

Schedule A-1 (Statement of Services)

TOSHIBA

STATEMENT OF SERVICES ("SOS")

for

Client – Mendocino County

Services – Document Backfile Scanning – Permits Phase-3

Client

Contractor

Julia Krog

Printed Name

Director

Printed Title

Julia Krog

Signature (Authorized Client)

4/4/2025

Date

Van Real

Printed Name

VP/GM Northern California

Printed Title

Signed by:

Van Real

Signature (Authorized Contractor)

4/3/2025

Date

This Statement of Services ("SOS") is made by and between Toshiba America Business Solutions, Inc. ("TABS"), including its division Toshiba Business Solutions ("TBS"), with its headquarters located at 25530 Commercentre Drive, Lake Forest, CA 92630 (collectively or individually TABS and TBS shall be referred to as the "Contractor"), and **Mendocino County Permits** located at **501 Low Gap Road, Ukiah, Ca 95482** (the "Client").

This SOS describes the project and details the services and deliverables (hereinafter collectively known as ("Project Services") associated with the **Document Backfile Scanning – Permits Phase-3** project (the "Project").

Valid From: 2/21/25

TOSHIBA

Version 01/20/2025 v1.0

TOSHIBA

Project Services shall be provided pursuant to the "Project Contract" which consists of the following:

This SOS together with (check the applicable agreement(s)):

A checkmark incorporates the referenced document into this SOS.

Toshiba Solutions

☐ Elevate Sky ("Elevate Sky").*

Toshiba Partner Solutions

☒ Master Software and Services Agreement ("MSSA").


MSSA Mendocino County Permits 7-19-2023

Individually or collectively, Elevate Sky and/or the MSSA (as selected above) and the applicable software terms (End User License Agreement, Terms of Use or Terms of Service)* shall be referred to herein as the "Agreement." The SOS is subject and subordinate to the Agreement. To the extent there is a conflict between the Agreement and the SOS, the SOS shall prevail.

**Click-wrap agreement.*

TOSHIBA

Version 01/20/2025 v1.0


Client Initials



1. Project Contacts

Contractor Office Details	
Contractor Region	TBS-West-NORTHERN CALIFORNIA
Address Line 1	12657 Alcosta Blvd., Ste. 100
Address Line 2	
City, State, ZIP City, State, ZIP	San Ramon, CA 94583
Phone Number	
Fax Number	
Contractor Sales Rep. Name	
Contractor Consultant Name	John Schnieder
Contractor Analyst Name	
Client Number	
Contract Number	

Client Details	
Client Name	Mendocino County Permits
Client Contact Person	Julia Krog
Client Address Line-1	860 N Bush St.
Client Address Line-2	
City, State, ZIP	Ukiah, Ca 95482
Telephone #:	707-234-6650 Ext:
Fax Number:	
Email Address:	krogj@mendocinocounty.org
Client Number:	
Contract Number:	

TOSHIBA

2. Introduction

Client's acceptance of this SOS shall be authorization for Contractor's performance of the Project Services set forth in this SOS. Contractor reserves the right to utilize Sub-Contractors and sub-subcontractors (collectively known as "Sub-Contractors") in performance of the Project Services. Contractor represents that all its Sub-Contractors (i) will be competent to perform the Project Services; (ii) will exercise commercially reasonable standards in performing these Project Services; and (iii) will comply with all terms and conditions applicable to Contractor in the performance of the Project Services.

The purposes of the SOS are to (i) specify the work to be completed by the Contractor during phases of the Project; (ii) detail the obligations of the Contractor and the Client; and (iii) set forth the Project schedule and fees.

Contractor has prepared this SOS to detail the scope of Project Services and costs for the Project Services.

3. Project Objective

Based on the agreed upon business requirements, Contractor will provide design, implementation, training, and support services to the following locations:

SaaS

4. SOS Addendums

The SOS Addenda are supplementary documents that detail the specific deliverables and responsibilities of the parties. The relevant addendum is predicated upon whether Client's solution is a cloud solution, non-cloud solution ("On-Premises"), or mix of both ("Hybrid"). The SOS Addenda describe the Project Deliverables, Client and Contractor Responsibilities, Professional Services and Licensing Fees, Project Plan, Support Escalation Process, Pricing Schedule, Business Requirements, Functional Design, Change Order Authorization, and Solution Delivery and Acceptance.

A checkmark incorporates the referenced document into this SOS.

- ☒ Statement of Services - Addendum A (Cloud Solution).
- ☐ Statement of Services - Addendum B (On-Premises Solution).
- ☐ Statement of Services - Addendum C (Hybrid Solution).



Project Deliverable(s)

Based on the agreed upon business requirements, Contractor will provide the following, as applicable:

- This Statement of Service (SOS).
- Professional Services as defined in this SOS.

NOTE: For the on-premises components of the deployed solution, it is the responsibility of the Client to meet the minimum installation pre-requisites provided to them prior to the installation of the software.

5. Project Services

Contractor will provide the following Project Services:

- Consult with Contractor personnel to implement Scanning need(s).
- Consult the Contractor personnel on the index criteria.
- Inform the Contractor personnel on scanning requirements.
- Inform the Contractor personnel on shipping requirements.
- Assist Contractor IT personnel User Access as needed.
- Access to the FTP for image Q/A processing.
- Project Management.
- Training
 - Train End-User to use the FTP portal.

5.1. Document Scanning Services Details

Overview or Project Deliverables:

- Approximately [475] boxes (Of which 285 boxes are standard archive 1.2 and pallets of oversized drawings that have been packed into 71 boxes) have been picked up, and to be scanned, indexed and potentially returned and/or destroyed from Customer located at [120 W. First St., Ft Bragg, CA-boxes and Softfile in Sacramento for pallets (**completed**) Planning Records.
- The estimated total of [920,100] images mostly single sided (15%) duplex double sided, will be prepped, scanned and indexed. 868,500 images are estimated at 8.5" x 11" and 51,600 are estimated as oversized. Index by permit number/file tab information.
- The material will be transported to GRM in a secured vehicle.
- Once at GRM, the box counts are validated for confirmation.
 - GRM will apply a unique barcode number to each box
 - Barcodes will be scanned/wanded into the inventory database and confirmed
- At each handling point, the box will be scanned to know exactly where and what stage it is in the process.
 - GRM will scan the images in B & W at 300 DPI, PDF or 400 DPI Oversized, PDF.

TOSHIBA

- Client will be invoiced a monthly storage fee, per cubic foot, for inventory not authorized to return after 90-day digital delivery.
- Client has 90 days for digital Records Inspection. All files shall be stored at no cost during the digital Records Inspection period ("Inspection Period").
- Within 30 days post the Inspection Period, Client must provide written confirmation to Contractor, authorizing the Destruction or Return of stored documents.
 - If 30 days have lapsed, and Client has not authorized the Destruction or Return of stored documents, Contractor will charge Client per the pricing schedule for 'Document Storage' on a monthly basis billable at the end of each month.
 - Client will be invoiced a monthly storage fee, per cubic foot, for inventory not authorized to Destruction or Return at the rate of \$1.27 dollars per 1.2 CU feet of storage per month.

Project Terms:

Unless otherwise stated and agreed-upon in advance of project commencement, all documents scanning included in this SOS and access to the cloud portal will be completed within twelve months of boxes received at the Contractor's operations center.

At the end of the twelve-month period, access to the cloud portal and digital documents renewal is required. In addition, any boxes contracted within this SOS that have not been delivered to the Contractor's scan center will require a Change Order to be processed as the original SOS will have expired. Renewal of cloud portal access and scanning of boxes not received at the scanning center within twelve months will incur additional charges processed via a new SOS, or a Change Order.

Overage Fees:

Project Overage Fees are applied to all scanning services in excess of quoted volumes and documents within this SOS. Client acknowledges and agrees to be billed for and pay the applicable services fees associated with these additional services. A Change Order will be utilized to process the overage fees.

Contractor will only bill for the actual number of images scanned and the services associated with the project as defined in this SOS.

TOSHIBA

5.2. Services Description

Project Description	
1 Scope of Project	Contractor will provide Customers with a Document Imaging service that will convert paper files into digital format.
2 Preparation	GRM will get the paper documents "scanner ready" by performing the required tasks as follows: <ul style="list-style-type: none"> ✓ Pulling staples ✓ Taping any torn pages ✓ Unfolding any folded pages
3 File Organization	PDF's will be stored into a Folder by box number.
4 Scanning	All paper images will be scanned in black and white and captured at 300 DPI in PDF format. Oversized images will be scanned and captured at 400 DPI in PDF format.
5 Quality Control	Contractor will inspect each image of each electronic batch for image quality from our dedicated quality control workstation. Each image that is sub-par quality will be earmarked for rescanning. Any indices that are incorrect will be corrected.
6 Project Deliverables	Contractor will provide document preparation, scanning, and if requested, uploading of the files to meet the import requirements for the Customer's application. Pricing on this is included below.
7 Document Volume	Approximately [475] boxes. It is estimated that there are about [920,100] images to be scanned.
8 Indexing	Index by: [PERMIT NUMBER – File Tab information.
9 Output Format	The output format will be 300DPI, multi-page PDF files for black & white; Oversized will be 400 DPI PDF.
10 Secure Destruction	<ul style="list-style-type: none"> • <u>Client has 90 days to inspect the digitized records and related metadata. ("Inspection Period").</u> • <u>Within 30 days post the "Inspection Period", Client must provide written confirmation to Contractor, authorizing the Return or Destruction of stored documents.</u> • <u>If 30 days post the Inspection Period have lapsed, and Client has not authorized document return, or document destruction Contractor will charge Client per 1.2 Cu feet – per the pricing schedule for 'Document Storage' on a monthly basis billable at the end of each month.</u>
11 Pricing	The Price Schedule is provided below.
12 Schedule	Documents and boxes Pickup will begin at a mutually agreed-upon time between Contractor and Customer.



Scanning Output Specifications

Source Files	Output Format	Resolution	OCR	Output Color	Number of index fields	Customer Providing Data Lookup File
<input checked="" type="checkbox"/> Paper	<input checked="" type="checkbox"/> PDF	<input type="checkbox"/> 200 DPI	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Black/White	One field for each Permit Type	<input type="checkbox"/> Yes
<input type="checkbox"/> Film	<input type="checkbox"/> TIFF	<input checked="" type="checkbox"/> 300 DPI	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Color		<input checked="" type="checkbox"/> No
	<input type="checkbox"/> JPG	<input checked="" type="checkbox"/> Other				

Production Notes

Contractor will apply a unique barcode number to each box
Barcodes will be scanned/wanded into inventory database and confirmed.

Post Conversion Instructions

Boxes	Delivery Method	Additional Instructions
<input type="checkbox"/> Transfer to Storage	<input checked="" type="checkbox"/> Upload To SFTP	Hold 90 days for review and destroy with an approved
<input checked="" type="checkbox"/> Return to Customer	<input type="checkbox"/> Encrypted Portable Media	
<input type="checkbox"/> Destroy	<input type="checkbox"/> Other	
<input type="checkbox"/> Other - TBD		

6. Project Milestones

Notes: The milestones table below is intended as a sample. Update as needed. Remove the highlighted notes prior to submission of this SOS to Client.

Milestone Description	Milestone Date
Document Backfile Scanning – Permits Phase-3	
1. Initiating and Planning complete	Mutually established between Client and Contractor
2. Executing complete	Mutually established between Client and Contractor

TOSHIBA

3. Monitoring and Controlling complete	Mutually established between Client and Contractor
4. Solution Delivery and Acceptance complete	Mutually established between Client and Contractor
5. Project Complete	Mutually established between Client and Contractor

7. Progress Billing

During this project, Contractor will request that Client acknowledge completion and acceptance of the monthly services related for the Document Backfile Scanning project. An invoice will be submitted to the Client, and Client agrees to pay for the services delivered for the month mentioned in the invoice. Client agrees to pay for the invoice within 15 days of receipt of invoice in accordance with the Completion Criteria in this SOS.

8. Completion Criteria

When the Project Services detailed in this SOS have been completed and demonstrated, the Project will be considered complete, and Contractor will request Client signoff of the Solutions Delivery and Acceptance document referenced in this SOS within 15 days of Project Plan completion.

9. Change Management

This SOS is intended to provide, as much as possible, a clear understanding of the responsibilities of the parties concerning these Project Services. Changes to the scope, assumptions, personnel, environment, dependencies, timeline, or Project Services post execution of this SOS will be communicated in writing and agreed to by both Contractor and Client via a Change Order Authorization ("COA") form. The COA will be added to this SOS to amend and set forth the effective date, purpose, description, and price, if applicable.

The work required to address these changes will be scoped and presented to Client as a COA with any additional time, materials, or cost. The following list provides a detailed process to follow if changes to the scope of this SOS are required.

- A COA will be the vehicle for communicating change and will be prepared by the Contractor's lead Solutions Analyst assigned to this Project. The COA must describe the change, the reason for the change, and the effect the change will have on the project.
- Both Client and Contractor will review the proposed change and approve. The review will determine the effect the COA will have on price, schedule, and other terms and conditions of this SOS.
- Both parties must sign a written COA to authorize the implementation of any changes.



10. Support

Contractor will provide implementation support for this Project through to its completion. This includes but is not limited to ensuring installed applications are performing to manufacturer's specifications.

Upon completion of the Project, and provided Client is up to date with their maintenance and support payments, Client will have access to a Contractor support engineer for technical issues. Support will continue to be available throughout the term of the contract and upon renewal of the license.

11. SOS - Assumptions

The following are the general assumptions on which this SOS and Professional Services Fees ("Fees") are based. If any of these assumptions either change or are incorrect a COA may be required, which may result in additional Fees.

- Building environmental conditions that are within equipment specifications for airflow, temperature, humidity, and electrical quality.
- Project Services will be performed during normal business hours Monday through Friday 8 a.m. to 5 p.m. local time, excluding holidays. Client will provide unimpeded access to equipment and facilities. If access delays occur, work performed outside of normal business hours may incur an overtime premium.
- Contractor:
 - Is not responsible for any conflicts with existing hardware or software.
 - Is only responsible for integration tasks outlined in this proposed SOS.
 - At Contractor's discretion Project Services may be provided remotely in whole, or in part.
- All systems will be installed in US English (other localized language configurations can be provided at an incremental cost).

Handwritten initials 'JK' in blue ink.



Exhibit A: Referenced Documents Table

A checkmark in the table below incorporates the referenced document into this SOS.

Referenced	Document Title	Document Description
<input checked="" type="checkbox"/>	Project Plan	Project Plan describes the execution, management, and control of the project
<input type="checkbox"/>	Pricing Schedule	Provides pricing and line-item details as necessary.
<input type="checkbox"/>	Solutions Delivery and Acceptance	Acknowledgement form: client acknowledges and confirms that the deliverable, milestone and/or project referenced has been completed, and all testing and acceptance criteria have been satisfied.
<input type="checkbox"/>	Change Order Authorization	Document to be executed when the original project scope has changed post SOS authorization by client.
<input checked="" type="checkbox"/>	Support Escalation Process	Describes steady state user-support escalation process.
<input type="checkbox"/>	Business Requirements Document	The BRD outlines the details for a project including the documentation of Client needs and expectations. The BRD is intended to highlight the project Scope, Requirements, Assumptions, Constraints, and Risks.
<input type="checkbox"/>	Functional Design Document	The FDD provides an overview of the business issue to be addressed, a mock-up of the User Interface (UI) design, and a plain English synopsis of the logic anticipated. This document provides the Client with the opportunity to approve the high-level design before the effort is made to develop a detailed or technical design.



SaaS Statement of Services - Addendum A

This addendum is hereby incorporated by reference as Addendum A to the Statement Of Service ("SOS") by and between Toshiba America Business Solutions, Inc. ("Contractor") and ("Client").

Associated Project SOS Name: SOS Mendocino County Permits Phase-3 No Transportation 2-13-2025

Associated Terms of Agreement (Select all that apply):

- ☒ Toshiba Master Software and Services Agreement
- ☐ Toshiba Elevate Sky Print Management Terms of Use
- ☐ Toshiba Elevate Sky Workflow Terms of Use
- ☐ Toshiba Elevate Sky Translate EULA

Client Responsibilities

The following activities are the responsibility of Client.

The "Client Responsibilities – Details" is the Solution specific activities that are defined as the responsibility of Client. If any of these responsibilities either change or are incorrect a (COA) Change Order Authorization may be required, which may result in additional Professional Services fees.

- During the Project Initialization and Planning phase of the project, Customer will provide the following information for users needing access to the ScanCloud portal. These users will receive their user credentials via email.
 - Username
 - User email address
 - User telephone number
- Ensure that all applications and data are successfully backed up prior to Contractor beginning project services detailed in the SOS.
- Provide technical and application support for configuration and testing of Client specific information. Contractor does not warrant Client applications.
- Provide systems personnel for the project familiar with all aspects of Client's enterprise configuration – security, remote access, domain structure, WAN/LAN connectivity, applications used for this project – to work in conjunction with the Contractor team on this implementation. Additionally, a desktop technician may be required to perform Client -side duties.
- Make available all the appropriate resources, systems, network access, reports and any/all other data elements required for Contractor to complete the deliverables and other research necessary to complete this project as contained herein.
- Provide a dedicated project manager or coordinator to provide management, reporting, day to day project tracking, move/add/change requirements, and cross-coordination of requirements.
- Network connectivity between all solution components.
- Deploy Solution to Client end-user desktops (if required).
- Identify a Project Sponsor with sign-off authority and ability to facilitate Client stakeholder participation.
- Report on any Client technical or resource issues that would delay, hinder, or adversely affect the deployment of the solution or its performance in the Client environment.

TOSHIBA

Version 01/20/2025 v1.0

Client Initials

TOSHIBA

- Allow for the distribution of Solution upgrades to Client PC's as needed.
- Accept title and/or license upon delivery/installation for product and/or Solution purchased if applicable.
- Sign appropriate Contractor finance document for leased or financed transactions.

Contractor Responsibilities

The following activities are the responsibility of Contractor.

The "Contractor Responsibilities – Details" is the Solution specific activities that are defined as the responsibility of Contractor. If any of these responsibilities either change or are incorrect a COA may be required, which may result in additional Professional Services fees.

- Technical specifications for implementation of the solution as defined in this SOS.
- Training of the solution as defined in this SOS.
- Configuration of the Solution components as defined in this SOS.
- Technical Services included in the deployment for the solution as defined in this SOS.
- Training of the solution being implemented as defined in this SOS.
- Email and phone support for the duration of the Project Contract.
- Solution revisions, updates, and patches during the term of the Project Contract.

Support

Contractor will provide implementation support for this project through to its completion. This includes but is not limited to ensuring installed applications are performing to manufacturer's specifications.

Upon completion of the project, Client will have access to a Contractor support Engineer for technical issues. Support will continue to be available throughout the term of the contract and upon renewal of the contract.

Note: If applicable, refer to the **Statement of Services Support Escalation Process - Addendum F** document referenced in this SOS for support details.

Professional Services and License Fees

A checkmark in the table below incorporates the below referenced table into the agreement.

☒ **TABLE 1: SaaS FEES:**

This is a time and materials engagement. The Professional Services fees for this project are inclusive of hours required to complete the preparations, scanning and indexing of the estimated volume of documents. The document estimates are based upon our current understanding of the project. Any changes to this Statement of Service will require a Change Order executed and agreed

TOSHIBA

upon by both parties. Contractor cannot perform work outside of the scope of this SOS without an authorized Change Order signed by Client.

Estimated Services Fees: \$

*****Client will only bill for the actual number of images scanned and the services associated with the project as defined in this SOS.*****

Taxes, if applicable, are not included and will be invoiced separately.

Contractor will invoice Client upon initial installation of a on premises, or activation of the cloud instance of the software solution provided.

Expenses associated with travel, overnight stays, etc., for the hours estimated in this SOS are included in the estimate of this project.

This document is valid for a period of 30 days from the Valid From date; after this date it may be revised upon consent by Contractor.

Pricing Details:

Item	Unit	Description	Quantity	Price	Total
EDM0401	Each	DS/PROJECT SETUP	1	\$1,453	\$1,453.00
EDM0405-STD3-H-WC	Each	DS/DOCUMENT SCANNING - 8.5" X 11" - 500,001-750,000 IMAGES - HEAVY PREPARATION	868,500	\$0.155	\$134,617.50
EDM0408-OS5-WC	Each	DS/DOCUMENT SCANNING - OVER 11" x 17" 5001+ IMAGES	51,600	\$1.053	\$54,334.80
EDM0403	Each	DS/ADDITIONAL PREP LABOR - PER HOUR	400	\$49.54	\$19,816.00
EDM0412-WC	Each	DS/INDEXING - PER 1000 KEYSTROKES	625	\$6.19	\$4,960.63
EDM0403-I	Each	DS/ADDITIONAL INDEXING LABOR - PER HOUR	120	\$63.49	\$3,868.75
GRMTRANSPORT	Each	DS/TRANSPORTATION-CUSTOM CALCULATION PER TRIP	1	\$3,500	\$3,500.00
EDM0527	Each	DS/BULK DATA TRANSFER	60	\$61.92	\$3,715.20
ESTIMATED PROJECT TOTAL :					\$226,265.88

TOSHIBA

Version 01/20/2025 v1.0


Client Initials



Statement of Services Project Plan - Addendum D

This addendum is hereby incorporated by reference as Addendum D to the Statement Of Service ("SOS") by and between Toshiba America Business Solutions, Inc. ("Contractor") and ("Client").

Associated Project SOS Name: SOS Mendocino County Permits Phase-3 No Transportation 2-13-2025

Associated Terms of Agreement (Select all that apply):

- ☒ Toshiba Master Software and Services Agreement
- ☐ Toshiba Elevate Sky Print Management Terms of Use
- ☐ Toshiba Elevate Sky Workflow Terms of Use
- ☐ Toshiba Elevate Sky Translate EULA

Note: Project duration is estimated based on current project scope. The actual project start and end dates and duration details will be determined during project kickoff between Contractor and Client.

Task Name	Duration	Projected Start Date	Projected End Date
Mendocino County Permits - Document Backfile Scanning – Permits Phase-3 Implementation Project Plan	141d	TBD	TBD
Initiating and Planning	16d	TBD	TBD
Initiating	10d		
Develop Project Documents	3d	TBD	TBD
Internal Contract-Signed Kick-Off Call	2d	TBD	TBD
Client Kickoff Call and Other Requirements	5d	TBD	TBD
Planning	6d		
Environment Settings Confirmation	2d	TBD	TBD
Deployment Logistics	2d	TBD	TBD
Training Preparation	2d	TBD	TBD
Milestone - Initiation and Planning Complete	0d	TBD	TBD
Executing	111d	TBD	TBD
SaaS Configuration	1d	TBD	TBD
Activate Scan Cloud SaaS	1d	TBD	TBD
Index Design and Setup	1d	TBD	TBD
Milestone – SaaS portal configuration Complete	0d	TBD	TBD
Box-1 Scan Processing - Includes indexes creation	17d	TBD	TBD
Box-1 Scanned and ready for user download	14d	TBD	TBD
User Quality Assurance Validation	3d	TBD	TBD
Milestone – Box-1 User QA validation Complete	0d	TBD	TBD
Milestone – Box-1 Customer Acceptance Signoff	0d	TBD	TBD
Remining Boxes Processing	60d	TBD	TBD

TOSHIBA

Version 01/20/2025 v1.0


Client Initials

TOSHIBA

Boxes -2-356 Scan Processing (Includes indexes creation	60d	TBD	TBD
Milestone – Remaining Boxes Scan Complete	0d	TBD	TBD
Remaining Boxes User Quality Assurance Validation	60d	TBD	TBD
Milestone – Remaining boxes User QA validation Complete	0d	TBD	TBD
Milestone – Remaining boxes Client Acceptance Signoff	0d	TBD	TBD
User Training	1d	TBD	TBD
Milestone – User Training Complete	0d	TBD	TBD
Customer downloads Scanned Digital Images and metadata	5d	TBD	TBD
Milestone – Customer Project Acceptance Signoff Complete - (Customer signs off final Delivery and acceptance)	0d	TBD	TBD
Milestone – Project Execution Complete	0d	TBD	TBD
Monitoring/Controlling	1d		
Action Items and Issues Log	1d	TBD	TBD
Communicate Support and Issue Escalation Process	1d	TBD	TBD
Milestone – Monitoring and Controlling Complete	0d	TBD	TBD
Closing	8d		
Review and Approval Sign - Solutions Delivery and Acceptance	5d	TBD	TBD
Project Closure Meeting	1d	TBD	TBD
Milestone – Solution Delivery and Acceptance Complete	0d	TBD	TBD
Milestone – Project Complete	0d	TBD	TBD



SaaS Statement of Services - Addendum F

This addendum is hereby incorporated by reference as Addendum F to the Statement Of Service ("SOS") by and between Toshiba America Business Solutions, Inc. ("Contractor") and ("Client").

Associated Project SOS Name: SOS Mendocino County Permits Phase-3 No Transportation 2-13-2025

Associated Terms of Agreement (Select all that apply):

- ☒ Toshiba Master Software and Services Agreement
- ☐ Toshiba Elevate Sky Print Management Terms of Use
- ☐ Toshiba Elevate Sky Workflow Terms of Use
- ☐ Toshiba Elevate Sky Translate EULA

Toshiba Resources:

John Schneider, Director of Professional Services

- Email: John.Schneider@tbs.toshiba.com
- Telephone: 916-928-2724

GRM Support Resource:

Customer Service Hotline

- Telephone: (201)-798-7100

IN WITNESS WHEREOF

DEPARTMENT FISCAL REVIEW:

By: Julia Krog
DEPARTMENT HEAD

Date: 4/4/2025

Budgeted: ☒ Yes ☐ No
Budget Unit: 2852
Line Item: 862189 PSMCG
Org/Object Code: PS-862189
Grant: ☐ Yes ☒ No
Grant No. : N/A

COUNTY OF MENDOCINO

By: _____
JOHN HASCHAK, Chair
BOARD OF SUPERVISORS

Date: _____

ATTEST:

DARCIE ANTLE, Clerk of said Board

By: _____
Deputy

I hereby certify that according to the provisions of Government Code section 25103, delivery of this document has been made.

DARCIE ANTLE, Clerk of said Board

By: _____
Deputy

INSURANCE REVIEW:

By: Darcie Antle
Risk Management

Date: 04/03/2025

CONTRACTOR/COMPANY NAME

Signed by:
By: Van Real
SIGNATURE

Date: 4/3/2025

NAME AND ADDRESS OF CONTRACTOR:

Toshiba America Business Solutions, Inc.
25530 Commercentre Drive
Lake Forest, CA 92630

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement

COUNTY COUNSEL REVIEW:

APPROVED AS TO FORM:

By: Man/Kia
COUNTY COUNSEL

Date: 04/03/2025

EXECUTIVE OFFICE/FISCAL REVIEW:

By: [Signature]
Deputy CEO or Designee

Date: 04/03/2025

Signatory Authority: \$0-25,000 Department; \$25,001- 50,000 Purchasing Agent; \$50,001+ Board of Supervisors
Exception to Bid Process Required/Completed ☐ _____
Mendocino County Business License: Valid ☐ _____
Exempt Pursuant to MCC Section: _____