

**iDocket - Professional Services Agreement
County of Jack**

MAY 27 2026

**VANESSA JAMES, County Clerk
JACK COUNTY, TEXAS**

Project Description

The purpose of this contract is to provide the District Clerk of Jack County a license to utilize the ~~Amethyst Jury management software from iDocket.com~~ assisting the County in providing better services from their offices, hereinafter referred to as "Office". **BY _____ DEPUTY**

The Jury Management System (Amethyst) will allow the Office to scan summons and barcodes, index (enter and delete), search, retrieve, and shuffle jurors. Create and print panel lists.

Term

This agreement shall commence upon signature of both parties and shall remain in full force and effect for a period of one (1) year. This agreement will automatically renew annually unless either party notifies the other with at least 30 days' notice, prior to the renewal date, of its intent to not renew this agreement.

Services and Products provided by iDocket

Software: iDocket agrees to provide software (Amethyst) for the entering, maintenance, tracking and management of Office's information. The software will provide a user interface for entering and editing data and generating reports and provide for the overall management of Office's information.

The installation process will include training and verification. Training will include demonstrating the features of the Amethyst software to staff, providing instructions on the use of the software and answering questions about its use.

Hardware: The County will provide PC and networking hardware for their office needs. The PCs will include an acceptable operating system on PCs used for utilizing the case management software. The County is responsible for all computer hardware, hardware maintenance, internet connectivity and speed. iDocket may provide some hardware (touch screens and receipt printers) upon request.

Data Conversion: iDocket will extract existing digital information from the current system in the County's office. iDocket is experienced in County's data extraction and will provide data conversion on a "best effort" basis and does not warranty or guarantee complete data conversion.

Accessibility: During Data Conversion iDocket will accept data, pdfs, and other agreed-upon system artifacts in their current states. No remediation or reverse engineering for Accessibility compliance will be performed on these artifacts except via an approved change order. The approved change order must specify the artifacts to be remediated and include agreement between both parties as to the price/cost to the customer for said remediation.

Implementation: iDocket will install the software in the County's office. The installation process will include training and verification. Training will include demonstrating the features of the software to staff, providing instructions on the use of the software and answering questions about its use. Verification of the new applications will include integrity of newly entered data and functionality of the software.

Software Maintenance and Upgrades: iDocket shall provide maintenance for the software provided under this agreement and may be contracted directly between iDocket and County. Software Maintenance also includes any software updates made to the software. County agrees to allow iDocket to maintain the current release of software to ensure the latest enhancements and a uniform level of software for support. iDocket will coordinate and be responsible for the implementation of software upgrades. It is the understanding of County that iDocket may have other compatible modules available for use by County. iDocket is advised that any resulting contract may be extended to other products offered by the iDocket, with authorization of the iDocket, either through an addendum of the existing contract or possibly an additional contract for the County.

Internet access to case information: iDocket provides, at their own expense, an Internet website to display court case information for multiple counties. The County Clerk and District Clerk may elect to use this service by notifying iDocket by written request to begin (or discontinue) placing their information on the Internet. When the County Clerk and District Clerk does participate in the website service, iDocket will share with the County on a quarterly basis, 20% of subscription fees for subscribers that select the County Clerk and District Clerk's County as their primary County of interest. Any fees collected for viewing Clerks document images on the website are reported and paid monthly to the Clerk.

Quality of Services

The software as provided by iDocket, is designed for maximum uptime and stability. There may be times, however, when the system becomes unusable for a short period of time. In the event of a system problem, the County is responsible for contacting iDocket support with all relevant information to the problem. The iDocket technical support will respond to problems in a timely manner, and will make a good faith effort to repair the problems as quickly as possible.

General questions or comments about the Amethyst software may be directed to iDocket's Customer Service by e-mailing cases@idocket.com or by calling 1-800-iDocket (1-800-436-2538) from 8 am -5 pm CST.

Services Provided by the County

Installation: If requested by iDocket, the county agrees to provide a staff member during the installation and conversion process for verification of the integrity of the software. Duties of the staff person may include, but are not limited to, specifying data content and location of data on current system, verifying the accuracy of case information as displayed by the new software and providing workflow details on managing current information, i.e. what information is entered at each stage of data entry.

Costs

Year 1: Licensing, Training, Implementation, and Hosting for \$18,000.

The invoice includes:

1. Amethyst Jury (DC) 1User - Annual \$1,500

Application Training On-site and Application Setup and Conversion – One-Time \$16,500.

Year 2 and ongoing: Annual license and production fees with iDocket \$1,500

Hosting: AWS GovCloud will be designated as the "server" upon which the Quartz Cloud database and images will reside. iDocket is responsible for hosting and hosting maintenance agreements.

Any cost increases will not exceed 10% of the previous year's annual fees.

Use of Work Product

Except as specifically set forth in writing and signed by both iDocket and the County, iDocket shall retain all copyright and patent rights with respect to programs developed under this agreement. Data and documents stored in the Quartz Cloud shall remain the property and in the County's custody. Access to the data and documents stored in Quartz Cloud shall not incur any costs and will be provided in a standard industry format.

Confidential Information

iDocket shall hold in trust for County, and shall not disclose to any nonparty to the Agreement, any confidential information of the County. Confidential information is information that relates to County's research, development, trade secrets or business affairs, but does not include information which is generally known or easily ascertainable by non-parties of ordinary skill in computer design and programming.

iDocket hereby acknowledges that during the performance of this contract, iDocket may learn or receive confidential County information and therefore iDocket hereby confirms that all such information relating to the County's business will be kept confidential by iDocket, except to the extent that such information is required to be divulged to the iDocket clerical or support staff or associates in order to enable iDocket to perform contractual obligations. Acceptance of this Agreement in no way limits or restricts the scope of services iDocket is able to perform outside this Agreement.

Termination of Agreement

Either party may terminate this agreement with written notice to the address stated herein in the event that either party fails to perform its obligations as stated within the above **Quality of Services** Provision. No such notice of termination shall be given, however, unless the party in

default has been given prior written notice of its default and has failed to cure said default within ninety (90) days of notice.

The County can terminate this agreement by giving notice with at least thirty days prior notice to the anniversary of the agreement to not renew this agreement for another annual term. Upon termination of this agreement, 1) the County agrees to not use the software; and 2) iDocket agrees to provide the County with all their digital information (data) including document images on an electronic media in a standard industry format.

Disputes

Any disputes between the parties related to this Contract which is not resolved through informal discussion will be submitted to a mutually acceptable mediation service or provider. The parties to the mediation shall bear the mediation cost equally. This paragraph does not preclude a party from seeking equitable relief from a court of competent jurisdiction. Any such mediation shall be non-binding on either party hereto. Nothing contained in this agreement shall be deemed to be a waiver of any rights the county may have as a political subdivision of the state of Texas, including, but not limited to, the right to claim Sovereign Immunity or any other rights granted to it as a result of its status as a governmental entity.

Cyber Security

Vulnerability Assessment

One of the primary methods we use is vulnerability assessment. This involves the use of automated tools to scan our web application for known vulnerabilities. These tools meticulously examine our system, network, and application layers to identify weaknesses such as missing patches, misconfigurations, or insecure settings. By performing vulnerability assessments, we can stay informed about any potential vulnerabilities that might exist within our application and take proactive measures to address them before they can be exploited by malicious actors.

Penetration Testing (Pen Testing)

In addition to vulnerability assessments, we also conduct penetration testing, commonly referred to as pen testing. Penetration testing involves simulated cyber-attacks on our web application to assess its security posture. Unlike vulnerability assessments, pen testing involves manual testing by attempting to exploit vulnerabilities just like real attackers would. This helps us identify any vulnerabilities or weaknesses that automated tools might miss and provides valuable insights into the effectiveness of our security controls and defenses.

Security Code Review

Another crucial aspect of our cybersecurity testing strategy is security code review. This involves a thorough examination of the source code of our web application to identify potential security vulnerabilities. By manually reviewing the code, our technology leads can identify issues such as injection flaws, authentication bypasses, or insecure data handling practices that could compromise the security of our application. Security code review helps us identify and fix vulnerabilities early in the development process, reducing the risk of security breaches in our web application.

Security Auditing

Security auditing is also an essential part of our cybersecurity testing regimen. This involves reviewing our security policies, configurations, and controls to ensure compliance with industry standards, regulations, and best practices. By conducting security audits regularly, we can identify any gaps or weaknesses in our security posture and take

corrective actions to mitigate potential risks. Security auditing helps us ensure that our web application is aligned with security requirements and maintains a strong defense against cyber threats.

By employing these various methodologies, we can comprehensively evaluate and enhance the security of our web application, ensuring that it remains resilient against potential cyber threats and attacks.

Limited Warranty

iDocket warrants to the County that the material, analysis, data, programs, and services to be delivered or rendered under this agreement will be of the kind and quality designated and will be performed by qualified personnel. iDocket makes no other warranties whether written, oral or implied, including without limitation warranty or fitness for purpose of merchantability. In no event shall iDocket be liable for special or consequential damages, either in contract or tort, whether or not the possibility of such damages has been disclosed to iDocket in advance or could have been reasonably foreseen by iDocket.

Applicable Law

iDocket shall comply with all applicable laws in performing Services stipulated in the agreement, but shall be held harmless for violations of any government procurement regulation to which it may be subject but to which reference is not made. This Agreement shall be construed in accordance with the laws of the State of Texas.

Complete Agreement

This agreement embodies the entire understanding of the parties in relation to the design, development, implementation, support, and maintenance of a case management system.

Notices

Notices to iDocket shall be sent to:

Amelia Balderrama, CEO
iDocket.com, LLC
P.O. Box 31023
Amarillo, TX 79120.

Notices to the County shall be sent to:

Honorable Brian Keith Umphress
Jack County Judge
100 N. Main St, Ste. 206
Jacksboro, Texas 76458

In witness whereof, the party has signed this agreement.

County of Jack

iDocket.com

Honorable Brian Keith Umphress

Date

Amelia Balderrama

Date

May 27, 2024

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Date

Amelia Balderrama

Date

MAY 27 2024

05/27/2026

Jack County Judge

CEO



APR. 2026

Jack DC - Amethyst (Jury) Proposal

Jack District Clerk Amethyst (Jury) Proposal

Product	User Qty	User Price	Monthly Price	1st Year Price	Ongoing Annual
Amethyst (Jury)	1	\$125	\$125	\$1,500	\$1,500
Conversion Fee (One Time)	1	\$10,000		\$10,000	
On-site Training Fees (Days)	5	\$1,000		\$5,000	
Vitual Training Fees (Days)	3	\$500		\$1,500	
Total				\$18,000	\$1,500