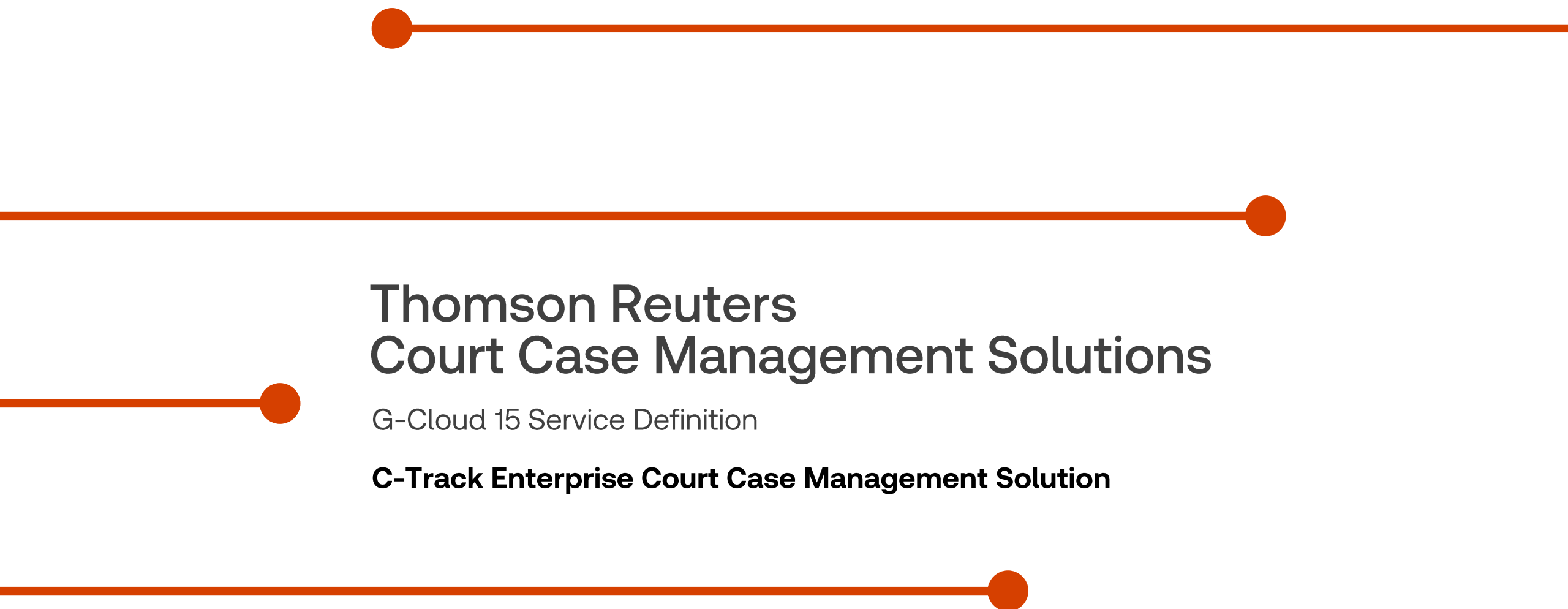


Four horizontal orange lines of varying lengths are positioned above, below, to the left, and to the right of the main text. Each line terminates in a solid orange circle.

Thomson Reuters Court Case Management Solutions

G-Cloud 15 Service Definition

C-Track Enterprise Court Case Management Solution

About C-Track

C-Track Enterprise is a robust, off-the-shelf Case Management System that supports end-to-end court case management, administration, rules automation, and integration. Key features include:

- Full lifecycle case management and tracking
- Automated workflows, alerts, and scheduling
- Document and record management
- Reporting and analytics with Ad Hoc and operational reporting
- System administration for configuration, security, and rules management
- Web-based, mobile-accessible platform
- Configurable public portal for e-filing and public access
- Integration with third-party and legacy systems

C-Track has four primary applications:

- Case Management (CMS)
- Public Portal
- Courtroom Processing
- Attendance Tracking

Each is supported by modules (Document Processing, Elasticsearch, etc.) that are deployed separately and optionally clustered for heavy loads. Applications and modules communicate over RESTful/SOAP services and JMS Messaging. C-Track supports SAML and OIDC authentication. Applications/Modules are on/off configurable to allow interoperability with other systems.

C-Track Enterprise Court CMS

- Comprehensive Functionality for Court Clerk Staff, Judges and Staff, and the Public
- Workflow System for all Case Types – Case Initiation through Final Disposition
- Administration Modules for self-managing Business Rules, Configurations, Security
- Built-in Document Management System (DMS)
- Court Financials/Accounting Module
- Includes Public Portal for e-Filing and Other Digital Services.
- Reporting Database for Creating Statistical Reports
- API Toolkit for 3rd Party Integrations
- Automates Processes, Drives Measurable Administration Efficiencies & Solves Platform Interoperability Challenges



1

Solution: C-Track CMS License (Lot 2b)

C-Track Applications included in C-Track license:

- C-Track Enterprise Case Management System
- C-Track Enterprise Public Portal
- C-Track Enterprise Attendance Tracking
- C-Track Enterprise Courtroom Processing
- C-Track Data Migration Tool (term-license)

Add'l:

- C-Track Ad Hoc Reporting Database
- C-Track API Toolkit
- C-Track Product Manual (for the Version in Production-Use)

2

One-time software implementation costs (Lot 3)

C-Track requires:

- Initial software deployment into Azure
- Initial software configuration.
- Development of custom integrations.
- Migration of data/documents.
- End user and/or super user training.
- Go Live support.

Costs calculated using the Lot 3 daily bill rate.

3

Annual Managed Cloud Services (Lot 2b)

“Outsourced” environment/infrastructure maintenance in TR or customer’s Azure cloud.

Includes:

- Subscription setup and configuration in Azure.
- Azure Subscription maintenance and management in Azure.
- Backups and disaster recovery.
- Azure monitoring around SLAs

4

Annual Software License Maintenance & Support (Lot 2b)

Includes:

- Incident Reporting Portal and phone support.
- Software defect diagnosis.
- Software patches for Customer’s LTS Version.
- Software enhancements (installation services are extra)
- Priority support for configuration changes to address Statutory/Legislative changes.
- M&S of court specific customizations
- Customizations added after initial scope will increase annual M&S by 22% of the customization cost.

5

Product Upgrade Subscription Services (Lot 2b)

- Installation of new long-term support (LTS) versions into customer environments
- Customer is required to upgrade to stay within “2” releases on latest LTS version in market.
- This is not a new license cost – these are Services costs to implement the new Version Upgrade

6

TR Azure Managed Cloud Hosting (alternative to Customer-cloud with Managed Cloud Services) (Lot 2b)

Optional service for customers that want Thomson Reuters to fully host C-Track in a Thomson Reuters-owned Azure Commercial cloud.

Managed Cloud Services

Managed Cloud Services Packages

Bronze			Silver	Gold
1	Disaster Recovery	Recovery Time Objective (RTO): 24 hours	Recovery Time Objective (RTO): 12 hours	Recovery Time Objective (RTO): 8 hours
2	Disaster Recovery	Recovery Point Objective (RPO): 4 hours	Recovery Point Objective (RPO): 1 hour	Recovery Point Objective (RPO): 1 hour
3	Database	Transactional logging: every 30 minutes	Transactional logging: every 30 minutes	Transactional logging: every 30 minutes
4	Database	Full nightly backup scheduled: between 3am and 7am EST	Full nightly backup scheduled: between 3am and 7am EST	Full nightly backup scheduled: between 3am and 7am EST
5	Database	Backup retention period: 30 days	Backup retention period: 30 days	Backup retention period: 30 days
6	Storage accounts	File retention period (if TR-hosted only): 30 days	File retention period (if TR-hosted only): 30 days	File retention period (if TR-hosted only): 30 days
7	Storage Accounts	Deleted file retention period: 30 days	Deleted file retention period: 30 days	Deleted file retention period: 30 days
8	Infrastructure and Virtual Machine Operating System patching	Pre-defined mutually agreed upon maintenance schedule	Pre-defined mutually agreed upon maintenance schedule	Pre-defined mutually agreed upon maintenance schedule
9	Authentication	Identity Provider (IDP) password policies for the C-Track CMS Application will be managed by the Customer through an integration with the Customer's Entra ID. C-Track Public Portal Application will authenticate against Azure AD B2C. Password policy will need to comply with Azure B2C standard offerings. C-Track can use most industry standard Identity Providers using OIDC or oAuth 2.0, but Customers typically use Azure Entra ID.	Identity Provider (IDP) password policies for the C-Track CMS Application will be managed by the Customer through an integration with the Customer's Entra ID. C-Track Public Portal Application will authenticate against Azure AD B2C. Password policy will need to comply with Azure B2C standard offerings. C-Track can use most industry standard Identity Providers using OIDC or oAuth 2.0, but Customers typically use Azure Entra ID.	Identity Provider (IDP) password policies for the C-Track CMS Application will be managed by the Customer through an integration with the Customer's Entra ID. C-Track Public Portal Application will authenticate against Azure AD B2C. Password policy will need to comply with Azure B2C standard offerings. C-Track can use most industry standard Identity Providers using OIDC or oAuth 2.0, but Customers typically use Azure Entra ID.
10	Authentication	Administrative functions within Azure environment will authenticate through Azure Portal.	Administrative functions within Azure environment will authenticate through Azure Portal.	Administrative functions within Azure environment will authenticate through Azure Portal.
11	Uptime	98.5% (outside scheduled downtime)	99% (outside scheduled downtime)	99.5% (outside scheduled downtime)

Severity Levels and SLAs per Package

	Bronze	Silver	Gold
Severity Level 1 – Critical Defect or vulnerability materially and adversely affects the operation or security of Customer Software Solution. No workaround exists. The Customer Software Solution or an Application is experiencing Downtime. Security threats or incidents treated as Severity 1	Incidents: Acknowledgment: 2 BH Response & Updates Every: 2 BH Remediation: 8 BH	Incidents: Acknowledgment: 1 BH / 2 NBH Response & Updates Every: 2 BH/ 4 NBH Remediation: 3 BH / 4 NBH	Incidents: Acknowledgment: 0.5 BH / 1 NBH Response & Updates Every: 1 BH/ 2 NBH Remediation: 3BH / 4 NBH
Severity Level 2 – High Defect or vulnerability interrupts the daily business operations causing severe delays materially affecting court processing across multiple end users and multiple Customer end users and multiple functions of the Customer Software Solution.	Incidents: Acknowledgment: 4 BH Response & Updates Every: 4 BH Remediation: 16 BH	Incidents Acknowledgment: 2 BH / 4 NBH Response & Updates Every: 4 BH/ 6 NBH Remediation: 4 BH / 8 NBH	Incidents: Acknowledgment: 1 BH / 2 NBH Response & Updates Every: 2 BH/ 4 NBH Remediation: 4 BH / 6 NBH
Severity Level 3 – Medium Defect or vulnerability is non-critical, or Defect does not significantly impede the overall operation or security of the Customer Software Solution.	Incidents: Acknowledgment: 16 BH Response & Updates Every: 24 BH Remediation: 5 BD	Incidents: Acknowledgment: 4 BH Response & Updates Every: 24 BH Remediation: next agreed-upon maintenance window	Incidents: Acknowledgment: 4 BH Response & Updates Every: 1 BD Remediation: 5 BD
Severity Level 4 – Low Defect or vulnerability has minimum impact on overall functionality of Customer Software Solution; or Customer Software Solution is functioning as documented, but Customer has requested change or advice.	Incidents: Acknowledgment: 24 BH Response & Updates Every: As needed Remediation: Determine time within 5 BD	Incidents: Acknowledgment: 24 BH Response & Updates Every: As needed Remediation: Determine time within 5BD	Incidents: Acknowledgment: 1 BD Response & Updates Every: As needed Remediation: Determine time within 5 BD

Support Availability & Reports per Package

	Bronze	Silver	Gold
Hosting Environment System Monitoring	24/7/365	24/7/365	24/7/365
C-Track Application Telephone Support Business Hours	8:30 AM – 5:00 PM EST (M-F) excluding TR holidays	7:00 AM -7:00 PM EST (M-F) excluding TR holidays	7:00 AM – 10:00 PM EST (M-F) excluding TR holidays
Customer access to Incident Reporting and Management Portal	Included	Included	Included
Reports Included	Quarterly Service Uptime Report Severity 1 Incident Post-Remediation Report Quarterly Status Report	Monthly Service Uptime Report Severity 1 Incident Post-Remediation Report Quarterly Status Report	Monthly Service Uptime Report Severity 1 Incident Post-Remediation Report Annual Disaster Recovery Testing Report Quarterly Status Report
Certifications	Provided for a fee at Professional Service Rates	Provided for a fee at Professional Service Rates	Provided for a fee at Professional Service Rates

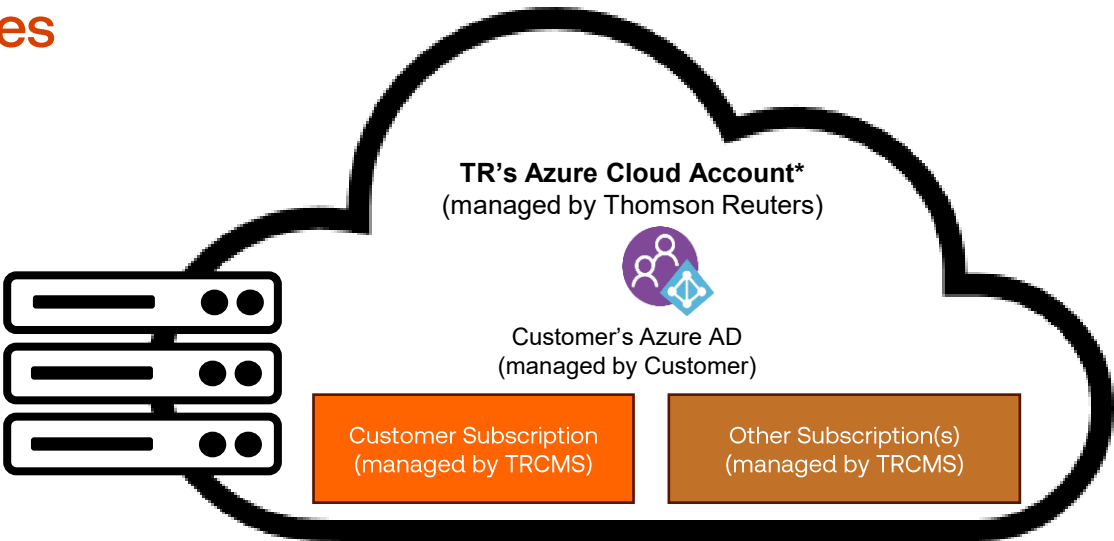
Managed Cloud Hosting

C-Track Annual Managed Cloud Hosting Services

TRCMS provides annual cloud hosting services for deploying the C-Track application within TR’s Azure Commercial Cloud Account*.

Managed Cloud Hosting Services means the following:

- TRCMS procures the Azure Commercial Cloud account
- TRCMS manages the account and subscriptions
- Annual costs are determined based the specifications of the cloud subscription required by the customer and could be influenced by the number of users or expected case load as well as the amount of file storage to meet requirements.



Product Description	Database	Storage	Processing Nodes	Monitoring Logs
Standard (Small) Deployment	8 CPU	15 TB	11 (8x64)	10 GB
Enterprise (Large) Deployment	24 CPU (Primary) 8 CPU (Reporting)	150 TB	16 (16x128)	25 GB

Maintenance & Support

C-Track Annual Software Maintenance & Support

TRCMS provides C-Track Software Maintenance and Support for version of C-Track in production-use. Maintenance and Support means the following:

- C-Track software defect fixes
- Access to an Incident Reporting and Management Portal, remote diagnosis of defects, and toll-free telephone support during regular court business hours
- Unlimited telephone support, problem determination, and support resolution.

TRCMS has dedicated teams that provide support, including developers and helpdesk personnel.

- Support Team Service Days - Monday to Friday other than public and government holidays in the U.K.
- Support Team Service Hours – 8:30 AM to 5:00 PM GMT/BST on service days

C-Track Software Maintenance and Support services are Tier 2. Customer end users will first go to the Customer's Tier 1 support person(s)/help desk before escalating to Tier 2.

Support Availability & Reports

Support Levels	
Hosting Environment System Monitoring	24/7/365
C-Track Application Telephone Support Business Hours	8:30 AM – 5:00 PM GMT/BST (M-F) excluding TR holidays
Customer access to Incident Reporting and Management Portal	Included
Reports Included	Severity 1 Incident Post-Remediation Report Quarterly Status Report
Certifications	Provided for a fee at Professional Service Rates

Severity Levels	SLA
Severity Level 1 – Critical Defect or vulnerability materially and adversely affects the operation or security of Customer Software Solution. No workaround exists. The Customer Software Solution or an Application is experiencing Downtime. Security threats or incidents are treated as Severity 1	Acknowledgment: 2 Business Hours (BH) Response & Updates Every: 2 BH <i>TRCMS shall work to resolve software or data Defect within 8 business hours. In event Defect is unable to be resolved within 8 hours, TRCMS shall escalate resolution, and continue efforts until resolved. TRCMS shall provide updates every 2 BH until agreed upon Remediation plan is provided.</i>
Severity Level 2 – High Defect or vulnerability interrupts the daily business operations causing severe delays materially affecting court processing across multiple end users and multiple Customer end users and multiple functions of the Customer Software Solution.	Acknowledgment: 4 BH Response & Updates Every: 4 BH <i>TRCMS shall work to resolve the Defect within 16 business hours. In the event Defect is unable to be resolved within 16 business hours, TRCMS shall escalate resolution, and continue efforts until resolved. TRCMS shall provide updates every 4 BH until agreed upon Remediation plan is provided.</i>
Severity Level 3 – Medium Defect or vulnerability is non-critical, or Defect does not significantly impede the overall operation or security of the Customer Software Solution.	Acknowledgment: 16 BH <i>TRCMS shall work to resolve software or data Defect in the next scheduled release. TRCMS shall notify Customer of the planned release date when identified.</i>
Severity Level 4 – Low Defect or vulnerability has minimum impact on overall functionality of Customer Software Solution; or Customer Software Solution is functioning as documented, but Customer has requested change or advice.	Acknowledgment: 24 BH <i>TRCMS shall work to resolve software or data Defect in a future release. Will notify Customer of the planned release date when identified.</i>

“Remediation” or **“Remediated”** means an Incident or Defect has been corrected or an acceptable workaround is implemented so the Customer Software Solution is functioning to meet the functional requirements and/or Service Levels.

Issues are scheduled for Remediation on a priority basis. Severity 1 and Severity 2 issues are given to the TRCMS Client Satisfaction Team immediately and the fix is deployed to the Customer as quickly as possible and in accordance with the SLA. Lower priority issues are deployed with the next scheduled release or as agreed upon with the Customer.

Product Upgrade Services

Executive Summary

1. The C-Track license is provided as an annual license, and a Customer's installed version is supported through annual Maintenance & Support (bug fixes and patches).
2. The C-Track roadmap is evergreen, and new Versions are developed to add new features, improve system performance, and improve a user's experience.
3. To gain access to the new features, etc., Customers must go through an Upgrade process to install the latest version, which can take 6-9 months (e.g., a mini-implementation).
4. The professional services to perform the Upgrade are included in the annual subscription.
 - TRCMS recommends Customers stay within 2 LTS Versions of the latest version to stay "current".

Services Included with Upgrade Subscription

1	Project Management, Planning and Oversight Includes: • Prioritization within the TRCMS delivery plan each year to ensure the TRCMS resources are reserved to perform the Version Upgrade of the customer's C-Track Enterprise installation. • TRCMS will ensure the customer always stays within two Long-Term Support (LTS) Versions of the latest available LTS available on the market. • Advanced notice of Version Upgrade schedule and planned duration. • Access to the C-Track LTS release notes once available and feature demonstrations available on request.	Each Version Upgrade cycle is delivered through standardized Work Packages (WP). Includes: • WP1 - Codebase Upgrade & Required Configuration • WP2 - Solution Validation • WP3 - Training Release • WP4 - Post Go Live Hotfix • WP5 - Maintenance Release This structure and consistency enable customers to plan their resources accordingly in advance of the Version Upgrade cycle.	Required Configuration Changes Configuration changes that are required by the new LTS to ensure that the in-use functionality operates as supported. An example is: A new required field is added to the create case screen, TRCMS business analysts will conduct a workshop with the customer SMEs to determine what values should be present in the new field.
4	New LTS Test Environments Includes: • The creation, installation, management, and decommissioning of a set of test environments during the Version Upgrade process to allow customers to perform configuration and workflow validation on the new LTS vs. their current LTS. • For customers that host their C-Track Enterprise Installation in the TR Microsoft Azure Cloud this will include the additional Microsoft Azure costs for these environments.	Customization Retention & Regression Testing • TRCMS will perform regression testing on customer customizations with each work package. • TRCMS will perform integration testing as needed with 3rd Parties during the Version Upgrade cycle. • If changes to customizations are required for compatibility with the new LTS, TRCMS will conduct workshops to determine acceptable changes or product-based alternatives where applicable.	Training • Up to 16 hours of technical training on C-Track Ad Hoc Reporting Database changes per upgrade • Up to 24 hours of super user training covering changes to existing features that impact court workflows and business processes.

Optional Services – Priced upon request using the then-current Lot 3 Professional Services Rate.

1	Workflow Improvement and Product Optimization Analysis Once a Version Upgrade cycle is complete, TRCMS Analysts will review a set of court workflows for efficiency and to ensure they are using the full capabilities available within C-Track. The output from the analysis is a detailed report listing potential configuration or functionality changes to improve requested workflows. The customer can then determine whether they would like to act on the recommendations and if so whether they would like to make the changes or have TRCMS perform those services.	2	Workflow Improvement and Product Optimization Configuration. TRCMS can implement the requested configuration changes from the Workflow Improvement and Product Optimization Analysis	3	Legislative or Other Configuration changes TRCMS can perform the configuration changes required to incorporate legislative changes or change existing workflows
4	Additional Training Packages & Support Examples include: • End User training • Refresher training • System Administration training • Updates of customer and/or TRCMS-developed reports that utilize the C-Track Ad Hoc Reporting Database.	5	New Functionality Configuration • Following a Version Upgrade cycle, if the customer would like to utilize a new feature or function but would like TRCMS's assistance in setting it up as designed. TRCMS will conduct configuration workshops and deployment cycles to enable the use of the new functionality.	6	Product Roadmap Request • Customers can request new features to be added to the product roadmap. • TRCMS Product Management will conduct design sessions with the customer to determine product viability. • If approved for incorporation, TRCMS will estimate the cost and the incorporation timeline. • If the customer approves the cost, they will receive the enhancement in a subsequent Version Upgrade cycle.