System as modified for the County as provided for in this Agreement and JSI is willing to undertake and provide the system for the County

WHEREAS County seeks to procure from JSI, and JSI agrees to provide to County, under the terms and conditions of this Agreement, the Services described herein.

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereby agree as follows:

**1. SCOPE**

1.1. These terms and conditions apply to County's use of JSI's Software-as-a-Service-based subscription service (SaaS), professional and support services, along with any related work product (such Jury Administration System, professional and support services and work product, collectively, the "Jury Administration System") ordered by County under an order form, statement of work, or other ordering document issued by JSI (including any online form, which County agrees is subject to acceptance or rejection by JSI) specifying the services to be provided hereunder.

1.2. The Master Services Agreement and all Orders (collectively, the "Agreement") represent the parties' entire understanding regarding the Jury Administration System and shall control over any different or additional terms of any purchase order or other non-JSI ordering document, and no terms included in any such purchase order or other non-JSI ordering document shall apply to the Jury Administration System.

1.3. The services to be delivered by JSI under this Agreement are detailed specifically in EXHIBIT 3 - Implementation Scope of Work ("SOW"), attached hereto or provided contemporaneously herewith, and incorporated herein by this reference. The SOW shall be the primary document outlining the specific workflows, configurations, modules, customizations, and client requirements agreed upon between the parties. The SOW will serve as the definitive scope of work guiding implementation, configuration, and testing of the Genesis Jury Management System. Any changes to the scope outlined within the SOW must be mutually agreed upon in writing by both parties through an updated and version-controlled revision of the SOW.

1.4. In the event of a conflict or discrepancy between the terms of this Master Services Agreement and the terms specified within the SOW, the terms of the SOW shall control with respect to the scope of services, customizations, timelines, and deliverables. For all other terms not explicitly covered in the SOW this Master Services Agreement shall govern. In the event of a conflict between the terms and conditions of this Agreement and an Order, the terms of the Order shall control.

1.5. Purchase Order Requirements: If County provides a Purchase Order ("PO") to JSI, JSI shall reference the Purchase Order Number in the applicable Order. County expressly agrees that terms and conditions provided under such PO shall be of no force and effect. County will provide any

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required purchase orders promptly on signing of the Order.

## **2. DEFINITIONS**

2.1. "Affiliates" means the County and any other entity that, directly or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the County.

2.2. "Aggregate Data" means Anonymous Data along with data derived from compiling, combining or incorporating such Anonymous Data with or into other similar data and information available, derived or obtained from other customers, clients, licenses or user of JSI, or otherwise to permit JSI to provide the Jury Administration System.

2.3. "Anonymous Data" means the anonymous statistical and usage data related to the Jury Administration System that is derived from the anonymization and aggregation of County Data

2.4. "Authorized Users" means those employees, agents and independent contractors of the County who are authorized by the County to use the Jury Administration System in accordance with the number and types of users as set out in the Order.

2.5. "IP Claim" means any claim suit or proceeding filed against County by any third party to the extent that such claim, suit or proceeding asserts that the Jury Administration System infringes any intellectual property rights of such third party in Canada or the United States.

2.6. "Confidential Information" means all confidential information disclosed by a party (the "Disclosing Party") to the other party (the "Receiving Party") whether orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of the disclosure, and includes the terms and conditions of this Agreement and all Orders as well as business and marketing plans, technology and technical information, product plans and designs and business processes disclosed by such party, and where Disclosing Party is JSI shall include the Jury Administration System, but does not include any information that (i) is or becomes generally known to the public without breach of any obligation owed to the Disclosing Party, (ii) was known to the Receiving Party prior to its disclosure by the Disclosing Party without breach of any obligation owed to the Disclosing Party, (iii) is received from a third party without breach of any obligation owed to the Disclosing Party, or (iv) was independently developed by the Receiving Party. Where the Disclosing Party is the County, Confidential Information shall not include any information provided by the County through any public forums nor Aggregate Data provided or shared through the Jury Administration System

2.7. "Documentation" means as related to the Jury Administration Systems, the documentation on Jury Administration System specifications made available to County via an JSI online portal.

2.8. "County Data" means all electronic data or information submitted by County to be stored or processed in the Jury Administration System but does not include Aggregate Data.

2.9. "Taxes" means any taxes, levies, duties or similar governmental assessments of any nature, including but not limited to value-added, sales and use, or withholding taxes, assessable by any local, state, provincial, federal or foreign jurisdiction.

## **3. ACCESS TO JURY ADMINISTRATION SYSTEM**

3.1. **Right to Use Jury Administration System:** JSI grants the County, subject to the terms and conditions of this Agreement, a non-assignable, non-transferable (except as explicitly provided in this Agreement), non-exclusive right to permit County's Authorized Users to access and use the Jury Administration System solely for the County's internal business purposes, subject to any specific usage restrictions set forth in the Order.

3.2. **Services:** JSI will provide any required implementation and professional services as listed in the Order (the "Professional Services").

3.3. **Data Protection:** JSI will maintain industry-standard administrative, physical and technical safeguards designed for the protection of the security, confidentiality and integrity of County Data, including measures designed to prevent access, use, modification or disclosure of County Data by JSI personnel, except (i) as required to provide the Jury Administration System and prevent or address service or technical problems, or (ii) as compelled by law in accordance with Section 8.1.

3.4. **Hosting: Azure** Hosting services are provided by Microsoft, which is a subcontractor of JSI. Subject to the terms of this Agreement, including but not limited to its indemnity provisions, JSI shall be responsible for the actions of the Hosting Partner, to the extent that such actions are directly related to the services provided to County by JSI, but not to the extent of any errors, omissions, delays, or other actions that are beyond JSI's reasonable control.

#### 4. COUNTY RESPONSIBILITIES

4.1. **Jury Administration System:** Except as expressly provided herein, County agrees that it will not itself, and will not permit others to: (i) sublicense, sell, rent, lend, lease or distribute the Jury Administration System or any intellectual property rights in the Jury Administration System or otherwise make the Jury Administration System available to others other than the County and its Authorized Users; (ii) modify the Jury Administration System in any way not authorized by JSI; (iii) use the Jury Administration System in violation of any applicable law or for any purpose or in any manner not expressly permitted in this Agreement or the applicable Order, including, without limitation to reverse engineer, de-compile, disassemble or create any derivative works of the Jury Administration System not authorized by JSI; or (iv) remove or obscure any proprietary notices or labels on the Jury Administration System.

4.2. **Other Responsibilities:** The County shall ensure that: (i) the maximum number and type of Authorized Users that will be permitted to use the Jury Administration System and their mode of access shall comply with the applicable Order; (ii) the Authorized Users will use the Jury Administration System in accordance with the terms and conditions of this Agreement and the applicable Order; and (iii) its network and systems used in conjunction with the Jury Administration System comply with the Documentation that may be updated from time to time. County is solely responsible for procuring and maintaining its network connections and telecommunications links from its systems to JSI's data center(s), and maintaining the security of its equipment and account access passwords. If either party discovers that County has exceeded the applicable number and type of Authorized Users in the applicable Order, such party will immediately notify the other party, and County will pay JSI its then-current fees for such overage up to that point. Thereafter, JSI may either (a) require County to either bring its usage within the limits of such restrictions or (b) increase County's permitted number of Authorized Users.

4.3. **County Data:** County acknowledges that responsibility for the collection of County Data is the sole and exclusive responsibility of County. County acknowledges and agrees that JSI is not responsible in any way for any intellectual property infringement or violation or the violation of any third party's rights or the violation of any laws, including but not limited to infringement or misappropriation of copyright, trademark or other property right of any person or entity, arising from or relating to the County Data. In relation to all personal data comprised within the County Data, County warrants that such personal data shall have been obtained and supplied to JSI in compliance with applicable laws, including but not limited to data protection legislation and County warrants that it has obtained all necessary consents and approvals from users that are necessary to permit JSI to provide the services under this Agreement. County further agrees to not use the Jury Administration System to store, process or transmit any sensitive financial information, including but not limited to any account number, credit or debit card number (with or without any required security code) or password that would permit access to an individual's financial account, and JSI disclaims responsibility for any such data.

#### 5. PAYMENT AND INVOICING

5.1. **Fees:** Jury Administration Systems and Authorized Users are purchased on a SaaS subscription basis ("Subscriptions") for an annual subscription fee (the "Subscription Fee"). Additional Subscriptions may be added during the Subscription Term (as defined below). Fees for Professional Services will be as set out in the applicable Order.

5.2. **Invoicing and Payment:** All fees are invoiced in advance, unless otherwise set out in the Order. Unless otherwise stated in the Order, invoiced charges are due within thirty (30) days from receipt of invoice. Payment obligations are non-cancelable, and fees paid are non-refundable except as otherwise set out in this Agreement.

5.3. **Late Payment:** If any amounts are not received by the date specified on the Order (unless subject to good faith dispute), after written notice to County and failure to pay such amounts within sixty (60) days of such notice, such charges shall accrue late interest at the rate of 1.5% compounded (19.6% per annum) of the outstanding balance per month or the maximum rate permitted by law (whichever is lesser), from the date the payment was due until the date paid; and JSI may, without limiting its other rights and remedies, suspend County's access to the Jury Administration System, in whole or in part, until such amounts are paid in full.

5.4. **Taxes:** Unless otherwise stated, fees do not include any Taxes. County is responsible for paying all Taxes associated with the purchases under the Order. If JSI has the obligation to pay or collect any Taxes associated with the Order for which County is responsible, the appropriate amount shall be included in the invoice and County agrees to pay such amount. For clarity, JSI is solely responsible for taxes assessable against it based on its income, property or employees.

## 6. PROPRIETARY RIGHTS

6.1. **Jury Administration System:** Subject to the limited rights expressly granted hereunder, JSI reserves all rights, title and interest in and to the Jury Administration System and all modifications and improvements to the Jury Administration System (including Aggregate Data), plus all related intellectual property rights. Except as expressly stated in this Agreement, this Agreement does not grant County any rights to, or in, patents, copyrights, database rights, trade secrets, trade names, trademarks (whether registered or unregistered), or any other rights or licenses in respect of the Jury Administration System.

6.2. **County Data:** County reserves all rights, title and interest in and to the County Data, and subject to the limited rights granted by County hereunder, JSI acquires no right, title or interest from County under this Agreement in or to County Data or any intellectual property rights therein. County grants JSI a limited license to copy, transmit, display and modify such County Data, solely as necessary for JSI to provide services to County under this Agreement.

## 7. CONFIDENTIALITY

7.1. **Confidentiality:** The Receiving Party shall: (i) protect the Disclosing Party's Confidential Information using the same degree of care that it uses to protect the confidentiality of its own Confidential Information of like kind (but in no event less than reasonable care); (ii) not use (except to perform its obligations hereunder or exercise its rights hereunder) or disclose to any third person any such Confidential Information, and (iii) except as otherwise authorized by the Disclosing Party in writing, limit access to such Confidential Information to those of its employees, contractors and agents who need such access for purposes consistent with this Agreement and who have signed confidentiality agreements with the Receiving Party containing protections no less than those herein. If the Receiving Party is required by law to make any disclosure of such Confidential Information, the Receiving Party, if permitted by law, shall first give written notice of such requirement to the Disclosing Party, and shall permit the Disclosing Party to intervene in any relevant proceedings to protect its interests in the Confidential Information, and reasonably cooperate with the Disclosing Party in seeking to obtain such protection. Each party may also confidentially disclose the terms and conditions of this Agreement to actual or potential financing sources or acquirers.

7.2. **Public Information Act Disclosures:** Notwithstanding any confidentiality or non-disclosure provision in this Agreement, County must comply with the Texas Public Information Act (Chapter 552, Texas Government Code). JSI acknowledges that information held by the County, including this Agreement and records related to its performance, may be subject to public disclosure. If County receives a request for JSI's Confidential Information, it will notify JSI as reasonably permitted by law, so that JSI may timely assert any exceptions under the PIA. However, County will not be in breach of this Agreement for disclosing any information in compliance with the PIA or other applicable law

7.3. **Feedback:** To the extent County provides any suggestion, idea, enhancement requests, recommendations or comments ("Feedback"), such Feedback will not be considered Confidential Information and JSI will have the unrestricted right to use, profit from, disclose, publish or otherwise exploit any Feedback without any compensation to County. County shall have no intellectual property rights in any developments arising from any Feedback.

7.4. **Usage and Performance:** Data collected by JSI for the purpose of monitoring usage and performance of the Jury Administration System by County will not be considered Confidential Information and shall only be utilized for the legitimate interest of delivering the Jury Administration System to County.

## **8. JSI Personnel**

### **(a) JSI Personnel Verification.**

(i) JSI shall be responsible for verifying that all JSI Personnel (A) are authorized to work in any location in which they are assigned to perform Services, (B) meet the criteria for JSI Personnel under this Agreement, and (C) have not been convicted of or accepted responsibility for a felony or a misdemeanor involving a dishonest or violent act, and are not otherwise disqualified from performing their assigned Services under applicable Laws, including the Drug Free Workplace Act. JSI shall maintain, in an accessible location and format, the documentation reasonably necessary to verify the foregoing, as well as a resume and such other information about the individual as may be reasonably requested by County and shall make such documentation available to County or County auditors upon request.

(ii) JSI agrees to utilize and will continue to utilize the U.S. Department of Homeland Security's E-Verify system to determine the eligibility of: (A) all persons employed to perform duties during the Term of the Agreement; and (B) all persons, including subcontractors, assigned by JSI to perform work pursuant to this Agreement within the United States of America.

### **(b) Background and/or Criminal History Investigations.**

Prior to the date any JSI Personnel are assigned to County's account, JSI shall conduct or verify and deliver to County (if permitted by law), via a secure electronic method and at JSI's expense, proof that JSI Personnel who participate in Services rendered to County have passed a criminal background check if required.

### **(c) Removal of Contactor Personnel.**

JSI shall promptly remove (or cause to be removed) from working with County hereunder any JSI Personnel known to be or suspected of engaging in activities that may present a threat to the safety or security of any person or any case data, facilities, operations, or assets or upon County's request to remove such JSI Personnel.

### **(d) Certifications.**

JSI, for itself and, to the best of its knowledge, on behalf of its material subcontractors, certifies that:

- i. It is not, and its principals are not, suspended or debarred from doing business with the state where County is located, or the federal government as listed in the System for Award Management (SAM).
- ii. As of the Effective Date, it is not listed in the prohibited vendors list authorized by Executive Order #13224, "*Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism*," published by the United States Department of the Treasury, Office of Foreign Assets Control.
- iii. It shall not enter into any agreement or act in any manner that may have the effect of restricting sales to the U.S. Government.
- iv. County's payment to JSI under this Agreement shall not be used for the purposes of lobbying any elected or appointed government official.
- v. It shall comply with the requirements of IIRIRA, and the Immigration Act of 1990 (8 U.S.C. § 1101, et seq.) regarding employment verification and retention of verification forms for any individual(s) hired on or after the effective date of IIRIRA, who shall perform any labor or services under this Agreement. Nothing herein is intended to exclude compliance by JSI with all other relevant federal immigration statutes and regulations promulgated pursuant thereto.

## **9. WARRANTIES**

9.1. **Jury Administration Systems Warranty:** JSI warrants that the Jury Administration Systems, as delivered, shall perform materially in accordance with the specifications contained in the then-current SOW that relates to the Jury Administration Systems. In the event of any breach of the warranty in this subsection during the term of this Agreement, JSI shall, as its sole liability and County's sole remedy, diligently remedy such deficiencies that cause the Jury Administration Systems to not conform to this warranty. If JSI determines that it is unable to remedy such deficiencies, JSI may terminate that portion of the applicable Order affected and refund to County a pro rata amount of the fees actually paid by the County to JSI for the unused Subscription Term of the defective Jury Administration Systems.

9.2. **Professional Services:** JSI warrants that the Professional Services and Support Services will be performed in a professional and workmanlike manner consistent with applicable industry standards. County's sole and exclusive remedy with respect to this warranty will be that JSI shall correct the breach of this warranty within a commercially reasonable period, provided that County reports any warranty claims to JSI within thirty (30) days of the delivery of the related Professional Services or Support Services.

9.3. **GENERAL DISCLAIMER:** EXCEPT FOR THE EXPRESS WARRANTIES SET OUT IN THIS SECTION, JSI MAKES NO OTHER WARRANTIES, REPRESENTATIONS OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION THAT OPERATION AND ACCESS OF THE JURY ADMINISTRATION SYSTEM WILL BE UNINTERRUPTED OR ERROR FREE, OR ANY IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE OR SATISFACTORY QUALITY OR THOSE ARISING FROM STATUTE OR USAGE OF TRADE.

## **10. NO INDEMNIFICATION OR WAIVER BY COUNTY:**

10.1. **County Immunity:** Nothing in this Agreement waives any governmental or sovereign immunity of the County under Texas law. The County cannot and does not agree to indemnify or hold harmless any other party. Any provision to the contrary shall have no effect.

## 11. INDEMNIFICATION FOR INTELLECTUAL PROPERTY INFRINGEMENT

11.1. JSI will defend at its expense any IP Claim and will pay all costs and damages finally awarded against County a court of competent jurisdiction or any settlement amounts finally agreed to by JSI as a result of any such IP Claim, provided that County (i) promptly notifies JSI in writing of such IP Claim, (ii) transfers sole control of the defense of the IP Claim and all negotiations leading to a settlement or resolution (provided that County will have the right to reasonably participate, at its own expense, in the defense of any such IP Claim); and (iii) fully co-operates with and assists JSI in the defense of such IP Claim.

11.2. If a IP Claim arises, or in JSI's opinion, may arise, JSI may at its sole option and in its sole discretion (i) replace or modify that portion of the Jury Administration System so as to avoid the IP Claim; (ii) procure the right for County to continue the use of the Jury Administration System, or (iii) terminate that portion of the applicable Order corresponding to the IP Claim and refund to County a pro rata amount of the fees actually paid by the County to JSI for the unused Subscription Term of such Order.

11.3. The foregoing indemnities will not apply to any IP Claim to the extent based upon or arising from (i) any unauthorized use or modification of the Jury Administration System; (ii) use of the Jury Administration System in combination with any software, data, content or hardware not provided or required by JSI, to the extent the IP Claim relates to the combination or (iii) any work product based on specifications provided by County to the extent the IP Claim related to such work product created based on those specifications.

11.4. THE FOREGOING REPRESENTS CUSTOMER'S SOLE AND EXCLUSIVE REMEDY AND JSI'S ENTIRE LIABILITY AND OBLIGATION WITH RESPECT TO ANY ACTUAL OR ALLEGED INFRINGEMENT OF ANY INTELLECTUAL PROPERTY RIGHT.

## 12. LIMITATION OF LIABILITY

12.1. TO THE EXTENT ALLOWED BY LAW, IN NO EVENT SHALL EITHER PARTY HAVE ANY LIABILITY TO THE OTHER PARTY FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES HOWEVER CAUSED, INCLUDING LOST PROFITS AND REVENUES OR OTHER COMMERCIAL OR ECONOMIC LOSS, WHETHER IN CONTRACT, TORT OR UNDER ANY OTHER THEORY OF LIABILITY, AND WHETHER OR NOT THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

12.2. IN NO EVENT SHALL EITHER PARTY'S TOTAL LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT, WHETHER IN CONTRACT OR TORT OR UNDER ANY OTHER THEORY OF LIABILITY, EXCEED THE AMOUNT PAID BY CUSTOMER IN THE TWELVE MONTHS PRECEDING THE DATE OF THE CLAIM LEADING TO SUCH LIABILITY.

12.3. THIS SECTION 11 SHALL NOT APPLY TO (i) CUSTOMER'S PAYMENT OBLIGATIONS FOR THE JURY ADMINISTRATION SYSTEM UNDER THIS AGREEMENT; (ii) INDEMNIFICATION OBLIGATIONS UNDER SECTION 10.1; OR (iii) EITHER PARTY'S FRAUD, WILFUL MISCONDUCT OR GROSS NEGLIGENCE.

## 13. TERM AND TERMINATION

13.1. **Term:** The term of this Agreement shall be for the subscription term of three years under this Agreement (the "Initial Term"). The Agreement will automatically renew for additional periods of one year (the Initial Term along with any renewal periods being the "Subscription Term") unless either party gives notice of non-renewal at least 90 days before the end of the Subscription Term. Additional Subscriptions purchased on any subsequent Order will co-terminate with the Subscription Term

13.2. **Non-Appropriation:** The County's payment and performance obligations are payable

solely from current appropriated revenues. In accordance with Texas Local Government Code § 271.903, if the County's governing body fails to appropriate funds sufficient to continue this Agreement for any fiscal period during the term, the County may terminate the Agreement at the end of the then-current fiscal year without further obligation or liability. County will provide prompt written notice of such non-appropriation, and neither termination nor failure to fund shall be deemed a breach of this Agreement."

13.3. **Termination:** If either party fails to substantially comply with any material provision of this Agreement or any Order, and such breach has not been cured within thirty (30) days after receipt of written notice thereof, the non-breaching party may terminate this Agreement or the affected Order. Upon expiration or termination of this Agreement, (a) County shall cease any further use of the Jury Administration System or Documentation, (b) each Receiving Party will return or destroy, at the Disclosing Party's option and upon written request, the Disclosing Party's Confidential Information in the Receiving Party's possession or control, (c) all fees that have accrued as of such expiration or termination, and Sections 5, 7, 9.2, 10, 11, and 12, will survive any expiration or termination of this Agreement or the affected Order and (d) if this Agreement or an Order is terminated due to JSI's uncured breach, JSI will refund to County a pro rata amount of the fees actually paid by the County to JSI for the unused Subscription Term of the affected Order.

13.4. **Return of County Data:** Upon County's written request, where such request must be made within one hundred eighty (180) days following expiration or termination of this Agreement, JSI shall return County Data to County via a secure FTP and in an industry standard database format at no cost to County. All County Data shall be deleted by JSI no earlier than three hundred sixty five (365) days after expiration or termination of this Agreement.

13.5. **Transition Services:** Within five (5) Business Days following notice to JSI from the County of termination of JSI's services to County, and within five (5) Business Days following termination or expiration of such Services, JSI shall at no additional cost deliver to the County all County Data and information used by JSI in provision and execution of Services. County Data and information must be delivered in a format requested or if no request is made as to format, then JSI shall provide the County with a digital copy, in compressed form, containing County Data in a format that is easily readable and understandable, and within industry standard practices.

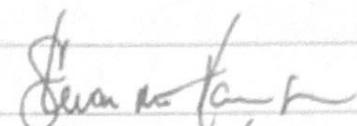
## 14. GENERAL

14.1. **Assignment:** Neither party may assign this Agreement nor any rights or obligations herein without the other party's prior written approval, except that either party may assign this Agreement to a successor to substantially all of its assets or business related to this Agreement or an Affiliate. Any purported assignment in violation of this Section shall be void.

14.2. **Miscellaneous:** Notices to JSI provided must be addressed to JSI at the above-listed address. ~~Notices to County~~ shall be delivered to the contact information for County provided in the Order or, if none, at the address set forth above. Unless the specific venue is otherwise identified in a statute which directly names or otherwise identifies its applicability to County, each Party irrevocably agrees that any legal action, suit or proceeding brought by such Party arising out of this Agreement must be brought solely and exclusively in Hunt County, Texas and irrevocably accepts and submits to the sole and exclusive jurisdiction of each of the aforesaid courts, *in personam*, generally and unconditionally; provided, however, that this Section 13.2 shall not prevent a Party against whom any legal action, suit or proceeding is brought by the other Party in the state courts of the State of Texas from seeking to remove such legal action, suit or proceeding, pursuant to applicable federal law, and in the event an action is so removed each Party irrevocably accepts and submits to the jurisdiction of the aforesaid district court

IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY

AND ITS AFFILIATES TO THESE TERMS AND CONDITIONS.

Judicial Systems, Inc.			
Signature		Signature	
Name	Marty Balkema	Name	Steven W. Harrison
Title	President	Title	Judge P. Term
Date	12/10/25	Date	12/9/25

#### **14. SUPPORT SERVICES**

14.1 "Support and Maintenance Services" means (i) online support to County's system administrator users relating to technical issues, errors or problems with the Jury Administration System; (ii) access to online resources via the online JSI customer portal; (iii) notification of and access to JSI release patches and Documentation released by JSI; and (iv) notification of and access to Updates and Upgrades of the Jury Administration System. Support and Maintenance Services do not include new applications and modules released by JSI that include significantly different features and functionality, which are packaged and licensed as separate applications and modules.

14.2 Supported versions: JSI will provide Support and Maintenance Services for the most current version and the immediately previous version of the Jury Administration System released by JSI to its customers and for the environments as described in the Platform Support Policy, as may be amended from time to time.

14.3 Items not covered by Support and Maintenance Services: JSI is not obligated to provide Support and Maintenance Services for, and shall have no liability in connection with, errors or problems caused by the following: (i) third-party components not provided by JSI, including County's infrastructure and network; (ii) use of the Jury Administration System other than in a recommended environment described in the Platform Support Policy available as may be amended from time to time; (ii) training or walk-throughs of the Jury Administration System, change requests, end user requests or troubleshooting with end users; or (iii) continued use of a version of the Jury Administration System for which Support and Maintenance Services in not provided in accordance with Section 3.3 above.

#### **15. CUSTOMER OBLIGATIONS**

County agrees to provide JSI with all information and materials reasonably requested by JSI, including reasonable access to the Jury Administration System to enable replicating, diagnosing and correcting a Defect reported by County. Support that requires JSI to attend at County's premises shall be at County's expense. County acknowledges that JSI's ability to provide satisfactory Support Services is dependent on JSI having the information necessary to replicate the reported problem with the Jury Administration System.

**ORDER FORM - EXHIBIT 1 - Modules Selected / Cost**

1. **JURY MANAGEMENT SOFTWARE FROM JUDICIAL SYSTEMS -5 Year Annual SaaS Subscription (see price grid below)**
  - a. Genesis Base Jury System
  - b. Genesis Web Portal
2. Optional Features that can be activated should the Court Desire: \*\*
  - a. Genesis IVR
  - b. SMS/Messaging

\*\* Per the RFP these additional features will be implemented after Genesis Base Jury System and Web Portal are up and implemented. Judicial Systems and the Court will work together to have these implemented on a mutual agreed to timeframe.

**3. SaaS subscription fee includes the following:**

Access to Genesis base plus modules listed above

- A. Updates or enhancements ongoing
- B. Hosting (Cloud base)
- C. Customer Support – technical, training, etc.
- D. **Annual Wheel Creation/Updating**
- E. **SMS/Messaging – includes up to 10,000 SMS text and emails per year. Any overages are invoiced at \$.06 per.**

	SaaS Fee	Hosting & Support
<b>Year 1</b>	<b>\$29,500.00*</b>	<b>Included</b>
<b>Year2</b>	<b>\$29,500.00*</b>	<b>Included</b>
<b>Year3</b>	<b>\$29,500.00*</b>	<b>Included</b>
<b>Year4</b>	<b>\$29,500.00*</b>	<b>Included</b>
<b>Year5</b>	<b>\$29,500.00*</b>	<b>Included</b>

- \*Optional Chat Module: \$3,600.00 per year.

**Implementation:**

<b>Professional Service Fees:</b>	<b>Pricing</b>	
Includes: Data conversion, configuration, installation, and training.	\$12,500.00	
<b>Total:</b>	<b>\$12,500.00</b>	

## **ORDER FORM - EXHIBIT 2 – Payment Details / Terms**

JSI is to provide Jury Administration System as outlined in Exhibit 1 attached hereto. County shall pay and reimburse JSI for provision of the System in accordance with the terms and at the rates of compensation and reimbursement set forth in Exhibit 1. Payment in accordance with Exhibits 1 shall constitute full and sole payment and compensation to JSI for providing for the Jury Administration System.

Jury Management Software System invoices will be sent to County per schedule detailed below. Payment of any such invoice shall not preclude the County's right to question the accuracy thereof. Payment terms to be net 30 days unless otherwise noted.

### **Payment Schedule:**

The following cost, amounts and annual payments are due based on the milestones and dates specified below:

**Contract Execution** – All funds listed as Professional Services and Subscription Fee will be invoiced upon contract execution. Due 30 days from contract execution.

**\*Professional Services** – Includes installation, configuration, and training.

**Amount:** \$12,000.00

**\*\*Subscription Fee** – Includes software, upgrades, hosting services plus customer support. First year due on contract execution. Ongoing subscription fee is due on anniversary date of your go live date.

**Amount:** \$29,500.00

**Note:** *Lapse of Annual Support or late payments based upon this agreement may cause delays in JSI Support under the SLA. SaaS services, if selected, must be paid in accordance with this agreement to maintain software use and services.*

**Creation of future annual jury list are included in the annual SaaS Subscription Fee.**

## **ORDER FORM - EXHIBIT 3 – Implementation Scope of Work**

*The Scope of Work defined below is based on JSI's RFP response and is incorporated herein and made part of this Agreement.*

### **3.1 Core Functional Modules**

#### **Juror Pool Management:**

Genesis provides comprehensive juror pool management capabilities specifically designed to handle Texas jury source requirements. The system supports configurable import routines for Secretary of State (SOS) and DPS data sources, accommodating multiple file formats including Excel, CSV, and XML. Our validation engine identifies and isolates invalid records without interrupting the import process, allowing for review, correction, and reprocessing. The system maintains detailed audit trails of all import activities and supports automated scheduling for recurring data feeds. Genesis also includes death list processing, address validation through NCOA integration, and automated removal of disqualified individuals based on configurable business rules.

#### **Qualification & Summons:**

Our qualification and summons module delivers complete lifecycle management from initial questionnaire generation through final disposition tracking. The system supports both online portal delivery and traditional mail printing with customizable templates that can be tailored to Hunt County's specific requirements and branding. Genesis includes automated reminder systems for unanswered questionnaires, configurable deferral logic, and comprehensive status tracking throughout the qualification process. The platform supports bilingual operations and includes built-in validation rules to ensure data quality and compliance with Texas statutes.

#### **Juror Portal:**

Genesis features a secure, mobile-responsive juror portal that provides 24/7 access for jurors to manage their service obligations. The portal enables online submission of exemptions, disqualifications, and deferral requests with built-in validation to ensure complete and accurate information. Jurors can check their reporting status, view court instructions, and receive automated notifications about their service requirements. The portal includes comprehensive security controls with session management, data encryption, and audit logging of all juror interactions. The interface is designed for accessibility compliance and supports multiple languages as needed.

#### **Check-In and Attendance:**

The platform provides real-time juror appearance and attendance tracking with flexible check-in options including self-service kiosks, staff-assisted check-in, and mobile device compatibility. The system supports multiple check-in locations simultaneously and includes automated attendance validation, no-show tracking, and configurable follow-up workflows for failure-to-appear situations. Genesis maintains detailed attendance records for payment calculation and provides real-time dashboard visibility for court staff to monitor jury pool status throughout the day.

## **Panel Assignment:**

Genesis delivers sophisticated randomized juror selection and panel assignment capabilities that ensure statistical fairness while accommodating court-specific requirements. The system supports configurable selection criteria, automated panel balancing, and real-time panel management with the ability to make adjustments based on voir dire outcomes. The platform maintains complete audit trails of all selection activities and provides tools for managing multiple panels simultaneously across different courtrooms and case types.

## **Reporting & Analytics:**

The system includes standard operational reports for jury utilization, compliance tracking, and system metrics, while also enabling authorized users to create custom reports and dashboards. Reports can be scheduled for automatic delivery, exported in multiple formats, and secured through role-based access controls.

## **4. Technical Requirements**

### **4.1 System Architecture**

Genesis is delivered exclusively as a managed Software-as-a-Service (SaaS) platform hosted in secure, scalable cloud infrastructure. The system architecture implements comprehensive role-based access control (RBAC) with granular permission management and multi-level security controls. All user interfaces are web-based and compatible with major browsers including Chrome, Firefox, Safari, and Edge, requiring no client-side software installation. The platform features mobile-responsive design optimized for tablets and smartphones, ensuring full functionality across all device types. Our architecture supports horizontal scaling to accommodate varying workloads and includes built-in redundancy and failover capabilities.

### **4.2 Integration Requirements**

Genesis provides a robust RESTful API framework that supports integrations with common court platforms. Custom integrations can be developed upon request and are subject to project customization fees based on complexity and scope. Our API architecture supports both real-time and batch data exchange with comprehensive error handling, retry logic, and detailed logging capabilities. For county finance system integration to support automated payment processing and reconciliation, we can develop custom API connections as part of the implementation scope, with specific requirements and pricing determined during the project planning phase based on the target system's technical specifications and data requirements.

### **4.3 Data Migration**

Judicial Systems provides comprehensive data migration services as part of every implementation, including detailed analysis of legacy system data structures, mapping documentation, and cleansing processes to ensure data quality. Our migration approach includes multiple validation checkpoints, test migrations in sandbox environments, and final production migration with full rollback capabilities. We work closely with Hunt County IT staff to extract and validate historical jury data, ensuring continuity of operations and preservation of critical historical records. The migration process includes data quality reporting and exception handling to address any inconsistencies or missing information discovered during the transfer process.

## **4.4 Security and Compliance**

Genesis implements end-to-end encryption using TLS 1.2+ for data in transit and AES-256 encryption for data at rest, ensuring comprehensive protection of sensitive juror information. The system maintains full audit trails for all user actions, including login attempts, data modifications, and system access events. Our role-based permission system provides granular access controls with detailed logging of all permission changes and user activities. The platform is designed to support ADA compliance requirements (WCAG 2.1 Level AA) with accessibility features built into all user interfaces. Security controls include automated session management, failed login lockout, and comprehensive monitoring with alerting capabilities for suspicious activities.

## **5. Service and Support Requirements**

### **5.1 Training**

Judicial Systems delivers comprehensive training programs tailored to Hunt County's specific operational requirements and system configuration. Our training approach includes both on-site and virtual sessions for County Clerk, District Clerk, and IT personnel, with role-specific curriculum designed to ensure proficiency across all system functions. We provide detailed user manuals, step-by-step Business Process Guides, and access to our online knowledge base with searchable documentation and frequently asked questions. Our training methodology includes hands-on practice sessions, train-the-trainer programs for larger teams, and post-implementation refresher training to ensure ongoing competency and adoption.

### **5.2 Maintenance & Support**

Our support model provides dedicated account management with structured issue tracking through our Jira-based support portal, ensuring transparent communication and progress tracking for all support requests. We offer guaranteed response times based on issue severity levels, with critical issues receiving immediate attention and resolution within defined service level agreements. Our maintenance agreement includes all software updates, security patches, and system optimizations delivered through our managed hosting environment. The support team includes experienced jury management specialists familiar with Texas court operations and statutory requirements, providing both technical and operational guidance as needed.

### **5.3 Hosting**

Genesis is hosted as a fully managed SaaS solution in secure, enterprise-grade cloud infrastructure designed to meet government security requirements. Our hosting environment provides 99.9% uptime SLA with 24/7 monitoring, automated failover capabilities, and comprehensive backup and disaster recovery procedures. The infrastructure includes redundant systems across multiple availability zones, ensuring continuous service availability even during maintenance or unexpected outages. All hosting infrastructure management, including security updates, performance optimization, and capacity planning, is handled by Judicial Systems technical staff, eliminating the need for Hunt County to maintain server hardware or specialized IT expertise.

**Assumptions:**

ID	Assumptions
1	Up to one (1) petit qualification questionnaire and one (1) grand jury qualification questionnaire to be implemented and used for both print and online responses.
2	Up to one (1) petit summons and one (1) grand jury summons template will be implemented.
3	Up to five (5) letter templates will be implemented (e.g. Employer Proof of Service, Failure to Appear, etc.)
4	Failure to Appear workflow is basic (e.g., option to generate a Show Cause letter).
5	Juror Portal is secured by requiring JurorID and eSignature number provided via communication from the client and Date of Birth.
6	Juror Portal: will allow jurors to: <ol style="list-style-type: none"> <li>1. Submit exemptions or disqualifications via online questionnaire</li> <li>2. Request deferrals</li> <li>3. Check reporting status and instructions</li> </ol>
7	Reports available in Genesis are listed in Attachment B – Reports. No custom reports are planned in scope.
8	Email Messaging is in scope and will be implemented along with Juror Portal in the initial implementation.
9	SMS Messaging is in scope to be implemented at a mutually agreed upon schedule.
10	Client will provide Registered Business Information including EIN number, business name and address to be used for registration of 10-digit SMS number.
11	Client will provide SMS Messaging privacy policy to be published on the Juror Portal and used for registration of 10-digit SMS number.
12	IVR is in scope to be implemented at a mutually agreed upon time after initial Go-Live.
13	Imaging / Document Scanning is out of scope.
14	Chat is out of scope
15	Kiosk is out of scope
16	Attorney Portal is out of scope
17	Genesis is a managed Software-as-a-Service (SaaS) platform hosted in secure, scalable cloud infrastructure
18	Genesis is hosted on Microsoft Azure public cloud.
19	API integrations are not in scope. Custom integrations can be developed upon request and are subject to project customization fees based on complexity and scope
20	Data Migration assumed client will provide exports of data in format specified by Judicial Systems.
21	Client will deliver data export files within 2 weeks of kickoff
22	Historical jury data will be migrated at a mutually agreed upon time after initial Go-Live (if applicable)
23	On-Site training will be delivered during one site visit consisting of two days onsite at Client location. Client will provide a conference room with a screen for presentations. Client staff with laptops will participate in hands-on exercises during the training.

## Service Level Agreement

### Overview

This Service Level Agreement (the "SLA") describes the provision of Services. The Service Level Requirements ("SLRs"), identify key performance measures that will be used to evaluate Judicial Systems, Inc. (JUDICIAL SYSTEMS) delivery of Services. JUDICIAL SYSTEMS provides 24/7/365 support via our support channels listed in this document.

This document describes the following:

- SLR performance measures and reporting expectations.
- Process to change or establish new SLR performance measures and/or SLRs

Judicial Systems Monitored Contact Information for Service and Support:

- [support@judicialsystems.com](mailto:support@judicialsystems.com)
- 903-561-8328

Business Hours: **7:00 AM CDT to 5:00 PM CDT (Monday through Friday** excluding Holidays) Non-Business Hours and Holidays (government recognized) are considered time outside the window of normal business hours.

Requests for support are handled primarily during normal business hours unless otherwise noted in the incident or based on severity.

Clients shall provide a designated Point of Contact (POC) that shall be responsible for reporting, classification, and approval of work. Authorized User's shall inform and receive approval from the POC for all work requested by the client.

### Process of Determining Severity and Response

All reported support requests will be logged and documented in JUDICIAL SYSTEMS's internal ticketing system. Reports must be submitted by a designated user and/or approved by the designated POC for the county. The initial report should include enough information to properly recreate, research, and classify the reported incident or defect.

Incidents will be evaluated based upon reported information via JUDICIAL SYSTEMS authorized contact channels and/or direct JUDICIAL SYSTEMS monitoring of a system. The level of response and severity will be communicated to the reporting individual during the actual incident report process. Additional information discovered during troubleshooting may require adjustments to severity or level of response.

### Measurement Period

If the "Measurement Period" is designated as "monthly," it shall mean the period commencing 12:00 a.m. on the first day of each month and ending 12:00 a.m. on the first day of the following month; if the "Measurement Period" is designated as "quarterly," it shall mean the period commencing 12:00 a.m. on the first day of each quarter and ending 12:00 a.m. on the first day of the following quarter; and if the "Measurement Period" is designated as "annually", it shall mean the period commencing 12:00 a.m. on the first day of each fiscal year and ending 12:00 a.m. on the first day of the following fiscal year.

### Service Level Exceptions

In addition to Scheduled Downtime, JUDICIAL SYSTEMS shall not be responsible for a failure to meet any SLR to the extent that such failure is directly caused by any of the following:

- Service outages and missed SLRs due to system components not owned or controlled by JUDICIAL SYSTEMS.
- Service outages and missed SLRs due to system components owned or controlled by any third-party. JUDICIAL SYSTEMS will conduct a Root Cause Analysis to determine reasons for outages.

- Willful misconduct or violations of law.
- Service or resource reductions requested or approved by client and agreed to by both parties through a Change Request; provided that, as part of such process, JUDICIAL SYSTEMS has previously notified client in writing that the implementation of such Change Request would result in such failure to meet the SLR.
- Acts of Nature

#### Changed Service Level Requirements

The parties may agree to add or otherwise make changes to the SLR. When setting a new SLR, the process to set the performance target for the new SLR will include the following steps (as ordered):

- By mutual agreement between client and JUDICIAL SYSTEMS; or
- Engaging a third-party to identify a commercially common target and measurement calculation aligned with the Agreement.

At client's request, JUDICIAL SYSTEMS will provide the performance data recorded by JUDICIAL SYSTEMS in connection with the Services for the purpose of informing client regarding the implementation of any such changes.

#### Service Level Monitoring and Measurement

JUDICIAL SYSTEMS will monitor the System and the Services to identify, report, and correct SLR Failures and to ensure that JUDICIAL SYSTEMS is meeting or exceeding the SLRs as required herein. JUDICIAL SYSTEMS will notify the client immediately upon knowledge of an actual or anticipated SLR Failure. "Knowledge" means facts known by any JUDICIAL SYSTEMS personnel performing Services under the Agreement.

#### Measurement Reporting

JUDICIAL SYSTEMS will provide reports to the client regarding JUDICIAL SYSTEMS compliance with the SLRs.

JUDICIAL SYSTEMS will measure all data reasonably required by client to determine JUDICIAL SYSTEMS's performance of the measured Services against the applicable SLRs. Without limiting the foregoing, JUDICIAL SYSTEMS will keep complete and accurate logs of all such data for no less than the duration of the Agreement or 3 years. Reporting data over 3 years old can be summary reporting data kept for the duration of the Agreement.

JUDICIAL SYSTEMS will provide the client with performance monitoring reports that depict the current conditions across the system.

On or before the 10<sup>th</sup> calendar day of each calendar month or as otherwise requested by client, JUDICIAL SYSTEMS will deliver a performance measurement report to client containing:

- For each measured SLR and with respect to the immediately preceding calendar month, all data relating to the provision of the Service during the applicable month.
- For each measured SLR during the immediately preceding calendar month, details of JUDICIAL SYSTEMS's performance as measured against the SLRs for such Service during the applicable month.
- Details of any Scheduled Downtime which JUDICIAL SYSTEMS believes has impacted the measured Services during the applicable month; and
- Any other information reasonably requested by the client from time to time.

For any SLRs with a measurement period of longer than a month, the provision of the second item listed above shall apply for the calendar month on which the final date of the measurement period for such SLR falls.

Upon client's request, JUDICIAL SYSTEMS will provide client data and details for measured SLRs in a industry standard form and format containing:

- All data relating to the provision of the measured SLR during the applicable day.
- Details of JUDICIAL SYSTEMS's performance as measured against the SLRs during the applicable day.
- Details of any measured SLRs that were supposed to be performed during the applicable day that were not fully performed as required; and
- Details of any measured SLRs that were supposed to have been performed during a previous day but were not fully performed as required on that day, and the status of such measured Services.

In generating data for reports provided by JUDICIAL SYSTEMS, JUDICIAL SYSTEMS will use, for each SLR, the measurement tools and methodologies needed to adequately measure each Service Level, or such other means as reasonably expected by the client to confirm JUDICIAL SYSTEMS's compliance with the SLRs.

#### Service Problem Analysis

#### Notification of Problems

If JUDICIAL SYSTEMS becomes aware of any issue, JUDICIAL SYSTEMS will: (i) provide client with prompt notice of such issue (no later than two (2) days after discovery); (ii) provide client with a complete description of the issue, including its expected impact; and (iii) meet with client (no later than four (4) days after discovery) to formulate and implement an action plan to minimize or eliminate the impact of such issue.

#### Corrective Action Plan

If either Party reasonably determines that a Problem has or is likely to occur, such Party shall promptly (no later than two (2) days) notify the other Party of such Problem (a "CAP Notice"). Concurrent with delivery or receipt of such CAP Notice, as applicable, JUDICIAL SYSTEMS shall: (A)(i) immediately take steps to mitigate any harmful effects of such failure within its control, (ii) upon client's approval, correct the Problem as soon as practicable, (iii) continuously, and when requested by client, advise client of the progress and status of remedial efforts being undertaken with respect to such Problem, and (iv) demonstrate to client that all reasonable action has been taken to prevent a recurrence of the immediate failure; (B) promptly upon resolution of the Problem (and in any event, within five (5) days after resolution of the Problem) perform a Root Cause Analysis; (C) report to the client on the nature and scope of the Problems identified; and (D) prepare a Corrective Action Plan to correct the source of the Problems and take all actions necessary to prevent recurrence. JUDICIAL SYSTEMS shall commit all additional resources necessary to resolve and prevent Problems under the Corrective Action Plan. Following delivery of a Corrective Action Plan and Acceptance of such Corrective Action Plan by the client, JUDICIAL SYSTEMS shall, within the timeline set forth in the Corrective Action Plan, promptly correct the source of the Problems in accordance with the Corrective Action Plan, advise client of the progress of correction efforts at stages determined by the Corrective Action Plan, and demonstrate to client that all reasonable action has been taken to prevent a recurrence of the failure.

#### Additional Remedies

If JUDICIAL SYSTEMS fails to identify and resolve any Problems within its control that may impede or delay the timely delivery of the activities of the Statement of Work, without prejudice to the client's other rights and remedies under the Agreement or at law or equity, JUDICIAL SYSTEMS shall immediately provide, at its sole cost and expense, all such additional resources as are necessary to identify and resolve any such Problems that may impede or delay the delivery

of the Implementation Services or the Services, as the case may be. In addition, without prejudice to the client's other rights and remedies under the Agreement or at law or equity.

### Service Level Requirements

Each Service Level Requirement (SLR) set forth in this document identifies key performance measures that will be used to evaluate the delivery of the Services. The overriding goal in developing SLRs is to support the desire to manage JUDICIAL SYSTEMS compliance controls and policies.

#### SLR Component Definitions

SLR Component	Definition
Level	Identification if the SLR is either Critical or Monitored. (C or M)
Formula	Description of the mathematical formula used to measure the delivery of a Service against the service-level metric.
Performance Metric (Metric)	Service-level performance metric for the work that the Agreement requires JUDICIAL SYSTEMS to perform.
Performance Target (Target)	Measurement of the work that the Agreement requires JUDICIAL SYSTEMS to perform, generally expressed as a percentage.
Reporting Period (Period)	Period of reporting that JUDICIAL SYSTEMS measures the target SLR. (D – Daily, W – Weekly, M – Monthly, Q – Quarterly, A – Annual, P – Periodically as Needed)
Service Measure (Measure)	The specific type of service that is measured (e.g., schedule adherence, time to resolve, time to report, availability of system).
SLR Name (Name)	The specific service level requirement that is measured.
SLR Type (Type)	The specific service type that is measured (e.g., reporting, incident resolution time, Root Cause Analysis, response time, availability, recovery time objective, recovery point objective, disaster recovery, downtime, documentation).

#### SLR List / Table Header Key

- # - SLR ID Number
- P – Reporting Period
- L - Level

#### SLR Definitions

#	Type	Name	Measure	Metric	Target	Formula	P	L
1	Reporting	SLR Reporting	Schedule Adherence	Provision of reports within the defined timelines	100%	[Number of SLA actions that are completed within the target dates] +	M	C

						[Total number of SLA actions in the Period] X 100%		
2	Resolution Time	Resolution Percent	Time to Resolve *Detailed List	Defect Level 1: ≤ 2 hours Defect Level 2: ≤ 4 hours Defect Level 3: ≤ 48 hours Defect Level 4: ≤ 120 hours	95% of the reports	[Number of defects resolved within the applicable time specified in the metric] ÷ [The total number of defects in the Period] X 100%	M	C
3	Response Time	First Contact Resolution	First Contact Resolution Percentage	80%	100%	[Number tickets reported to the service desk during the Measurement Period which are resolved that did not result in a follow up call] ÷ [Total number of tickets during the Measurement Period] x 100%	M	C
4	Availability	Uptime Availability	Availability of System	Sun-Sat, 0000-2400 Minus planned outages	99.99%	[Availability (%) = 100% - Unavailability (%)]	M	C
5	Recovery Time Objective	Recovery Time	Recovery Time	Recovery Time	≤ 8 hours	[Average Recovery Time]	P	C
6	Recovery Point Objective	Recovery Data Point	Recovery Point	Recovery Point	≤ 1 hour of data loss	[Number of Recovery Points > Target]	P	C

7	Performance	Performance	System Performance *Subjective based on networking	Web requests receive server responses within 1 second of the request arriving at the server. (Excluding batch processing)	99.90%	[Number of requests responded to within 1s] ÷ [Total number of requests] X 100%	M	C
8	Response Time	Response Time	Time to Respond *Detailed List	Time from initial contact of JUDICIAL SYSTEMS to acknowledgment and/or follow-up. Office or Support numbers and/or emails ONLY.	Business hours < 30 minutes Non-business hours < 4 hours	[Number of contact events over target] ÷ [Number of contact events] X 100%	M	M
9	Incident Resolution	Time to Notify client of Defect Level 1 or 2	Time to Initial Notification	For JUDICIAL SYSTEMS discovered defects.	< 1 hour	[Number of Defects reported < 1 hour] ÷ [Number of Defects] X 100%	M	M
10	Response Time	Speed to Answer	Phone Response Time	Should not roll to voice mail. Office or Support numbers and/or emails ONLY.	Business hours 80% Non-business hours 50%	[Number of contact events over target] ÷ [Number of contact events] X 100%	M	M
11	Response Time	Call Abandon Rate	Phone Response Time	Voice Mail < 5% for each incident.	98%	[Number of voice mail events over target] ÷ [Number of voice mail events] X 100%	M	M
12	Response Time	Email Voicemail Response Rate	Contact Response Rate	Office or Support numbers and/or emails ONLY.	Business hours < 4 hours Non-business	[Number of contact events over target] ÷	M	M

					hours < 8 hours	[Number of contact events] X 100%		
13	Response Time	Incident Closure Notice	Elapsed time after a resolution	Email or phone contact with client regarding resolution	< 20 minutes following resolution	[Number of Incidents Resolved and service requests completed during the Period for which a closure notice was provided to the User within the Metric] ÷ [Total number of Incidents Resolved and service requests completed during the Period] x 100%	M	M
14	Disaster Recovery	Annual Disaster Recovery Test	Performance and Reporting of results	Test restoration of services using backup plan	100%	[Count of Disaster Recovery Tests]	A	C
15	Maintenance	Scheduled Downtime	Performance of scheduled maintenance	Planned Maintenance Activities	< 4 hours per month < 4 hours per month for system upgrades	[monthly planned outage + upgrade time] ÷ [Total downtime per component] X 100%	M	C
16	Documentation	Release Documentation	Updated Help System	Delivery of documentation of version updates and release notes	< 2 days	[Number of days after official release to documentation update]	P	M

## Attachment A - Definitions

### Defined Terms

Term	Definition
Authorized User	Means, unless otherwise indicated, all Clerks, Clerk's staff, Judicial Officers, and any individual, system or entity authorized to access or use the Services provided by JUDICIAL SYSTEMS under the Agreement.
Incident	Any inquiry that generates a call ticket may or may not be considered a defect. User questions, process questions, status updates, and general questions about the system are not considered a defect. There are 4 levels of incident: Critical – Complete failure to deliver key services to jurors, that will result in a failure by the county to perform jury operations. High – Loss of a high value service with time sensitive resolution. Medium – Incident where no available work-around or solution exists and/or data will need to be modified as part of the corrective action. Low – A user error, training, or process change is required. A work-around is available as a short-term solution. Typically, does not require code/data changes. Only Critical priority level incidents will be candidates for work during non-business hours.
Defect	Any bug, error, malfunction, adverse data condition, or other performance interruption that causes the system to fail to operate in conformance with JUDICIAL SYSTEMS's then current publicized specifications, but that does not cause a complete application outage. User Error or not following processes or procedures shall not be considered a defect.
Defect Level 1	A Documented Defect that causes: <ul style="list-style-type: none"> <li>a. Complete application failure or application unavailability</li> <li>b. Application failure or unavailability in one or more of Authorized Users' locations or</li> <li>c. Systemic loss of multiple essential system functions.</li> </ul>
Defect Level 2	A Documented Defect that causes: <ul style="list-style-type: none"> <li>a. Repeated, consistent failure of Essential Functionality affecting more than one user or</li> <li>b. Loss or corruption of data.</li> </ul>
Defect Level 3	A Level 1 Defect with an existing Circumvention Procedure, or a Level 2 Defect that affects only one user or for which there is an existing Circumvention Procedure.
Defect Level 4	A documented Defect that causes failure of non-essential functionality or a cosmetic or other documented Defect that does not qualify as any other service level defect.

Documented Defect	A Defect submitted with sufficient information to recreate the Defect or otherwise clearly and convincingly document or evidence its occurrence, including, but not limited to, the operating environment, data set, user, or any other such information that JUDICIAL SYSTEMS may reasonably request. Authorized User shall deliver such information to JUDICIAL SYSTEMS concurrently with notification to JUDICIAL SYSTEMS of a Defect. All reasonable efforts must be used to eliminate any nonapplication related issues prior to notification to JUDICIAL SYSTEMS of such Defect, including, but not limited to, issues related to the network, user training, extensions produced by Authorized Users, and data problems not caused by the system.
Failure, SLA Failure, Critical SLR Failure	Means the failure to meet, achieve, or attain the designated performance target for a specified SLR or a Critical SLR for the applicable Measurement Period.
Problem / Issue / Incident	Means any material problem, including any (i) Security Incident, (ii) failure to deliver any Services, (iii) failure to deliver any Service Levels, (iv) situation that has negatively impacted or reasonably could negatively impact the maintenance of Clerk's Office internal controls or compliance with Clerk's Office physical or information security, operations, and any policies, procedures, or services described in the Agreement, the Statement of Work or work authorization, or Applicable Laws; or (v) situation that has had or reasonably could have any adverse impact on the Services.
Scheduled Downtime	Planned outage of Services (in whole or in part) that is scheduled by JUDICIAL SYSTEMS with the Clerk's Office or client more than 48 hours in advance of the commencement of such outage.

## Attachment B – Genesis Reports

### Qualification Reports

- Postal Code Analysis
- USPS Qualification
- USPS Qualification Second Request
- Qualification Basic List
- Status Code Analysis
- Age/Sex/Race Analysis
- Info Report
- Address List
- No Response
- Qualification Detail
- Info Report Style Images
- Qualification Analysis
- Qualification Aged List

### Summons Reports

- Summons Basic List
- Summons To Report
- Reporting Instructions
- Info Report Style Images
- Info Report Style A
- Attendance List
- Summons Detail
- Summons Disposition
- Summons No Show List
- Summons Detail Original
- Address List
- Age/Sex/Race Analysis
- Status Code Analysis
- USPS qualification
- Postal Code Analysis
- Attorney Listing

#### Case Reports

- Postal Code Analysis
- Case Basic List
- Age/Sex/Race Analysis
- Address List
- Info Report
- Info Report Style Images
- Case Check-in List
- Voir Dire Listing
- Case Detail
- Juror Profile
- Age, Sex, Race, Analysis Seated
- Postal Code Analysis Seated
- Case Notes Listing
- Status Code Analysis
- Case Random List Checked In
- Case Random List
- Case Random List Prelim
- Attorney Listing
- Attorney Question List

#### Check-in Reports

- Case Check-in List
- Case Check-in Attendance List DOW
- Checked In Jurors DOW

#### Label Reports

- Print Labels by Panel, Case, Sub Panel.

#### Wheel Cards

- Print Labels by Case

#### Payment Reports

- Payment Edit Report
- Check Register

- Payment Donation Report
- 1099 Report
- Payment Summary Report

#### Juror Reports

- Juror History
- Juror Comments

#### Master Wheel Reports

- Unpaid Jurors
- Chat Service Stats
- Juror Availability
- Government Employee
- Yield Analysis
- Wheel List by Status
- Age/Sex/Race Analysis
- Summons Analysis
- Qualification Analysis
- Qualification Aged List
- Payment Summary Report
- Wheel List by Status Filtered

#### Status Reports

- Wheel List by Status Filtered
- Summons Analysis
- Qualification Analysis
- Wheel List by Status
- Wheel List by Status No Barcode

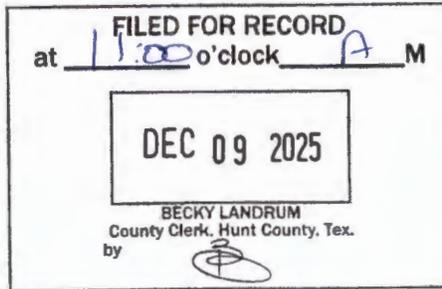
19,825-2

**CUSTOMER:**

Hunt County Sheriff's Office  
2801 Stuart Street  
Greenville, TX 75401

**UNIT:**

Hunt County TX Sheriff



**INVOICE#:** 422403  
**INVOICE DATE:** 11/15/2025  
**AGENCY ID:** 1285  
**TERMS:** Net 30

**PO Number:**

Qty	Scope of Services	Rate	Start Date	End Date	Amount
1	TotalTrack Investigation System	\$3,498.00	02/15/2026	02/14/2027	\$3,498.00

**Payment is due within 30 days of renewal.** Please notate your Agency ID **1285** and Invoice# **422403** on your payment.

Questions? Contact us at (800) 311-2656 or [support@leadsonline.com](mailto:support@leadsonline.com)

Please email Purchase Orders to [accounting@leadsonline.com](mailto:accounting@leadsonline.com)

**Total Due: \$3,498.00**

**REMIT BY CHECK:**

LeadsOnline, LLC  
6900 Dallas Pkwy Ste 825  
Plano, TX 75024-4200

**REMIT BY EFT/ACH:**

JPMorgan Chase Bank  
Type: Checking  
Routing No: 111000614  
Account No: 865536111

**IMPORTANT LINKS:**

Download our W-9: [www.leadsonline.com/w9](http://www.leadsonline.com/w9)  
Unique Entity ID: [DF6SC8ZMKCG3](https://www.leadsonline.com/DF6SC8ZMKCG3)  
Credit Cards: [www.leadsonline.com/payments](http://www.leadsonline.com/payments)

**LeadsOnline Terms & Conditions:**

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**FEES ARE EXCLUSIVE OF SALES, USE, WITHHOLDING, VAT, AND OTHER SIMILAR TAXES, AND IF REQUIRED BY LAW CUSTOMER IS RESPONSIBLE FOR PAYMENT OF SUCH TAXES. ANY TAXES REFERENCED AND/OR QUOTED ARE ESTIMATES ONLY, AND NOT ALL SERVICES AND/OR HARDWARE MAY BE SUBJECT TO TAXATION. FINAL TAX AMOUNTS WILL BE DETERMINED BASED ON APPLICABLE LAWS AT THE TIME OF INVOICING. CUSTOMER MAY PROVIDE A TAX EXEMPTION CERTIFICATE, IF APPLICABLE.**

V002238

10-631-2000-2235

**APPROVED BY:**

**RECEIVED**  
By Kelsey Crowther at 8:30 am, Dec 01, 2025

cc-2

19,825-3



**TxPPA Fall 2025  
Conference & Annual Business Meeting  
Contact Hours Tracking Form**

This document is to track your participation hours for the Texas Public Purchasing Association Fall 2025 Conference. Only report the contact hours for the track for which you participated.

Time	Session Title/Speaker	Speaker	CE Hours	Attended
<b>Monday November 17, 2025</b>				
1:00 PM-5:00 PM	<b>Pre-Conference Session A:</b> Procurement in Alternative Delivery Methods (Design-Build, CM at Risk, and others)	Dr. Brian Lines and Jeff Sawyer Center for Procurement Excellence	4.00	
1:00 PM-5:00 PM	<b>Pre-Conference Session B:</b> Basic for Buyers: Basic P-Law; Choosing the Right Solicitation; Specification Writing; Customer Service In Procurement	Dietrich von Biedenfeld, Houston Community College	4.00	4.00
<b>Tuesday, November 18, 2025</b>				
7:45 AM-8:15 AM	<b>Conference Opening Session</b>	Melissa Lee, TxPPA President	-	
8:15 AM-9:00 AM	<b>Achieving Excellence through AEP &amp; Presentation Awards</b>	Carries Mathes, AEP Officer and Shawn Willet, City of Austin	1.25	1.25
9:00 AM-10:15 AM	<b>General Session/Keynote:</b> The Next Era of NIGP	Debbie Trueblood, NIGP CEO	1.25	1.25
10:30 AM-11:45 PM	<b>Breakout Session 1a:</b> Elevating Excellence: Public Procurement Best Practices	Marcheta Gillespie, NIGP Code & Consulting	1.25	
10:30 AM-11:45 PM	<b>Breakout Session 1b:</b> P-Card Program Audits	Amanda Crowell City of Round Rock	1.25	
10:30 AM-11:45 PM	<b>Breakout Session 1c:</b> Rethinking the RFP – How AI Will Rewrite the Client/Supplier Relationship	Dr. Brian Lines and Jeff Sawyer, Center for Procurement Excellence	1.25	1.25
12:00 PM-1:15 PM	<b>Lunch Presentation:</b> Street Cred for the Back Office: Raising Procurement's Profile	Carrie Mathes, AEP Officer	1.25	1.25
1:30 PM-2:45 PM	<b>Breakout Session 2a:</b> Procurement to the Rescue	Susan Serrano, Brazoria County & Mo Lowman, Collin College	1.25	1.25
1:30 PM-2:45 PM	<b>Breakout Session 2b:</b> Federal Procurement	Jesus J. Amezcua, Harris County Department of Education	1.25	
1:30 PM-2:45 PM	<b>Breakout Session 2c:</b> Train the new P-Card cardholder and returning users	Brandi Whittenton, City of College Station	1.25	
3:15 PM-4:30 PM	<b>Breakout Session 3a:</b> Information that matters to your governing body - Matrix that matter, trends and purchasing initiatives	Joy Simonton, and Kerstin Hancock, Williamson County	1.25	
3:15 PM-4:30 PM	<b>Breakout Session 3b:</b> Texas Public Information Act 101	Candice Gambrell, City of Houston	1.25	
3:15 PM-4:30 PM	<b>Breakout Session 3c:</b> Ethical Gray Areas in Procurement	Mo Lowman, Collin County College	1.25	1.25



FALL 2025 CONFERENCE



# Seasons of Change: Transform to Perform

NOVEMBER 17TH - 20TH, 2025  
SAN MARCOS, TEXAS

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8:30 AM - 9:45 AM	<b>Breakout Session 4a:</b> Turn Surplus into Strategy	Heidi Frieden, GovDeals	1.25	
8:30 AM - 9:45 AM	<b>Breakout Session 4b:</b> Racing Against the Clock: The Urgency of Modern Cyber Threats	Trevor Parks, Comcast Business	1.25	
8:30 AM - 9:45 AM	<b>Breakout Session 4c:</b> Market Research for NASPO ValuePoint Cooperative Procurements	Daniel May & Anna Tozke, NASPO	1.25	1.25
10:15 AM - 11:30 AM	<b>Breakout Session 5a:</b> Origination Workflow for Purchasing Internal Controls	Joy Simonton, Kerstin Hancock, and Johnny Grimaldo, Williamson County	1.25	1.25
10:15 AM - 11:30 AM	<b>Breakout Session 5b:</b> Leveraging DIR for I.T. Procurements	Tom Hay and Lisa Massock, DIR	1.25	
10:15 AM - 11:30 AM	<b>Breakout Session 5c:</b> Fraud, Waste, and Abuse	Jedediah Greenfield, City of Houston	1.25	
11:30 AM - 12:30 PM	<b>Lunch</b>		-	
12:30 PM - 3:00 PM	<b>Vendor Extravaganza</b>		-	
3:15 PM - 4:30 PM	<b>General Session/Keynote:</b> Building Successful Procurement Teams	Jedediah Greenfield, City of Houston	1.25	1.25

**Thursday, November 20, 2025**

8:15 AM - 8:45 AM	<b>Business Meeting and Closing Remarks</b>	Melissa Lee TxPPA President	-	
8:45 AM - 11:00 AM	<b>Listserv Conversation:</b> Listserv Conversation. Discussion of Listserv Questions	Tim Slifka, City of Southlake and Susan Serrano, Brazoria County	2.00	2.00
<b>Total Hours (Max Hours for General Track: 17.25 Hours)</b>				17.25

By signing below, I hereby certify my attendance at each of the sessions indicated.

Signature Tammy D. Himes Date 11.20.25  
 Name Printed TAMMY D. HIMES

19,825-4



FILED FOR RECORD  
 at 1:02 o'clock PM  
 DEC 09 2025  
 BECKY LANDRUM  
 County Clerk, Hunt County, Tex.  
 by [Signature]

TxPPA Fall 2025  
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FALL 2025 CONFERENCE



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<b>Total Hours (Max Hours for General Track: 17.25 Hours)</b>				17.25

By signing below, I hereby certify my attendance at each of the sessions indicated.

Signature Amber Martel Date 11.20.25  
 Name Printed Amber Martel

19,825-5

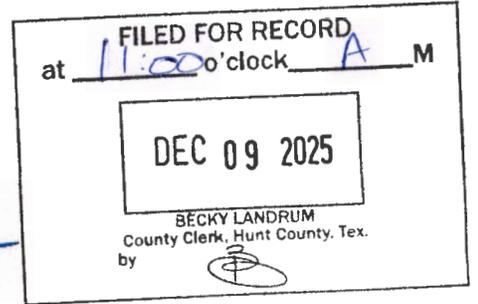


**HUNT COUNTY  
SHERIFF**

**Terry Jones, Sheriff**  
2801 Stuart Street  
Greenville, TX 75401  
903.453.6800

**MEMORANDUM**

**DATE:** November 19, 2025  
**TO:** Bobby Stovall, County Judge  
**FROM:** Buddy Oxford, Chief Deputy *[Signature]*  
**SUBJECT:** Crime Control Budget Adjustment



The Sheriff Office has received the listed U.S. Currency from the District Attorney's Office:

Cause # 89023      Case # 2014723      \$32,554.03

It is requested that the currency be placed in the Equipment category, ART. 59.06 (d-3) (1).

Request this item to be placed on the Commissioner Court Agenda.

- cf: M. Corcoran
- B. House
- C. Tate
- A. Hitchman
- J. Sims

19,825.6



**HUNT COUNTY  
SHERIFF**

**Terry Jones, Sheriff**

2801 Stuart Street  
Greenville, TX 75401  
903.453.6800

**MEMORANDUM**

**DATE:** November 26, 2025  
**TO:** Bobby Stovall, County Judge  
**FROM:** Buddy Oxford, Chief Deputy *[Signature]*  
**SUBJECT:** Federal Forfeiture Budget Adjustment

FILED FOR RECORD	
at 11:00	o'clock A M
DEC 09 2025	
BECKY LANDRUM County Clerk, Hunt County, Tex.	
by <i>[Signature]</i>	

Hunt County has received the below listed deposits from the Federal Forfeiture Programs:

Asset ID: 23-DEA-701030 Case No: M1-20-0199	\$ 640.96,
Asset ID: 21-DEA-677007 Case No: M1-21-0124	\$8,635.21,
Asset ID: 21-DEA-677008 Case No: M1-21-0124	\$2,899.41,
Asset ID: 21-DEA-677009 Case No: M1-21-0124	\$ 550.99.

Total amount \$ \$12,726.57

It is requested this be allocated to the Law Enforcement Equipment Category, (SECTION V. B.1. d.) of the Hunt County Federal Forfeiture Budget.

If approved, could this request be placed on the next Commissioners Court?

- cf:
- B. House
  - C. Tate
  - M. Corcoran
  - A. Hitchman

cc to

19,825-7



# HUNT COUNTY COURT AT LAW NO. 2

POST OFFICE BOX 1097 • GREENVILLE, TEXAS 75403-1097

**JOEL D. LITTLEFIELD**  
JUDGE, COUNTY COURT AT LAW NO. 2  
2<sup>nd</sup> FLOOR COUNTY COURTHOUSE

**AMENDA HENDERSON**  
COURT COORDINATOR  
(903) 408-4234 • FAX (903) 408-4239

December 9, 2024

FILED FOR RECORD  
 at 11:00 o'clock A M

DEC 09 2025

BECKY LANDRUM  
 County Clerk, Hunt County, Tex.  
 by   
*Via hand delivery*

Hon. Bobby Stovall  
Hunt County Judge  
2507 Lee Street, 2<sup>nd</sup> Floor  
Greenville, Texas 75401

**RE: Bond Endorsement  
 Judge Joel D. Littlefield  
 January 1, 2025 thru January 1, 2029**

Dear Judge Stovall,

Please find a copy of my Endorsement for the increase to the original official Bond for Judge D. Littlefield as required by Government Code §25.006. After speaking to Brittini Turner, she advise that we should request this Endorsement be added to the Consent Calendar on the Commissioner's Court Agenda. Therefore, we are asking that this be placed on the Consent Calendar on the next available Commissioner's Court Agenda

If you have any questions, please contact me.

Sincerely,

Judge Joel D. Littlefield  
Hunt County Court at Law No. 2

JDL/ah  
C: Mrs. Brittini Turner

**MERCHANTS**  
**BONDING COMPANY™**

MERCHANTS BONDING COMPANY (MUTUAL) P.O. BOX 14498, DES MOINES, IA 50306-3498  
PHONE: (800) 678-8171 FAX: (515) 243-3854

**ENDORSEMENT**

It is hereby understood and agreed that Bond No.: TX5403802

Principal: Joel Littlefield

Obligee: Hunt County Treasurer

in the Merchants Bonding Company (Mutual), is changing this bond effective September 1, 2025

FROM:

Bond Amount: \$100,000.00

TO:

Bond Amount: \$500,000.00

All terms and conditions of said bond, except as above changed, to remain the same.

Signed, sealed and dated this 7th day of August, 2025

Merchants Bonding Company (Mutual)

By Larry Taylor  
Larry Taylor, President



SUP 0018 (2/15)