EXHIBIT 1

Statement of Work

Sheriff-Jail Analytics Phase II

Prepared for

FL-COUNTY OF BROWARD

Prepared by

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This Statement of Work ("SOW") and any exhibits, appendices, schedules, and attachments to it are made pursuant to Work Order DORV175-118516-135029 ("Work Order") and describes the work to be performed ("Services") by Microsoft Corporation ("Microsoft," "us," or "we") for **FL-COUNTY OF BROWARD** ("Broward County," "Customer," "you," or "your") relating to your Sheriff-Jail Analytics Phase II engagement (project).

This SOW and the associated Work Order expire thirty (30) days after their publication date, unless signed by both parties or formally extended in writing by Microsoft.

Introduction

This project expands upon work that introduced the Broward County Sheriff's Office to a modern, extensible, standards based enterprise data and reporting platform. This project intends to build on earlier successes, apply lessons learned, and expand the technology platforms to further the agency's goals of identifying the service and resource needs required to better serve the residents and visitors of Broward County.

1. Project objectives and scope

1.1. Objectives

The specific objective of this project is to decrease the inmate average length of stay and reduce the jail population. This will be accomplished by integrating existing data with the Sheriff's Office Jail Management System and the Clerk of Court's Odyssey System data, then by enhancing the existing Offender Management Dashboards and by creating new dashboards focused on criminal case stages and processes. This is expected to enable efficient and accurate reporting; provide more advanced pattern and trend analysis; and empower the agency to adapt, deploy and operationalize CJS resources based on quantifiable measures.

1.2. Areas in scope

1.2.1. General project scope

Microsoft will provide Services in support of the following scope.

Area	Description	Assumptions

New Report: Criminal Case Filing Times (Current)	• Case type sorted into buckets: Felony, Misdemeanor, Municipal ordinance, Traffic Criminal
	• Measure days from arrest to when case is filed (buckets may change):
	  - 0-10 Days, 11-20 Days, 21-25 Days, 26-30 Days, 31-35 Days, 36-40 Days, 41 or More Days
	  - Unfiled cases
	  - Total number of cases	

Area	Description	Assumptions
	- Total number of inmates (should match JMS current population count) • Each case number is counted (individuals have multiple cases)	
New Report: Criminal Case Filing Times (Historical)	Show sliding 13 month trends • Table with filing days by month as listed in current • Line graph for each filing time bucket	
New Report: Violations of Probation (based on existing report "In Custody on Violations")	• Charges Only or Remaining Offense with each case based on VOP arrest month (13-month view). • Case type sorted into buckets Felony, Misdemeanor • Measure days from arrest date for the VOP into buckets - Time from arrest to first VOP hearing - Time from arrest to final VOP Hearing - No date scheduled (for cases that have not had a first VOP hearing) - Total number of cases - Total number of inmates • Multiple cases counted individually • Include sentences or outcomes at the Final VOP into buckets (sentence type)	
New Report: Violations of Parole (based on existing report "In Custody on Violations")	• Charges Only • Or remaining Offense • Phase I report identified by charge only, not charge status • Consider charge status as an identifier • Include new court details	
New Report 750 Day List (based on existing report "In-Custody Beyond 750)	• Include standard court details as defined - Assigned Judge - Last court date, hearing type and Judge - Next court date, hearing type and Judge • Make report capable of filtering by days in-custody (user definable) • Identify inmates who are housed in On-Loan Status (Discussed re: benefits and logic) • Update current and historical reports with the court details	
New Report: Judicial Case Load by Division (Current)	• Current In-custody cases only - Model after the Seventeenth Circuit Court of Florida report	

Area	Description	Assumptions
	- Add column for additional cases assigned to another division Judge - Felony, Misdemeanor, Municipal Ordinance, and Traffic Criminal - Identify case number - Identify last court date, Judge - Identify next court date, Judge • Add all Phase I "drill down" details	
New Report: Judicial Case Load by Division (Historical)	• Historical - Number of cases by all criminal divisions - Criminal divisions - Total IC cases by month - Table with each division by month	
New Measure: Average Length of Stay Measures (JMS Data)	• By charges • By release type	
New Dimensional Data: New Phase II report drill down details are included in Phase I Reports (include Phase I drill down details in Phase II reports as well)	• Open criminal cases only (For each open criminal case list i-v after each case number) - The date the state filed charges "file states information" - Number of days from arrest to SAO filing (length of filing time in days) - Number of days from arrest to case disposition - For each case number, the highest level of offense as charged or filed (ex. F1) - The assigned defense attorney (name and if it is a public defender or private counsel) - Last court date held, hearing type, Judge - Next scheduled court date, hearing type, Judge - The date the case was disposed - The sentence or disposition	
Technical Documentation and White Boarding Sessions	• Technical document, including operations processes, and provide associated white boarding sessions (time-boxed to 16 hours)	

1.2.2. Software products and technologies

The products and technology that are listed in the following table are required for project execution. The Customer is responsible for obtaining all identified licenses and products.

Product and technology item	Version	Ready by
Power BI (optional)	n/a	Beginning of Build

1.2.3. System integration

The following system integration is in scope for the project.

Integration	Description of scope	Responsibility	Ready by
Clerk of Court Odyssey	Retrieve data from exposed JSON or XML Web Service	Customer	Project start

1.2.4. Environments

The following environments will be required to deliver the project.

Environment	Location	Responsibility	Ready by
Development	Microsoft	Microsoft	Start of engagement
User acceptance testing ("UAT")	Customer	Customer	Beginning of UAT
Production	Customer	Customer	End of UAT

1.2.5. Testing and defect remediation

Testing

The following testing is included in the scope of the project. If the Customer has responsibility for testing, the Microsoft effort to support that activity is identified. If additional time is needed for Microsoft testing support, then it can be requested through the Change management process described in this SOW.

Test type (environment)	Description	Responsibility		
		Has responsibility for testing?	Provides data or test cases	Provides guidance and support
Unit testing (development)	Unit testing is automated for each build and focuses on determining if a unit of code functions as intended.	Microsoft	Microsoft	Customer

Test type (environment)	Description	Responsibility		
		Has responsibility for testing?	Provides data or test cases	Provides guidance and support
	Test cases are based on the Functional Specification Document.			
System testing (development)	System testing focuses on determining whether functionality meets design. Test cases are based on the Functional Specification Document.	Microsoft	Customer	Customer
Integration testing (test)	Integration testing focuses on integration and interaction with external or third-party components. Test cases are based on the Functional Specification Document. The Microsoft effort to support this testing is limited to a total of 20 business hours.	Customer	Customer	Microsoft
UAT	The user functionality of key real-world scenarios will be tested. Test cases are based on the functional specification document. The Microsoft effort to support this testing is limited to a total of 80 business hours.	Customer	Customer	Microsoft

Defect remediation

If defects are identified during testing, the priority of the item will be jointly agreed upon by the Customer and Microsoft. Defect prioritization is defined in the following table.

Priority	Description	Remediation in scope?
P1	**Blocking defect** Development, testing, or production launch cannot proceed until this type of defect is corrected. A defect of this type blocks further progress in this area. The solution cannot ship, and the project team cannot achieve the next milestone until such a defect is corrected.	Yes
P2	**Significant defect** This type of defect must be fixed prior to moving to production. Such a defect, however, will not affect test plan implementation.	Yes

Priority	Description	Remediation in scope?
P3	**Important defect** It is important to correct this type of defect. However, it is possible to move forward into production through the use of a workaround.	No; the problem will be logged. Remediation will be performed through an agreed-upon change request only.
P4	**Enhancements and low priority defects** P4 defects consist of feature enhancement and cosmetic defects. These include design requests that vary from original concepts.	No; the problem will be logged. Remediation will be performed through an agreed-upon change request only.

1.3. Areas out of scope

Any area not explicitly included in the Areas in scope section is out of scope for Microsoft during this project. Specific areas that are out of scope for this project are listed in the following table.

Area	Description
Product licenses and subscriptions	Product licenses (Microsoft or non-Microsoft) and cloud service subscriptions are not included.
Hardware	Microsoft will not provide hardware for this project.
Integration with third-party software	Microsoft will not be responsible for integration with third-party software.
Data migration	Data migration activities are not in scope for this project.
Product bugs and upgrades	Product upgrades, bugs, and design change requests for Microsoft products are not in scope for this project.
Source code review	The Customer will not provide Microsoft with access to non-Microsoft source code or source code information. For any non-Microsoft code, Microsoft Services will be limited to the analysis of binary data, such as a process dump or network monitor trace.
Process reengineering	Designing functional business components of the solution is not included.
Organizational change management	Designing—or redesigning—the Customer's functional organization is not included.

2. Project approach, timeline, and deliverable acceptance

2.1. Approach

The project will be structured following the Microsoft solution delivery methodology across five (5) distinct phases; Envision, Plan, Build, Stabilize, and Deploy. Each phase has distinct activities and deliverables that are described in the following sections. For the purposes of this project, there will not be an Envision Phase since this was completed in the previous project. This project will begin at the Plan Phase.

If a deliverable requires formal review and acceptance (a process described in the Deliverable acceptance process section), this is indicated in the following sections.

2.1.1. Plan

During the Plan Phase, the team will develop a detailed plan for the project that includes a list of activities that are to be completed, and the project schedule.

Category	Description
Microsoft activities The activities to be performed by Microsoft	• Gather and document functional requirements
Customer activities The activities to be performed by the Customer	• Review and accept functional requirements
Key assumptions	• The functional requirements become the basis of user acceptance testing during the Stabilization Phase of the project

Deliverables

Name	Description	Acceptance required?	Responsibility

Functional Specification Document	Document describing the functional requirements of the project, upon which the UAT test cases will be built	Y	Microsoft

2.1.2. Build

During the Build Phase, the team will build all of the aspects of the solution and prepare it for final testing.

Category	Description
Microsoft activities The activities to be performed by Microsoft	• Perform customization of solution as per functional requirements
Customer activities The activities to be performed by the Customer	• Review and accept code artifacts
Key assumptions	• Customizations will be performed in alignment with the approved functional specifications. Development cannot commence without an approved Functional Specification Document.

Deliverables

Name	Description	Acceptance required?	Responsibility
Code artifacts	Developed code artifacts	N	Microsoft

2.1.3. Stabilize

During the Stabilize Phase, the team will focus on testing the solution and preparing it for release.

Category	Description
Microsoft activities The activities to be performed by Microsoft	• Assist in deploying solution to customer test environment
Customer activities The activities to be performed by the Customer	• Deploy solution to test environment with assistance from Microsoft
Key assumptions	• Customer has appropriate resources available to perform deployment, UAT scripts are complete and customer has plan to perform UAT

Deliverables

Name	Description	Acceptance required?	Responsibility
Remediated Codebase	All bugs have been remediated in accordance with Section 1.2.5. testing and defect remediation	Y	Microsoft

2.1.4. Deploy

During the Deploy Phase, the team will perform the activities that will be required to make the solution available.

Category	Description
Microsoft activities The activities to be performed by Microsoft	• Assist customer in deployment of solution to Production environment • Develop technical document, including operations processes, and provide associated white boarding sessions, time-boxed at 40 hours
Customer activities The activities to be performed by the Customer	• Deploy solution to production environment with assistance from Microsoft

Category	Description
Key assumptions	• Production environment is configured and ready for deployment. Code is remediated and available

Deliverables

Name	Description	Acceptance required?	Responsibility
Remediated Code	Remediated code is available to deploy to Production environment	N	Microsoft
Technical Documentation and White Boarding Sessions	Technical document, including operations processes, and provide associated white boarding sessions, time-boxed at 16 hours	N	Microsoft

2.2. Timeline

During project planning of the project, a detailed project timeline will be developed. All dates and durations are relative to the project start date and are estimates only.

Plan	Build	Stabilize	Deploy
2 weeks	6 weeks	2 weeks	1 week

2.3. Deliverable acceptance process

During the project, Microsoft will submit certain deliverables (listed in the Approach section as deliverables with "Acceptance required?" equal to "Yes") for the customer's review and approval.

Within three business days of the date of submittal, the customer is required to:

- **Accept the deliverable** by signing, dating, and returning a service deliverable acceptance form, which can be sent by email, or by using (or partially using) the deliverable

  Or

- **Reject the deliverable** by notifying Microsoft in writing; the customer must include a complete list of reasons for rejection.

Review and acceptance of the solution or custom source code is based on completion and acceptance of UAT as described in the Testing and defect remediation section.

Deliverables shall be deemed accepted unless the written rejection notification is received by Microsoft in the timeframe specified.

If a rejection notification is received, Microsoft will correct problems with a deliverable that are in scope for the project (and documented in this SOW), after which the deliverable is deemed accepted. Problems that are outside the scope of this SOW, and feedback provided after a deliverable has been accepted will be addressed as a change request, managed as described in the Change management process section.

2.4. Project governance

The governance structure and processes the team will adhere to for the project are described in the following sections:

2.4.1. Project communication

The following will be used to communicate during the project:

- **Communication plan**: this document will describe the frequency, audience, and content of communication with the team and stakeholders. It will be developed by Microsoft and the customer as part of project planning.
- **Status reports**: the Microsoft team will prepare and issue regular status reports to project stakeholders per the frequency defined in the communication plan.
- **Status meetings**: the Microsoft team will schedule regular status meetings to review the overall project status, the acceptance of deliverables, and review open problems and risks.

2.4.2. Risk and issue management

The following general procedure will be used to manage active project issues and risks during the project:

- **Identify**: identify and document project issues (current problems) and risks (potential problems that could affect the project).
- **Analyze and prioritize**: assess the potential impact and determine the highest priority risks and problems that will be actively managed.
- **Plan and schedule**: determine the strategy for managing priority risks and issues, and identify a resource who can take responsibility for mitigation and remediation.
- **Track and report**: monitor and report the status of risks and problems.
- **Escalate**: escalate to project sponsors the high impact problems and risks that the team is unable to resolve.
- **Control**: review the effectiveness of risk and issue management actions.

Active issues and risks will be regularly monitored during the project.

2.4.3. Change management process

During the project, either party is able to request modifications to the Services described in this SOW. These changes only take effect when the proposed change is agreed upon by both parties. The change management process steps are:

- **The change is documented**: all change requests will be documented by Microsoft in a Microsoft change request form and submitted to the Customer. The change request form includes:
    - o   A description of the change.
    - o   The estimated effect of implementing the change.
- **The change is submitted**: the change request form will be provided to the Customer.
- **The change is accepted or rejected**: The Customer has three (3) business days to confirm the following to Microsoft:
    - o   Acceptance—the Customer must sign and return change request form.
    - o   Rejection—if the Customer does not want to proceed with the change or does not provide an approval within three business days, no changes will be performed.

2.4.4. Escalation path

The Microsoft project manager will work closely with the Customer's Project Manager, sponsor, and other designees to manage project issues, risks, and change requests as described previously. The customer will provide reasonable access to the sponsor or sponsors in order to expedite resolution. The standard escalation path for review, approval, or dispute resolution is as follows:

- Project team member (Microsoft or the Customer)
- Project manager (Microsoft and the Customer)
- Microsoft's Delivery Manager
- Microsoft and the Customer project sponsor

2.5.   Project completion

The project will be considered complete when at least one (1) of the following conditions is met:

- All Microsoft deliverables that require acceptance have been delivered and accepted (or deemed accepted).
- The Work Order has been terminated.

3. Project organization

3.1. Project roles and responsibilities

The key project roles and the responsibilities are as follows.

Customer

Role	Responsibilities
Project sponsor	• Provide the estimated project commitment: 1-2 hours/week • Make key project decisions. • Serve as a point of escalation to support clearing project roadblocks.
Project manager	• Provide the estimated project commitment: 10-20 hours/week • Serve as primary point of contact for the Microsoft team • Manage the overall project. • Deliver the project on schedule. • Take responsibility for customer resource allocation, risk management, and project priorities. • Communicate with executive stakeholders.
Technical team lead	• Provide the estimated project commitment: 10-20 hours/week • Serve as primary technical point of contact. • Take ownership of technical architecture and code deliverables.
Lead business analyst	• Provide the estimated project commitment 10-20 hours/week • Serve as primary functional point of contact for the team that is responsible for functional business analysis.

Microsoft

Role	Responsibilities
Delivery manager	• Manage and coordinate the overall Microsoft project. • Serve as a single point of contact for escalations, billing issues, personnel matters, and contract extensions.
Microsoft project manager	• Manage and coordinate Microsoft project delivery. • Take responsibility for issue and risk management, change management, project priorities, status communications, and status meetings. • Coordinate Microsoft and Microsoft subcontractor resources but not customer resources.
Microsoft lead architect	• Design the overall solution. • Provide guidance based on Microsoft-recommended practices.

Role	Responsibilities
Microsoft Technical Development Lead	• Contributes to the envisioning and planning of the in-scope functionality. • Evaluates and provides input into the overall technical implementation. • Provides technical oversight for component parts of the in-scope functionality. • Utilizes functional specification documentation to develop in scope solution code artifacts. • Verifies that Microsoft recommended practices are followed. • Responsible for building a solution that meets the customer's expectations and specifications as expressed in the functional specification. • Responsible for testing the code that they develop.
Business Intelligence Consultant	• Responsible for Business Intelligence work, which might include, but is not limited to: – ETL design and development – Application guidance – Performance tuning – Data load resolution – Security Implementation – Report and Dashboard development

4. Customer responsibilities and project assumptions

4.1. Customer responsibilities

In addition to Customer activities defined in the Approach section, the Customer is also required to:

- **Clerk of Court Odyssey – the customer will retrieve data from exposed JSON or XML Web Service**
- Provide information:
  - This includes accurate, timely (within three business days or as mutually agreed-upon), and complete information.
- Provide access to people and resources.
  - This includes access to knowledgeable customer personnel, including business user representatives, and access to funding if additional budget is needed to deliver project scope.
- Provide access to systems.
  - This includes access to all necessary customer work locations, networks, systems, and applications (remote and onsite).
- Provide a work environment.
  - This consists of suitable work spaces, including desks, chairs, and Internet access.
- Manage non-Microsoft resources.
  - The customer will assume responsibility for the management of all customer personnel and vendors who are not managed by Microsoft.
- Manage external dependencies.

o The customer will facilitate any interactions with related projects or programs in order to manage external project dependencies.

4.2. Project assumptions

The project scope, services, fees, timeline, and our detailed solution are based on the information provided by the Customer to date. During the project, the information and assumptions in this SOW will be validated, and if a material difference is present, this could result in Microsoft initiating a change request to cover additional work or extend the project duration. In addition, the following assumptions have been made:

- Work day:
    o The standard work day for the Microsoft project team is between 8 AM and 5 PM, Monday through Friday.
- Standard holidays:
    o Observance of consultants' country-of-residence holidays is assumed and has been factored into the project timeline.
- Remote working:
    o The Microsoft project team may perform services remotely.
    o **The Technical Development Lead and the BI Consultant will both make three (3) trips to the customer location**
    o When the Microsoft project team is required to be present at the customer location on a weekly basis, resources will typically be on site for three nights and four days, arriving on a Mondays and leaving on a Thursday.
- Language:
    o All project communications and documentation will be in English. Local language support and translations will be provided by the Customer.
- Staffing:
    o If necessary, Microsoft will make staffing changes. These can include, but are not limited to, the number of resources, individuals, and project roles.
- Informal knowledge transfer:
    o Customer staff members who work alongside Microsoft staff will be provided with information knowledge transfer throughout the project. No formal training materials will be developed or delivered as part of this informal knowledge transfer.