

SIXTH AMENDMENT TO SERVICES AGREEMENT

This amendment ("Sixth Amendment") is made to a 2016 services agreement ("Agreement") entered into by the **Marion Superior Court** ("Court") and **American Platform Services, an Arizona LLC, d/b/a TheRecordXchange** ("Contractor"). This Sixth Amendment is executed pursuant to the terms and conditions set for herein.

Recitals:

WHEREAS, the Court and Contractor entered into a Services Agreement for the Contractor to provide online transcript production workflow management platform services – Software as a service (SaaS) subscription services – for the benefit of the Court's Reporters (and staff) for the Court; and

WHEREAS, the Court and Contractor implemented the full TRX solution, increased the monthly cost and extended the duration of the Agreement for an additional three-year period through December 31, 2021 in Amendment #1;

WHEREAS, the Court and Contractor expanded the scope of services provided in Amendment #2 to include automating critical steps in the management of audio and video recordings, both in-courtroom and remote, and provide an on-going solution for efficient approval and fulfillment of public requests;

WHEREAS, the Court and Contractor extended the duration of the Agreement for an additional three-year period through December 31, 2024 in Amendment #3;

WHEREAS, the Court and Contractor expanded services and updated the total monthly cost to include added services in Amendment #4;

WHEREAS, the Court and Contractor expanded services to include Rule 2.17 Requests Management Feature in Amendment #5;

WHEREAS, the Court and Contractor desire to add expanded services, update the total monthly cost to include added services, and extend the contract term;

NOW, THEREFORE, in consideration of the foregoing recitals and of the mutual promises in the Agreement and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties hereby agree as follows:

1. The effective date of this Sixth Amendment is upon execution, regardless of the date it is fully executed by the required signatories.

2. The term (duration) of this Agreement is extended by this Amendment. The Agreement shall be in effect until December 31, 2026, unless terminated in accordance with the provisions of the Agreement.

3. Contractor shall continue to provide the work and services per the terms noted in the original agreement, Amendments 1, 2, 3, 4, and 5 as well as the services set forth in the document attached hereto and labeled as Attachment A TRX Enterprise Project Description and Deployment Plan and the referenced Addendum A Enterprise Budget Estimate 2024-2026.

4. Signatures. This Agreement may be executed in any number of counterparts, each of which when executed and delivered shall constitute a duplicate original, but all counterparts together shall constitute a single agreement. A signature may be delivered by facsimile transmission or by e-mail of a “.pdf” format data file, such signature shall create a valid and binding obligation on the party executing (or on whose behalf such signature is executed) with the same force and effect as if such facsimile or “.pdf” signature page was an original thereof.

5. In all other respects, the conditions and terms of the Agreement not changed by this Sixth Amendment remain in effect.

SEE FOLLOWING PAGES FOR: ATTACHMENT A AND ADDENDUM A

SIGNATURE PAGE AT END OF DOCUMENT

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TheRecordXchange Enterprise

**Court Recording Secure Cloud Strategies
for
Marion Circuit and Superior Courts
Indiana
Version 2.0**

November 16, 2023

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2. Executive Summary

"Technology has three general uses in the courts. First, it can provide management and operational support, enabling courts to deal better with the increased size and complexity of their caseloads. Second, it can speed the execution of routine tasks and increase the amount of useful information available to a court. Finally, it can help courts accomplish the research and planning tasks necessary for the proper administration of justice."

Using Technology to Improve the Administration of Justice in the Federal Courts
C W Nihan: R R Wheeler - 1981

2.1 BACKGROUND

TheRecordXchange ("TRX") has provided online transcript management and audio distribution services to the Marion Circuit and Superior Courts (the "Court") for more than seven years. During the early days of COVID, TRX responded to The Court's extensive use of remote hearings. During a time when court reporters and judges had limited access to recordings, TRX delivered a reliable cloud-based search and retrieval solution. TRX introduced its web Player in 2020 to simplify access to and playback of audio recordings. In 2021, the TRX Player was updated to include ingestion and playback of Liberty's .dcr files. When the Court moved into its new building in 2022, TRX upgraded its transcoding and playback application to accommodate additional audio channels and multiple video streams.

The TRX Player facilitates the publication of designated portions of longer recordings with its unique bookmarking feature. And users can connect and configure a foot pedal for transcription purposes. Recordings can be processed for speech-to-text with TRX VoiceCopy™. TRX's cloud processing, storage infrastructure and unique feature set has proven to be highly effective and popular with Court staff, judges, and the Indiana legal community.

The current system was specifically designed to allow users to request recordings and gain access to the audio within 24 hours. This model works well for fulfilling outside requests for the court record, but inhibits easy and efficient access for judges, administrators, and Court staff.

2.2 THE RECORDXCHANGE ENTERPRISE™

TRX proposes to change the current paradigm and allow judges and staff to search, browse and play recordings instantly without having to go through a time-consuming and unnecessary request process. Deployment of this direct access solution means that the Court will recognize a host of additional benefits and cost savings immediately. Once the proposed cloud infrastructure is in place, the opportunities for additional productivity improvements and cost savings will begin to unfold rapidly.

TRX intends to deploy a complete cloud solution for secure and efficient management of the court record. TheRecordXchange Enterprise ("Enterprise") transports all on-premise and remote court recordings to the cloud, moves recordings to inexpensive and secure long-term storage, converts recordings to a highly accessible streaming multichannel format, automatically transcribes all audio to create a

synchronized text version of the record, analyzes recordings and text using advanced AI, and in so doing, creates simple and accurate search and playback experience. The solution will manage any recording type including FTR, Liberty, and all remote hearing recording types. With Enterprise, the Court will immediately begin to realize time savings and increased productivity for judges and staff. And VoiceCopy and AI analysis of all recordings means that in-court log notes can be a thing of the past for many hearings.

2.3 PARTNER COMPANIES

TheRecordXchange is working closely with other companies that have committed to making the Marion Enterprise project successful and referenceable for everyone.

Amazon Web Services (AWS) – The AWS justice and public safety team have reviewed the project and visited the court in Indianapolis. The company representatives have committed their full support, technical resources and design expertise to assist TRX with the proposed cloud infrastructure, storage solutions, automated transcription and AI/ML features.

Cisco Connected Justice – TheRecordXchange has entered into a partnership agreement with Cisco that will provide the support needed to create the most secure, flexible and innovative web tools for managing and playing WebEx recordings. Cisco has also visited the new court building and is committed to working with TRX and the court make maximize project success.

3. Features, Benefits and Value Proposition

Enterprise changes how courts think about managing the court record. The time and cost savings are tangible and recognized immediately. The capture, processing and analysis of ALL Marion recordings enables significant operational and budgetary advantages for the court including:

- **Instant search and playback** – Judges, court staff and administration can search for recordings based on docket numbers, names, and dates. Every search result will display a “play” button that will begin playback of the recording instantly. No more requesting and waiting for files to be retrieved. The immediacy of the playback will save judges and staff time, reduce frustration, increase productivity, and keep cases moving quickly.
- **Instant access for other government agencies (optional)** - The prosecutors' office, the public defender and the Department of Child Services can all be provided authorization to access and review recordings and text in the same way judges and staff will.
- **Rich audio and video playback** – When opened, the TRX Player displays multi-channel audio, multi-stream video, log notes and VoiceCopy. Judges can review recordings efficiently and can cut and paste text right out of VoiceCopy to use in Orders and for notetaking.
- **Designating portions** - It is quite common for Marion courts to record lengthy sessions of two to five hours containing multiple matters without any annotations to identify the times of specific matters. Virtual jail calls are only one example. In-court matters are often recorded without log notes as well. Processing all recordings for VoiceCopy and Machine Learning allows judges and staff the ability to locate specific matters within long recordings quickly and easily. They can then save the selected portions as a "Designation" that will be available to them immediately from their dashboard until archived or removed.
- **Private notes** - Once a Designation is saved, users can create private, time-stamped notes against the recording. The notes are highly secure, private to and searchable by the user.

- **Sharing** - Users have the option to share their saved Designations, with or without private notes, with other Enterprise users. This can be very helpful for judges working with staff, or government attorneys collaborating with colleagues.
- **Reduced court reporter costs** - Courts nationwide are facing a severe shortage of qualified court reporters. Marion County is no exception. As a result, hearings are frequently being heard without log notes, making the hearings very hard to search for and retrieve. Processing all recordings with Enterprise will provide the court with high quality, accurate and fully synchronized text that can replace traditional log notes. Court reporters can be deployed to the most appropriate courtrooms as needed while unattended recordings can be archived and searchable without concern. This benefit alone will save significant budget dollars immediately. And the savings will grow over time as court reporting resources continue to decline.
- **Improved transcriber productivity** – The TRX Player allows users to connect and configure standard foot controls for transcription. Court reporters and transcribers can browse to recordings requested for transcription and begin their transcripts immediately. This is particularly valuable when the transcriber needs to locate a matter within a lengthy recording. Ask any of the Marion court reporter about trying to find a pre-trial conference in a 3 hour long WebEx recording without VoiceCopy!
- **Secure and inexpensive archiving (optional)** – Moving original recordings to the AWS cloud allows the court to archive recordings in the most secure and inexpensive way possible. Amazon Glacier provides long-term storage at a fraction of the cost of on-prem solutions. Since TRX will make all recordings available in a transcoded, streaming format, original recordings can be stored in “deep freeze”, at the lowest cost without concern for access.
- **Additional cloud services** – Once recordings and text are managed securely in the cloud, additional value can be applied to these assets. Content can be integrated with other information systems such as case management. Archived recordings can be integrated across disparate jurisdiction archives such as a state-wide referencing application. Or the court may choose to offer a real-time feed that can return text, within seconds back into the courtroom for judges and attorneys.

These are just some of the benefits provided by the proposed solution. **Enterprise** can allow the court to reimagine every aspect of capturing and managing the court record to create security, cost savings and added value beyond anything possible before.

4. Requirements Overview

TheRecordXchange has a long and successful relationship with the Court and a deep understanding of its court reporting and record management requirements. **Enterprise** is designed to meet all technical, functional, and operational requirements of a robust and valuable cloud solution for the Court.

Existing recording archives represent approximately 55 TB of data. Network archived recordings go back to approximately 2008. However, the availability of recordings prior to 2013 or 2014 are inconsistent. Archives prior to the new court building in 2022 include 4-channel recordings and notes created with ForTheRecord (TRM), Liberty (DCR), Zoom, and WebEx. WebEx recordings continue to be a critical and permanent part of the Court’s record management processes.

Recording systems installed in the new building capture 8+ channels of audio and 5+ streams of video. TRX has already adapted its Player to accommodate a complete presentation of the new recording format. It is important to note that the data used to record in the new format is 450% larger than the audio only recordings produced in the old buildings. While it took more than 10 years to create 55TB of data from the old systems, the new building will be creating a TB of data every month. The efficiencies

of **Enterprise** can immediately mitigate the dramatic increase in on-premise operational and storage costs that would otherwise occur.

As described in the prior section, and the technical demands associated with managing large media data at scale, impose the following requirements that **Enterprise** is specifically designed to address.

- **Data transport** – Enterprise is designed to work seamlessly with AWS data transport tools. TRX proposes to use AWS Storage Gateway to move recordings and metadata from the courts network location to the cloud. Storage Gateway manages all critical elements of data transport at scale including file validation, purpose-built network protocol and a parallel, multi-threaded architecture to accelerate transfers, encryption in transit, bandwidth throttling to control Internet traffic concerns, and fully configurable task scheduling. The Liberty Digital Court Recorders in each courtroom will be configured to deliver partial recordings and notes every five minutes to the Storage Gateway drive. Files will be processed and transcribed in a matter of seconds so TRX playback will be available to judges and others within minutes of the real-time recording capture.
- **Long-term archiving** – An important goal of the **Enterprise** project is to provide a demonstration of secure, cost-effective long-term archiving of original recordings and log notes. Once processed, there should be no need to access the original recordings other than for disaster recovery. TheRecordXchange proposes to use AWS Glacier, Deep Archive Storage Class for long-term archiving of the original recording files. Once TRX completes the processing of original content, files will be automatically marked for Deep Archive. No additional steps are required. Retrieval from Deep Archive can take 12 to 48 hours. The archive storage location can be within an account owned by the Court so that future access to the recordings will not be impacted by the Court's relationship with TheRecordXchange.
- **Data at scale** – **Enterprise** can move, process and archive more than 50GB during the Court's workday so it can easily keep pace with daily recording requirements. A separate project will involve the transport and ingestion of legacy recordings. Prior archives are estimated to be about 55TB.
- **Cloud Infrastructure** – **Enterprise** will be deployed on the AWS Commercial Cloud. This AWS platform gives government customers and their partners the flexibility to architect secure cloud solutions that comply with the highest standards of security, operational efficiency, availability and reliability.
- **Metadata acquisition** – **Enterprise** is designed to import related metadata from the court or public records to enhance the retrieval and playback of the court record. For the initial project, the courts daily docket information will be imported and associated with the ingested recordings.
- **VoiceCopy** – All recordings will be processed for automated text. As part of the **Enterprise** service, TheRecordXchange will tune the transcription AI to the specifics of Marion County Court language. The team at TheRecordXchange will have an ongoing tuning project that will, from time to time, allocate dozens of recording segments and VoiceCopy text to qualified transcribers who will correct the text against the audio and submit the corrected information back to the VoiceCopy engine for training. Over time, TheRecordXchange believes that it will be able to improve VoiceCopy accuracy by as much as 43%.
- **Machine Learning for Recording Analytics** - TheRecordXchange has already trained a model to evaluate Marion VoiceCopy text to identify the names of parties, lawyers, case names and case numbers. The results of this analysis are then matched against the Court's daily docket to produce an index of exactly when cases were called and when they concluded. This will allow users to search for case names and case numbers across all dates, all courtrooms and all virtual

hearings. As with VoiceCopy, TheRecordXchange will undertake an on-going process to fine tune the analysis of the recordings resulting in notably more efficient search results.

- **Search** – The search interface will find content based on one or more of the following criteria:
 - Case number
 - Case name
 - Judge
 - Date range
 - Words generated by VoiceCopy
 - Words entered in log notes
 - Words within private notes (only available to users authorized to view private notes)
 - Words within the file names
 - Words within WebEx invites

5. Proposed Design

Enterprise workflow consists of 4 steps, transport, process, playback, and store. The following sections describe each step and the processes involved in each.

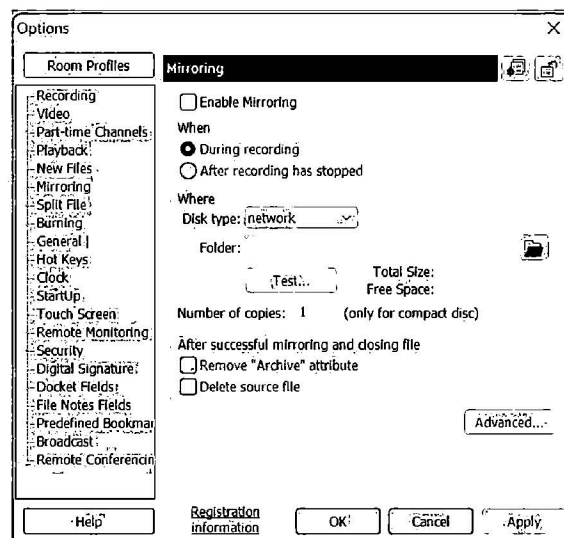
5.1 TRANSPORT

5.1.1 Liberty Recorder Configuration

Liberty Recorder is installed in each of the Marion courtrooms. When recording is started, the Liberty software records multi-channel audio and multiple video streams in a single file with an extension of ".dcr". Notes and other metadata are also captured during the recording. DCR files remain open and recording until the recorder is stopped. The files remain on the courtroom local machine for some time. Local retention is usually pre-set to last for weeks or even months.

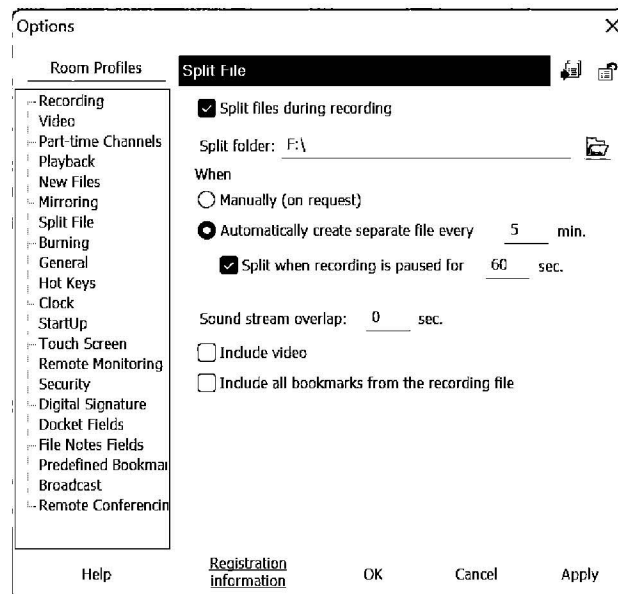
During recording, the software can be configured to archive the recording data to one or more additional locations. There are two forms of archiving:

Mirroring:



Files can be "Mirrored" to a network location during recording. Open (recording) files are sent in real time to the specified network location. An open file exists on both the local drive and the network mirrored location until recording is stopped. At that point both the local file and the mirrored file are closed.

Split Files:



The Liberty recorder can also be configured to close files simultaneously and write them to a specified network location after a specified number of minutes. The Split File feature and mirroring can be active at the same time.

Since TRX cannot begin to process a recording file until it has been closed, we propose to set the Split File feature of the Liberty recorder to 5 minutes and allow for the processing of recorded content every 5 minutes. Each 5-minute file requires less than one minute to process, so recordings can be available in the cloud for review in less than 6 minutes from the start of recording. As new 5-minute files are processed and available, the Player will automatically update the display of the recording(s).

5.1.2 File Transfer using AWS Storage Gateway

TRX proposes to have the 5-minute Split Files written to AWS Storage Gateway. Storage Gateway is a hybrid cloud storage service that gives the Court on-premises access to virtually unlimited cloud storage. We will use Storage Gateway to simplify moving recorded content to the cloud.

Storage Gateway is fast and easy to deploy, enabling the Court to integrate it with its existing environments and access AWS Storage in a frictionless manner. The service also provides a consistent management experience using the AWS Management Console, both for on-premises gateways, and for monitoring, management, and security with AWS services such as Amazon CloudWatch, AWS CloudTrail, AWS Identity and Access Management (IAM), and AWS Key Management Service (KMS). Storage Gateway helps reduce cost, maintenance, and scaling challenges associated with managing on-premises storage and data transport. Storage Gateway will seamlessly connect to the Court's local production or backup

applications with NFS, SMB, iSCSI, or iSCSI-VTL, and can adopt **Enterprise** without needing to modify local networks or applications.

Storage Gateway provides secure upload and secure downloads of requested data, encrypting data in transit between any type of gateway appliance and AWS using SSL. Storage Gateway delivers end-to-end protection of customer data from the Storage Gateway in the enterprise network to the data residing in AWS. The service supports security features and access controls, and supplies compliances and certifications that address enterprise customers' real and perceived security concerns when using AWS storage via the Storage Gateway Optimizations.

5.1.3 WebEx and Zoom Recordings

TRX will work with the Court to transport WebEx and Zoom recordings directly to the AWS cloud for processing.

5.1.4 S3 Ingest Bucket

Storage Gateway will transport all recordings and metadata to Amazon Simple Storage Solution, "S3". TRX refers to the initial S3 bucket as the "Ingest" bucket. **Enterprise** monitors this bucket for the arrival of new content and kicks off processing when new files are detected.

S3 is an object storage service offering industry-leading scalability, data availability, security, and performance. The Court can store and protect any amount of data for virtually any use case. With cost-effective storage classes and easy-to-use management features, the Court can optimize costs, organize data, and configure fine-tuned access.

Once TRX has access to files for processing, the original files can be marked for long-term storage in AWS Glacier. All S3 buckets used in transport, archiving and processing will be configured with appropriate encryption.

5.2 PROCESS

Files that arrive at the Ingest bucket are inspected to confirm that they are valid files and can be processed by **Enterprise**. Valid files are inspected, transcoded, transcribed and analyzed.

5.2.1 Inspect

Native files must first be inspected before entering the transcode process. Inspecting involves extracting metadata, such as log note text. The data are then indexed to provide preliminary information to the database. This includes dates, times, starts, stops, file names, file types and so on. The inspection/indexing process is ended with data being submitted to Morpheus.

5.2.2 Transcode

TRX Morpheus™ transcodes digital courtroom recording files from native formats into industry standard, multi-channel MP4 and M4A files. Transcoded files and associated metadata are then placed in an S3 bucket that TRX calls the "Proxy" bucket.

5.2.3 Transcribe

Media files that arrive in the Proxy bucket are submitted to the TRX VoiceCopy service for transcription. The AI generated text is saved and associated with the media file for synchronized playback in the TRX Player.

TRX can improve the accuracy of VoiceCopy over time by training the service to understand specific words commonly found in the Marion courts. The training process involves qualified staff to review and correct samples of content strategically selected to maximize efficient learning. The corrections are then fed back into the VoiceCopy AI to improve future results. This training process is included in the subscription being offered to the Court.

5.2.4 Analyze

Completed VoiceCopy text is then delivered to a TRX trained machine learning model that will identify party names and case numbers found in the recordings. The information discovered using machine learning is then compared to the Court's daily docket information to create a highly accurate index of all recordings.

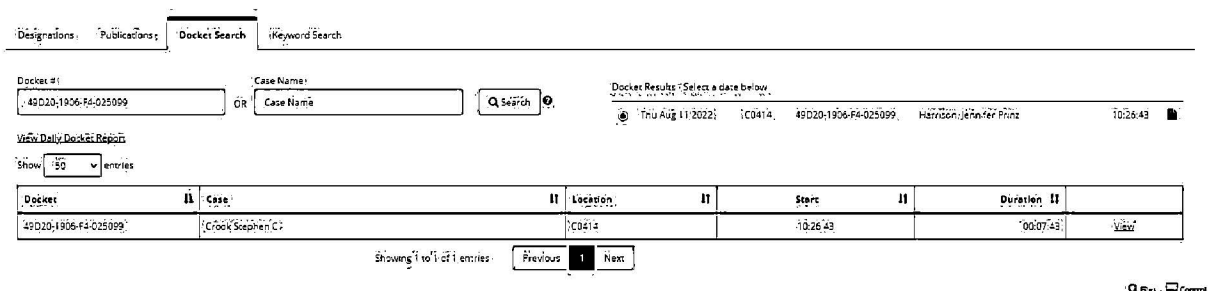
Like VoiceCopy, TRX will use an on-going training process to improve the results delivered by the machine learning process.

5.3 PLAYBACK

The real power of **Enterprise** is the delivery of rapid, accurate and highly useable access to the court record. The infrastructure and services described above all lead to a user experience that will improve court productivity, reduce staffing requirements, speed case flow, and improve justice.

5.3.1 Search

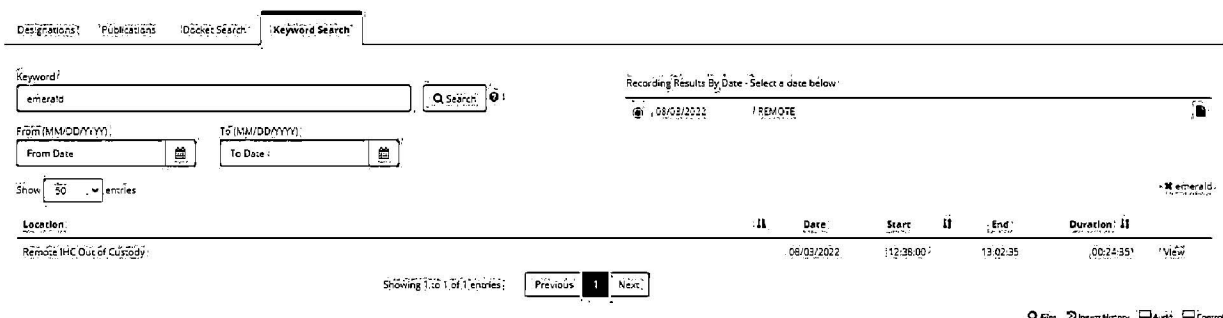
Enterprise presents a simple yet powerful search interface for the retrieval of the court record. Users can search for hearings across all dates by docket number or case name:



The screenshot shows the 'Docket Search' tab selected. It includes a search bar with 'Docket #' and 'Case Name' options, a 'Search' button, and a 'Docket Results' section with a date selector. Below the search bar is a table with columns: Docket, Case, Location, Start, Duration, and View. The table shows one entry for docket 49D20-1906-F4-025999, case Crook, Stephen C, location C0414, start 10:26:43, and duration 00:07:43. Navigation buttons 'Previous' and 'Next' are visible below the table.

Docket	Case	Location	Start	Duration	View
49D20-1906-F4-025999	Crook, Stephen C	C0414	10:26:43	00:07:43	View

Or, the user can search a keyword or partial word that exists in the recording file name, a log note, VoiceCopy text, docket information or a private note:



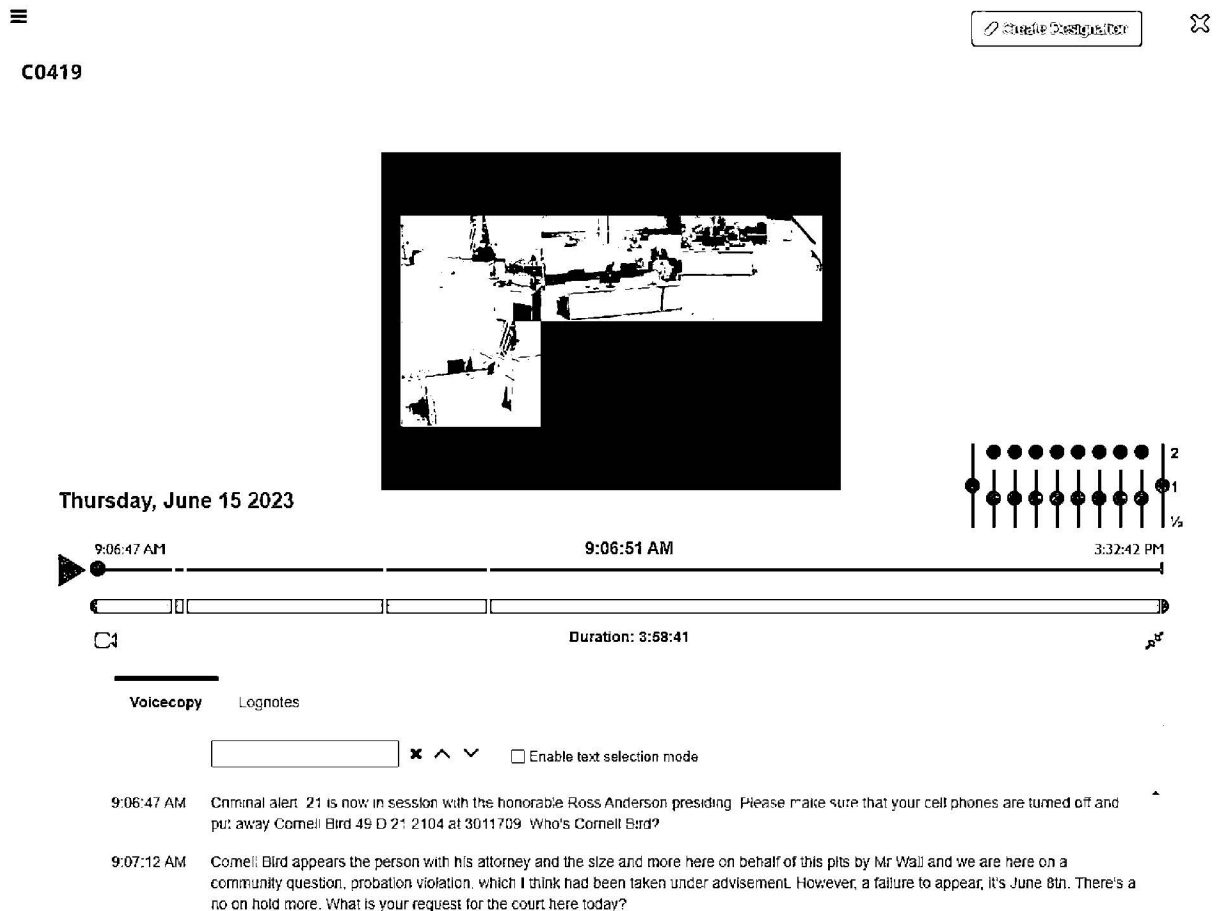
The screenshot shows the 'Keyword Search' tab selected. It includes a search bar with 'Keyword' and 'Search' button, and a 'Recording Results' section with a date selector. Below the search bar is a table with columns: Location, Date, Start, End, Duration, and View. The table shows one entry for location Remote IHC Out of Custody, date 08/03/2022, start 11:23:00, end 13:02:35, and duration 00:24:35. Navigation buttons 'Previous' and 'Next' are visible below the table.

Location	Date	Start	End	Duration	View
Remote IHC Out of Custody	08/03/2022	11:23:00	13:02:35	00:24:35	View

By selecting the "view" option at the far right of each result, the user can review the recordings in the TRX Player.

5.3.2 TRX Player

The TRX Player is designed to provide users with simple and highly useful playback of the court record. The Player retains the multi-channel aspects of the original courtroom recording format and allows users to adjust those channels as needed. Users can scroll through the recordings using a mouse, keyboard or a foot pedal. The range selector lets users adjust the playback segment to just the portion needed.



The screenshot displays the TRX Player interface. At the top left, there is a hamburger menu icon and the case identifier "C0419". At the top right, there is a "Create Designation" button and a close icon. The main area features a video player showing a courtroom scene. Below the video, a timeline indicates the date "Thursday, June 15 2023" and specific times: "9:06:47 AM", "9:06:51 AM", and "3:32:42 PM". A progress bar shows the "Duration: 3:58:41". To the right of the video, there are volume and channel controls for two channels, labeled "1" and "2". Below the timeline, there are tabs for "Voicecopy" and "Lognotes". The "Lognotes" tab is active, showing a list of notes with timestamps and text. The first note at 9:06:47 AM reads: "Criminal alert: 21 is now in session with the honorable Ross Anderson presiding. Please make sure that your cell phones are turned off and put away Cornell Bird 49 D 21 2104 at 3011709. Who's Cornell Bird?". The second note at 9:07:12 AM reads: "Cornell Bird appears the person with his attorney and the size and more here on behalf of this pits by Mr Wall and we are here on a community question, probation violation, which I think had been taken under advisement. However, a failure to appear, it's June 8th. There's a no on hold more. What is your request for the court here today?".

Video streams are available from both in-court recordings and remote hearings.

Log Notes and VoiceCopy text are displayed and synched to the recording for easy search and navigation of long recordings. VoiceCopy text can be clipped and pasted into another application for editing and preparation of court orders and briefs.

5.3.3 Designations

Users can save selected portions of a recording as a "Designation". Designations are displayed on the user's home page for easy access to their work-in-progress. Designations can be organized by matter

with flexible naming and filtering. When work is complete, Designations can be archived or simply deleted.

5.3.4 Private Notes

Once a Designation has been created, users can enter private, time-stamped notes against the recordings. The notes are only available to that user or to someone with whom the user has shared the notes explicitly. Private notes can be searched for and edited as needed. This feature is incredibly useful for judges and staff who need to identify specific events within a hearing collaborate with others to move matters forward quickly.

5.3.5 Share

Designations can be shared with other **Enterprise** users as needed. The creator of the Designation simply selects the "Share" button and marks whether the share should or should not include any private notes. The users can then enter one or more email addresses of other **Enterprise** users and the share is complete.

x

Share Designation

First Name	Last Name	Email
First Name	Last Name	email@domain.com
First Name	Last Name	email@domain.com
First Name	Last Name	email@domain.com
First Name	Last Name	email@domain.com

Optional Message

Type your message (your message will be added to a system generated message for the recipient(s))

320 characters remaining

☐ Share with Private Notes

Cancel

Send

9. Storage

Transcoded recordings will be stored in S3 and will be available for instant retrieval and playback for as long as the Court directs. The recordings and metadata will be secure and available 99.99% of the time.

10. Legacy Content

Previously recorded content can be processed in a cost effective and secure batch manner.

11. Security

TheRecordXchange and AWS have gone to extraordinary lengths to make the entire Enterprise process highly secure. Specific security features will be review with IT and approved during the deployment process.

12. Addenda

12.1 ADDENDUM A - MULTIYEAR SUBSCRIPTION COST PROPOSAL THE RECORDXCHANGE ENTERPRISE

Attached

Marion County Circuit & Superior Courts
Multiyear Subscription Cost Proposal
TheRecordXchange Enterprise
Version 2.0



November 16, 2023

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2. TheRecordXchange Enterprise 2024 through 2026

2.1 BACKGROUND

TheRecordXchange ("TRX") has provided online transcript management and audio distribution services to the Marion Circuit and Superior Courts since 2015. During the early days of COVID, a time when court reporters and judges had limited access to recordings, TRX was able to respond and provide reliable cloud-based recording search and retrieval tools. The TRX Web Player was introduced in 2020 to simplify access to and playback of audio and video court recordings. When the court moved into its new building in 2022, TRX upgraded its file ingestion tools and playback application to accommodate additional audio channels and multiple video streams.

TRX is now proposing to deploy a new recording management paradigm that will allow authorized users to search, browse and play recordings directly without having to request recordings and wait for delivery. Deployment of this direct access solution means that the court will recognize several benefits and significant cost savings immediately. Once the proposed cloud infrastructure is in place, the opportunities for additional productivity improvements and cost savings will begin to unfold.

TheRecordXchange Enterprise ("Enterprise") is TRX's cloud solution for secure transport, ingestion, archiving and playback of all court recordings and metadata. Once fully deployed, Enterprise will move all court recordings, both in-person and remote, securely and efficiently to a cloud location on a near real-time basis. When files arrive in the cloud, all recordings will be processed for streaming playback. Text data, such as log notes, will be extracted and synchronized to the streaming media. External data, such as the daily docket, will be imported and associated with the day's recordings for easy search and retrieval.

All recordings will be processed using TRX's speech-to-text service, VoiceCopy™, which creates a synchronized text file that can be displayed with the recording to enhance media retrieval, navigation, and review.

Lastly, text and recordings will be analyzed with advanced AI to find case names, numbers and the times when cases are being called. Original recording files are marked for long-term, highly secure and inexpensive cloud storage.

2.2 SERVICES PROVIDED WITH SUBSCRIPTION

This document provides an annual cost for budget and planning purposes. The services to be provided under the proposed annual subscriptions include the following:

1. **Transcript management** – This is a continuation of the services TRX has provided for several years. It includes the capture of transcript requests, the routing of requests to appropriate transcription resources, both internal and external, the facilitation of financial transactions through a purpose designed ecommerce feature, notification and messaging options, and on-platform delivery of final transcripts.
2. **Recording Management** – This too is a continuation of an existing service provided by TRX. Internal and external users place requests for recordings through the TRX portal. TRX staff retrieve the requested recordings, isolate designated portion(s), initiate an authorization for public release, and publish the requested recordings to the requesting party.
3. **Streaming Player** – The TRX Web Player is an intuitive, full-featured media player that meets all requirements for courtroom recording playback. The player allows users to control multi-channel audio, displays the actual recording times with recesses, and it allows users to connect and configure a foot pedal. And now the Player will playback Marion's new recording

- format with multiple video streams, multiple audio channels and part-time remote feeds from WebEx and Zoom. The Player was not a specified element for any prior subscription to the Court, but has been in use by the Court, and updated significantly, for the last two years.
4. **Transcoding** – The ability to “ingest” multiple media types (FTR, WebEx, and Liberty) is how TRX creates the many benefits it has been able to provide the Court to date. Going forward, TRX’s ability to scale that process to produce and manage large quantities of data will be critical to the successful delivery of the next generation system.
 5. **VoiceCopy** - TRX has been producing and delivering automated text files with some audio requests for more than a year at no cost. Feedback from judges, the public defender, the prosecutor and DCS indicate that users of VoiceCopy find great value in the text and its ability to speed up the review of recordings. VoiceCopy will be delivered for all recordings under the new subscription, both for those users who browse to the recordings and those external users who continue to request recordings to be published outside the court.
 6. **Machine Learning** - Once processed for speech-to-text, TRX will apply advanced AI to analyze the text and the recordings to identify key events in the recordings. Specifically, TRX will identify case names, case numbers, the date and time that cases are called and the duration of the case. This analysis will allow judges and staff to search for and immediately retrieve specific cases based on names and docket numbers.
 7. **Ongoing AI Training** - TRX will be responsible for ongoing training and tuning of both the speech-to-text model and the machine learning model. Tuning includes period it human feedback loops to correct model errors.
 8. **Cloud Storage** – Once deployed, Enterprise can, at the Court's discretion, transfer all recordings and metadata to long-term cloud storage.
 9. **Comprehensive File Ingestion** – With the new subscription, all files recorded by the court will be processed for playback on a near real-time. Log notes, VoiceCopy and AI analytics will enhance the recordings and allow for simple and efficient searching. The searching capabilities alone will save the court significant time and human resources. Judges will be able to find specific portions of recordings instantly. Court reporters will be able to find cases within long WebEx and in-person recordings. And the court will be able to reduce the requirements for in-court note taking since VoiceCopy can provide a highly accurate time stamping of all courtroom events.
 10. **Deployment, Configuration, Training and Support** – This will be per TRX’s standard service level agreement terms.

2.3 LEGACY RECORDINGS

Content ingested will begin as of December 1, 2023. Recordings prior to December 1, 2023, will be processed as a separate project. Recordings are available on network drives back to 2008, however, for searching purposes, it would make sense to only process the last two or three years.

Whether processed or not, all available recordings, back to 2008, can be transported to the cloud and placed in long-term archiving.

3. Cost Proposal

3.1 ANNUAL SUBSCRIPTION FEE

For the services listed in Section 2.2 above, years 2024, 2025 and 2026:

\$375,000/year

3.2 ONE-TIME IMPLEMENTATION FEE

Non-recurring engineering, design modifications, deployment, testing and training.

\$75,000

The fee includes the following work for TheRecordXchange and staff:

- *Support Court with Liberty Recorder configurations- (on-site)*
- *Support Court with Storage Gateway set-up and configuration- (on-site)*
- *Support Court with the addition of a new enterprise application in Azure AD- (on-site)*
- *Deploy TheRecordXchange Enterprise as a single tenant in a new cloud environment*
- *Develop custom administrative dashboard for Court to monitor system activity*
- *Near real-time ingestion of all recordings, both WebEx and in-person*
- *Analysis of recordings to identified cases called*
- *Implement a VoiceCopy training and tuning process to improve the accuracy of ASR*
- *Implement a Machine Learning (ML) training and tuning process to improve the accuracy of ML*
- *Admin and end-user training - (on site)*
- *Configuration and testing of AWS Glacier long-term content storage*

This Phase one cost assumes the following:

- *No consequential deviation from approved proposal.*

3.3 LEGACY CONTENT PROCESSING

Processing & VoiceCopy 3 month of legacy recordings at \$10,000/month

\$30,000

3.4 TOTAL INITIAL FEE

2024 Annual Subscription (\$375,000), Legacy Content (\$30,000), and Implementation (\$75,000)

\$480,000

IN WITNESS WHEREOF, the parties hereto have executed this Sixth Amendment on the dates indicated below.

For **American Platform Services, an
Arizona LLC., d/b/a
TheRecordXchange** ("Contractor")

By: 

Printed: Steve Townsend

Title: CEO

Date: 12/13/2023

For **the Marion Superior Court** ("Court")
via its Executive Committee:

By: 
Hon. Charneise Garner, Presiding Judge
Date: 12/14/2023

By: 
Hon. Angela Davis, Associate Presiding Judge
Date: 12/14/2023

By: 
Hon. Cynthia Coleman, Associate Presiding Judge
Date: 12/14/2023

By: 
Hon. MSc. Anthony, Associate Presiding Judge
Date: 12/14/2023

The parties have, through their duly authorized representatives, entered into this Agreement. The parties, having read and understood the foregoing terms of this Agreement, do by their respective electronic signatures dated below agree to the terms thereof.

CHIEF INFORMATION OFFICER

By:

The image shows an electronic signature of Collin Hill. It includes a blue ink signature, a black rectangular box with the name 'Collin Hill' in blue, and a small 'SIGN WITH KOPAX' logo. Above the signature, there is a small text string: 'E-Signet-1220-12 03:03:04-101000'. Below the signature, there is a small text string: 'SecureID: 170106022048'.

Date: 12/20/23

Printed: Collin Hill

Title: Chief Information Officer

Agency/Department: INFORMATION SERVICES AGENCY

APPROVED AS TO FORM AND LEGALITY

By:

The image shows an electronic signature of Rick McDermott. It includes a blue ink signature, a black rectangular box with the name 'Rick McDermott' in blue, and a small 'SIGN WITH KOPAX' logo. Above the signature, there is a small text string: 'E-Signet-1220-12 03:03:04-101000'. Below the signature, there is a small text string: 'SecureID: 170106022048'.

Date: 12/20/23

Printed: Richard McDermott

Title: Assistant Deputy Chief Corporation Counsel

Agency/Department: OFFICE OF CORPORATION COUNSEL