



# LASSEN COUNTY SHERIFF'S OFFICE

*John McGarva, Sheriff - Coroner*

1415 Sheriff Cady Lane Susanville, CA 96130

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**Administration**

Phone (530) 251-8013

Fax (530) 251-2884

**Dispatch**

Phone (530) 257-6121

Fax (530) 257-9363

**Civil**

Phone (530) 251-8014

Fax (530) 251-2884

**Adult Detention Facility**

Phone (530) 251-5245

Fax (530) 251-5243

To: Lassen County Board of Supervisors

From: Amy Foster, Correctional Lieutenant

Date: June 27, 2025

Agenda Date: July 8, 2025

## Discussion:

The Lassen County Jail is working on further compliance with the DHCS Justice-Reentry Initiative otherwise known as CALAIM. Data Sharing is a large part of the requirements of the grant. Seamlessly sharing data in real time will be critical to the functionality and effectiveness of providing timely services for the Justice Involved. We will be able to share data between all other County entities that are and will be involved in the reentry process. This includes departments such as Behavioral Health, Probation, Housing, the Courts and others that will need to assist with the success of our Incarcerated Individuals. Equivant is the company we have chose to facilitate that data sharing component. The cloud hosting is going to take the responsibility off of our County IT to maintain and update the software, making all updates and troubleshooting seamless. NPS (Northpoint Suite) Case Basic will allow 5 users to be able to create risk assessments and case planning that can be shared and passed on to other departments to continue the continuity of care. We currently use a smaller version and part of the NPS, this expansion will make for better workflow and charting type activities that will translate into the billing codes that can be transferred to the billing company for Medi-Cal reimbursements. They have provided a 5-year price quote that we can pay in full with the one-time grant money that has been received from the Cal AIM Grant.

## Fiscal Impact:

The cost will come from budget 130-0525-line Equivant Data sharing Total Cost quoted:  
\$169,845

Recommendation: 1) Approve purchase; and 2) authorize Chairman to sign; and/or 3) to execute the contract.



## **ADDENDUM 1 TO SOFTWARE LICENSE & MAINTENANCE AGREEMENT**

### **Northpointe, Inc. (d/b/a equivalent) Hosting Services**

Addendum 1 supplements the Master Licensing Services Agreement, effective January 18, 2013, by and between Northpointe, Inc. d/b/a equivalent, a Delaware Corporation, having its principal place of business at 2014 Champions Gateway, Suite 301, Canton, Ohio 44708 ("equivalent") and the LASSEN COUNTY SHERIFF'S OFFICE, herein referred to as "CUSTOMER" or "LICENSEE," having its principal place of business at 220 S. LASSEN ST, SUSANVILLE, CA, 96130.

This Addendum modifies and clarifies certain terms and conditions of the original Agreement, specifically addressing additional services, timelines, and any other relevant provisions agreed upon by both parties. This document is hereby incorporated into and made a part of the Agreement with the same force and effect as if fully set forth therein.

equivalent utilizes the AWS GovCloud platform for all hosted services. The general scope of services addressed by this Agreement includes the operation, maintenance, and support of the:

- Application and Database hosted under this agreement
- Database security
- Database Backup services, with retention
- Data Center server operation.

#### **Amazon Web Services Service Level Agreement**

Amazon Web Services (AWS) is the hosting provider for equivalent's hosting services. AWS provides secured data centers within the United States, server hardware, scheduled maintenance services, replication options, back-up utilities and service utilities needed for monitoring and penetration testing.

AWS will use commercially reasonable efforts to make the services each available for each AWS region with a Monthly Uptime Percentage of at least 99.99%. This Service Commitment stipulates that major routing devices within the AWS operated data center and internal network are reachable from the United States internet 99.99% of the time. AWS's hosting SLA includes exclusions for scheduled maintenance, malicious attacks, and legal actions that may impact network uptime.

**Contract Term – Hosting Subscription fees to begin upon Agreement execution**, and thereafter coterminous with Master Licensing Services Agreement (\*invoice will be prorated, accordingly). **See attached price proposal for associated annual costs.**

#### **Amazon SLA Exclusions**

The Service Commitment does not apply to any unavailability, suspension or termination an included service, or any other service performance issues: (i) caused by factors outside of Amazon's reasonable control, including any force majeure event or Internet access or related problems beyond the demarcation point of the applicable Included service; (ii) that result from any actions or inactions of CUSTOMER or any third party, including failure to acknowledge a recovery volume; (iii) that result from CUSTOMER'S equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within Amazon's direct control); or (iv) arising from our suspension or termination of CUSTOMER'S right to use the applicable service in accordance with this Agreement. If availability is impacted by factors other than those used in Amazon's Monthly Uptime



Percentage calculation, then Amazon may issue a service credit considering such factors at their discretion.

### **equivant Scope of Services**

All of the services, functions, processes, and activities described below will be collectively described as the "Hosting Services" for purposes of this Agreement.

#### **I. Application**

Application refers to the CUSTOMER'S software licensed from equivant pursuant to the Software License Agreement. The Application is hosted by equivant pursuant to this Agreement.

#### **II. Support Software**

Support Software includes the operating system, utilities, database software, monitoring services and necessary licenses required to operate the Application and is provided by equivant as part of the scope.

- Monitoring includes Maintenance and Performance monitors on bandwidth access (connectivity), server up time and processing stability, unauthorized access, and back door attacks.

#### **III. Backups**

The Production Database will be backed up as outlined here:

- Full back-up of Production and Test database files executed each Sunday: 10:00 PM EST
- Differential back-up of Production and Test database files executed nightly at 10:00PM EST
- Transaction log back-up of Production database files executed every 5 minutes. (Test databases are not configured for full transaction logs.)
- Backups are physically stored in the assigned AWS data center.
- Backup files are retained for 14 calendar days.
- An image of all data and backup drives are securely transferred daily at 6:00AM EST to an encrypted storage volume located in a second storage location within the assigned data center.
- All backup files are stored electronically, on approved servers. No other media is used to backup, store, or secure offsite backups.

#### **IV. Maintenance Schedule**

Maintenance is scheduled and delivered by equivant technical engineers. Maintenance refers to the maintaining all equivant host servers that house application software and databases. Hosted servers may not be available to the CUSTOMER during regularly scheduled maintenance windows; maintenance activates are mandatory. The equivant maintenance schedule is set as follows:

- The first Sunday of every month from 9PM to 12AM EST (*Windows and Security Updates*).

## Hours of System Operations

The Application will be accessible and available to the CUSTOMER and capable of normal operating functions 24 hours a day, seven days a week, except for periods of Scheduled Maintenance and previously approved outages communicated by the hosting provider. equivant will not be responsible for inaccessibility arising from communications problems occurring anywhere beyond the equivant production server side of the router resident at the AWS Data Center.

## Compliance Status

AWS GovCloud (US) allows customers at the state, local and federal level to adhere to ITAR, FedRamp/FISMA High and DoD SRG impact levels 2, 4 and 5. All AWS published compliancy certifications can be referenced directly at: <https://aws.amazon.com/compliance/programs/>

## Customer Responsibilities

The CUSTOMER is responsible for:

- Assigning a primary and alternate CUSTOMER representative to coordinate all communications and activities related to equivant hosting services. These representatives should be authorized decision-makers with appropriate technical capabilities.
- Providing user identification data and determining the appropriate security profile for each user account within the software application. CUSTOMER will control security at the Application level within all hosted environments.
- All printing activities. No print job will print at the Data Center and all physical printing requirements will be handled by the CUSTOMER. This includes the purchase and installation of printers at CUSTOMER'S sites for the Application being utilized as defined in the Scope of Services.
- Installing, operating and maintaining all workstation software (and CUSTOMER'S LAN, existing data communications configuration, hardware, or software required at the CUSTOMER'S site) except as otherwise stipulated in the Scope of Services. equivant network and network responsibility includes the data center hardware configuration (servers, routers) to the boundary of the CUSTOMER network. Internet bandwidth and uptime from the CUSTOMER'S entry point (physical location/s) is the responsibility of the CUSTOMER.
- Requesting and scheduling all software release upgrades with equivant technical staff. This must be performed a minimum of once per contract year in order to maintain compliance with equivant's End of Life Software Policy.
- Testing application upgrades and/or application fixes applied by equivant to Applications used by CUSTOMER. CUSTOMER will test all software release updates and fixes prior to their introduction to the CUSTOMER's Production environment within a mutually agreed upon time frame. Approval to alter the hosted test and production environments is required by the CUSTOMER.



The following pertains to all CUSTOMER systems hosted by equivalent:

**1. Confidentiality, Integrity, Availability (CIA)**

- equivalent shall protect the Confidentiality, Integrity, and Availability (CIA) of all CUSTOMER Data ensuring extra levels of security. All CUSTOMER information must remain private and permit redaction of protected information before publication. Audit trails cannot be altered.

**2. Breach Notification**

- equivalent agrees that upon discovery of unauthorized access to CUSTOMER Data, equivalent shall notify CUSTOMER both orally and in writing. In no event shall the notification be made more than forty-eight (48) hours after equivalent knows or reasonably suspects unauthorized access has or may have occurred. In the event of a suspected unauthorized access, equivalent agrees to reasonably coordinate with CUSTOMER to investigate the occurrence.

**3. Data**

- All CUSTOMER data will remain in the 48 contiguous states at all times.

**Professional Services**

Professional Services will be performed pursuant to Pricing and Milestone Payment Schedule in the Price Proposal and Statement of Work, which is attached to the Addendum and incorporated into this Exhibit A.

**Authorization**

Each of the parties represents and warrants that the Addendum is a valid and binding obligation enforceable against it and that the representative executing the Agreement is duly authorized and empowered to sign the Agreement.

[Signatures Appear On Following Page]



**IN WITNESS WHEREOF**, the parties hereto, intending to be legally bound, have entered into this Agreement as of the Effective Date.

Northpointe Inc. d/b/a equivant		Lassen County Sheriff's Office	
Signature:		Signature:	
Name:		Name:	
Title:		Title:	
Date:		Date:	

**PREPARED FOR:**

Agency: County of Lassen (Lassen County Sheriff's Office)  
 Address: 220 South Lassen Street, Susanville CA 96130

*Subscriptions and PS (New and Existing)*

## Price Proposal

Contact: Tammy Swayze  
 Phone: 530-251-5727  
 Email: [Tswayze@co.lassen.ca.us](mailto:Tswayze@co.lassen.ca.us)  
 Project: NPS Migration to AWS

Date: April 10, 2025  
 Valid Through: May 25, 2025

Period Ending 2/14/2026

ANNUAL COSTS (AWS HOSTING SUBSCRIPTION, MAINTENANCE & SUPPORT)	QTY	UNIT PRICE	Yr 1
Hosting AWS GovCloud (shared)	1	\$6,000	\$6,000
NPS Case Basic (1 bundle of 5 user subscriptions)	1	\$6,250	\$6,250
Subtotal, Annual AWS Hosting subscription, Maintenance & Support			\$12,250
<i>*note, final annual costs will be pro-rated based on Acceptance &amp; Sign-Off</i>			
PROFESSIONAL SERVICES - FIXED FEE (ONE-TIME COST)	QTY	UNIT PRICE	TOTAL
Implementation Services	1	\$12,300	\$12,300
<i>*remote services</i>			
Subtotal, Implementation Services			\$12,300
<b>NEW SUBSCRIPTION &amp; ONE-TIME TOTAL</b>			<b>\$24,550</b>

*\*Prices do not include any applicable taxes.*

Case Basic (1 bundle of 5 user subscriptions)	1	\$6,250	\$6,250
API Toolkit	1	\$8,000	\$8,000
Implementation Services	1	\$39,195	\$39,195
<i>*remote services</i>			

*\*For current subscription fees due, reference invoice MALASSOCA13*

**GRAND TOTAL DUE YEAR 1 \$77,995**

*\*note, GRAND TOTAL final annual costs will be pro-rated based on Acceptance & Sign-Offs for New Subscriptions and Hosting*

### Acceptance and Sign-Off

Signature: \_\_\_\_\_

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

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

*\*See next page for Project Description, SOW, Milestones and Notes*

Approved as to Form

JUN 17 2025

Lassen County Counsel

**PREPARED FOR:**

**Agency:** County of Lassen (Lassen County Sheriff's Office)  
**Address:** 220 South Lassen Street, Susanville CA 96130

*Multi-Year Subscription Fees*  
**Price Proposal**

**Contact:** Tammy Swayze  
**Phone:** 530-251-5727  
**Email:** [Tswayze@lco.lassen.ca.us](mailto:Tswayze@lco.lassen.ca.us)  
**Project:** Multi-Year Subscription Fees Price Proposal

**Date:** April 10, 2025  
**Valid Through:** May 25, 2025

		Period Ending		2/14/2027	2/14/2028	2/14/2029	2/14/2030	MULTI-YEAR TOTAL (yrs 2 - 5)
ANNUAL COSTS (SUBSCRIPTIONS, API, AWS HOSTING, MAINTENANCE & SUPPORT)		QTY	UNIT PRICE	Yr 2	Yr 3	Yr 4	Yr 5	
NPS Case Basic (1 bundle of 5 user subscriptions)		2	\$6,563	\$13,126	\$13,782	\$14,471	\$15,195	\$119,934
API Toolkit		1	\$8,400	\$8,400	\$8,820	\$9,261	\$9,724	
Hosting AWS GovCloud (shared)		1	\$6,300	\$6,300	\$6,615	\$6,946	\$7,293	
<b>ANNUAL TOTAL</b>				<b>\$27,826</b>	<b>\$29,217</b>	<b>\$30,678</b>	<b>\$32,212</b>	

*Prices do not include any applicable taxes.*

**Acceptance and Sign-Off**

**Signature:** \_\_\_\_\_

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

**Printed Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**DESCRIPTION**

*Lassen County Sheriff's Office (CA) Multi-Year Pricing*

**NOTES**

- 1 This pricing is based on equivalent's standard terms.
- 2 This proposal is pursuant to the Software License Agreement and Professional Services Agreement, between the parties.
- 3 Payment for Annual software Subscriptions, Hosting, APIs, Maintenance and Support is due upon contract execution.
- 4 Payment term is net 30 days from invoice date.
- 5 Customer is responsible for all required hardware, third party interfaces, software components and configuration.
- 6 Nothing in this Quote/Exhibit shall constitute a maximum or shall otherwise constrain an eventual quote, for some or all of its components.

Questions, please contact: Chris Kamin at [chris.kamin@equivant.com](mailto:chris.kamin@equivant.com) or by phone, 608-577-1755.

# Change Control Request Form



Project ID #: LASSOCA-903

Customer Project Manager: Tammy Swayze

equivant Project Manager: Tina Larson

<b>Requested by:</b> Tammy Swayze		<b>Phone:</b> 530.251.5727		<b>Email:</b> Tswayze@co.lassen.ca.us																									
<b>Date Requested:</b> 04/29/2025		<b>Tracking #:</b> LASSOCA903-001																											
<b>Summary:</b> Additional Professional Service Hours				<b>Version #:</b> 1.0																									
<b>CATEGORY</b>	Software <input type="checkbox"/>	Training <input type="checkbox"/>	Consulting <input type="checkbox"/>	License <input type="checkbox"/>	Other <input checked="" type="checkbox"/>																								
<b>CHANGE TYPE</b>	New Requirement <input type="checkbox"/>	Requirement Change <input type="checkbox"/>	Design Change <input checked="" type="checkbox"/>																										
<b>PRIORITY REQUEST</b>	Emergency <input type="checkbox"/>	Urgent <input checked="" type="checkbox"/>	Routine <input type="checkbox"/>																										
<b>CHANGE DESCRIPTION</b> <p>The Lassen County Sheriff's Office is requesting additional service hours to support the development of the integration architecture to seamlessly transfer booking, person, and charge data from Sunridge Jail Management System (JMS) into the Northpointe Suite (NPS). This request is necessary due to a lack of active participation and coordination from the JMS vendor, which has resulted in delays. The goal is to provide a real-time, reliable, and low-maintenance solution that minimizes the impact on the source database while ensuring data accuracy. The additional hours will be used to troubleshoot, clarify interface requirements, and complete development tasks that would typically involve joint efforts with the JMS vendor. These steps are critical to ensure a successful and timely integration.</p> <p>Modified Scope – to complete the work described above, the following efforts are required:</p> <ul style="list-style-type: none"> <li>• Business Analysis – Data System Integrations: 34 hours</li> <li>• Design – System Integrations: 24 hours</li> <li>• System Integration Development and QA: 133</li> <li>• Project Management: 65</li> </ul> <p>Milestone Modifications:</p> <ul style="list-style-type: none"> <li>• System Integration Specification Documentation Delivered.....\$49,920</li> </ul>																													
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<b>Terms &amp; Conditions</b> <ul style="list-style-type: none"> <li>▪ License and Maintenance Fees will be coterminous with existing license structure when applicable.</li> <li>▪ This Change Control is pursuant to the <i>Software License and Professional Services Agreements</i> that exist between the parties.</li> <li>▪ All services are priced on a <u>Fixed Fee</u> basis. equivant will bill based upon completed Milestones as they occur. All Milestones are defined within this Change Control Request.</li> <li>▪ Payment term is net 30 days from invoice date.</li> <li>▪ Scheduled delivery dates will not be finalized by equivant prior to authorization of this Change Control. Processing of approved change request and final scheduling may take up to 14 business days.</li> <li>▪ If work is cancelled prior to completion, all effort and travel-related costs expended through the date of cancellation will be due and payable to equivant.</li> <li>▪ This Change Control and the estimates provided herein are valid for 60 days.</li> </ul>																													
<b>APPROVALS</b> Change Approved: <input checked="" type="checkbox"/> Change Not Approved: <input type="checkbox"/> Hold (Future Enhancement): <input type="checkbox"/>																													
1. Signature _____				Date: ____/____/____																									
2. Signature _____				Date: ____/____/____																									

## DESCRIPTION

Lassen County Sheriff's Office (CA) (Agency) including the following deliverables: AWS GovCloud Hosting Services and upgrade to Case Basic Subscription

## STATEMENT OF WORK

1. equivalent will provide one-time Professional Services to Agency as outlined below:
  - a. 36 hours of remote technical services to stand up an infrastructure environment for the Agency's NPS, install the UAT application and contracted software and security software, configure security and performance monitoring software, restore client backup, and validation of data, which includes the troubleshooting of errors.
  - b. 4 hours of remote UAT to successfully test
  - c. 4 hours of remote Go-Live support to install the Agency's Production application, migrate the validated Northpointe UAT to the Agency's NPS Production application, configure and successfully test in Production.
  - d. 16 hours of remote Project Management to oversee the project and deliverables.

## MILESTONES

Project Kickoff.....	\$	4,920.00
NPS UAT Migrated to AWS GovCloud.....	\$	6,150.00
NPS Production Go-Live in AWS GovCloud.....	\$	1,230.00
TOTAL	\$	12,300.00

## NOTES

- 1 This pricing is based on equivalent's standard terms.
- 2 This proposal is pursuant to the Software License Agreement and Professional Services Agreement between the parties.
- 3 Payment for Annual software Subscriptions, Hosting, Maintenance and Support is due upon contract execution.
- 4 Payment term is net 30 days from invoice date.
- 5 Fixed fee items will be invoiced per milestone payments as defined in the Statement of Work and Professional Services Agreement.
- 6 Customer will make available resources requested by equivalent for assistance with and approval of project milestones & deliverables.
- 7 Customer is responsible for all required hardware and third party interfaces, software components and configuration.
- 9 If project is cancelled prior to completion, all effort expended through the date of cancellation will be due and payable.
- 10 Nothing in this Quote/Exhibit shall constitute a maximum or shall otherwise constrain an eventual quote, for some or all of its components.

Questions, please contact: Chris Kamin at [chris.kamin@equivant.com](mailto:chris.kamin@equivant.com) or by phone, 608-577-1755.