

**SECOND AMENDMENT TO TERM CONTRACT FOR
RISK MANAGEMENT INFORMATION SYSTEM SERVICES
(RFP-604515-23/GCM)**

THIS SECOND AMENDMENT is made and entered into this _____ day of _____, 2026, and is to that certain Agreement made and entered into on September 20, 2023, and amended on March 11, 2025, between **REDHAND ADVISORS, LLC.**, whose address is 2165 Sauls Place, Milton, Georgia 30004, in this Amendment referred to as “**CONTRACTOR**”, and **SEMINOLE COUNTY**, a charter county and political subdivision of the State of Florida, whose address is Seminole County Services Building, 1101 E. 1st Street, Sanford, Florida 32771, in this Amendment referred to as “**COUNTY**”.

W I T N E S S E T H:

WHEREAS, **CONTRACTOR** and **COUNTY** entered into the above referenced Agreement on September 20, 2023, for Risk Management Information System services and

WHEREAS, the parties desire to amend the Agreement in order to incorporate the attached Scope of Services and extend the term of the agreement for one (1) year, to September 9, 2027, to enable both parties to continue to enjoy the mutual benefits the Agreement provides; and

WHEREAS, Section 18 of the Agreement provides that any amendments will be valid only when expressed in writing and duly signed by the parties.

NOW, THEREFORE, in consideration of the mutual understandings and agreements contained in this Amendment, the parties agree to amend the Agreement as follows:

1. The Scope of Services to the original agreement is revised by the incorporation of Exhibit A attached hereto.
2. The term of the Agreement shall be extended, remain in full force and effect, and continue uninterrupted until September 9, 2027, subject to the termination and cancellation clauses in the agreement.

3. Except as modified by this Second Amendment, all terms and conditions of the original Agreement remain in full force and effect for the term of the Agreement.

IN WITNESS WHEREOF, the parties have executed this Second Amendment for the purposes stated above.

ATTEST: REDHAND ADVISORS, LLC.

Witness

Print Name

Witness

Print Name

By: _____
Patrick O’Niell, Senior Consultant

Date: _____



SEMINOLE COUNTY, FLORIDA

Witness

Print Name

Witness

Print Name

By: _____
GLADYS MARROZOS,
Procurement Administrator

Date: _____

As authorized for execution by the Board of
County Commissioners at its _____,
2026, regular meeting.

Attachments:
Exhibit A – Scope of Services

Scope of Services

A. General Description of Services.

Consultant will provide to Seminole County in connection with the County's Origami Risk RMIS:

- Implementation Support: oversight and subject matter expertise during the configuration and deployment of Origami Risk through go-live.
- Ongoing Support After Go-Live: continued advisory, system administration, training and optimization support once the system is live.

Consultant's primary role across both services is to provide management consulting services and objective subject matter expertise that help the County achieve the outcomes and objectives it has defined for its risk management information system. Each service has its own tasks, deliverables, and charges, set out below. The County may engage Service 1, Service 2, or both.

B. Specific Tasks and Deliverables.

1. Implementation Support

1.1 Description

Consultant will provide oversight and support during the implementation of Origami Risk to help the County reach the best possible outcomes and meet its desired objectives, drawing on industry best practices, our experience with the vendor, and the knowledge gained during our engagement. Consultant acts as the County's independent advisor through go-live.

1.2 Specific Tasks and Deliverables

Consultant will perform the following tasks:

- Act as a subject matter expert throughout the implementation process to support a successful outcome.
- Provide industry insight to help achieve the best results and work through roadblocks or implementation challenges.
- Draw on our industry and vendor relationships so the County receives the best possible service and the results it wants from the vendor and system.
- Work with the County's project manager to coordinate all client-responsible implementation activity.
- Monitor all aspects of the implementation to confirm the vendor and system align with stated goals and objectives, including data conversion, interfaces, integrations, screen design, report development, and user security models.

- Support the County's system administrator throughout the implementation process.
- Serve as liaison between the County's IT team and the vendor regarding system interfaces.
- Participate in vendor kick-off meetings, ongoing status meetings, and vendor working meetings.
- Work with the County's stakeholders to provide timely direction and feedback needed by the vendor to design and configure the system properly.
- Assist the County's stakeholders in making decisions on the configuration or customization of the system.
- Confirm that all configurations and customizations operate as intended and meet the desired goals and outcomes.
- Identify business process improvements based on the selected system.
- Perform a final review of the system during user acceptance testing to confirm it meets the pre-defined requirements.

1.3 Charges

Charges are based on an hourly rate and will be billed as incurred monthly. Estimated hours are provided for budget purposes.

Estimated hours per month	40
Monthly estimate (at discounted rate)	\$9,000
OVERAGE RATES PER HOUR	
Senior Consultant	\$325
Solution Architect/Business Analyst	\$225
Project Manager	\$175

2. Ongoing Support After Go-Live

2.1 Description

After go-live, Consultant will provide ongoing advisory and hands-on support to keep Origami Risk stable, tuned to how the County actually works, and improving over time. This service picks up where implementation ends: stabilizing the system, resolving issues that surface in live use, supporting the County's administrator, and expanding the value the County gets from the platform.

2.2 Specific Tasks and Deliverables

Consultant will perform the following tasks:

- Triage issues that surface after go-live and coordinate resolution with the County's administrator and the vendor.
- Support the County's system administrator with day-to-day configuration changes, including screen updates, code and value maintenance, user setup, and security adjustments.
- Tune workflows and dashboards based on real usage and stakeholder feedback.
- Expand reporting and analytics as new needs emerge across the system.

- Manage minor enhancement requests and coordinate with Origami Risk on defects, escalations, and release changes.
- Provide user adoption support and refresher training to keep the County's team confident in the system.
- Hold a recurring system review with County stakeholders to set priorities and maintain a forward roadmap.
- Act as the County's ongoing independent liaison with Origami Risk.

2.3 Charges

Charges are based on a monthly retainer.

Monthly retainer	\$4,875
Included hours per month (at discounted rate)	Up to 25 hours

OVERAGE RATES PER HOUR	
Senior Consultant	\$325
Solution Architect/Business Analyst	\$225
Project Manager	\$175

The retainer covers everything described above. The monthly retainer is set to absorb the natural rhythm of ongoing support after go-live. The retainer gives the County a discounted predictable cost while allowing Redhand to plan accordingly for the support.

Unused monthly hours carry forward into the next calendar month only and expire at the end of that month. Each month's services draw against that month's Monthly Hours first; carried forward hours are used only after the current month's hours are exhausted.

If monthly Redhand consistently runs beyond the hour allocation, Consultant will flag it and discuss options with the County before billing any overage.

All reasonable travel expenses will be billed as incurred and in accordance with the Agreement.

C. Key Personnel.

Patrick O'Neill – Senior Consultant

Mary Upshaw – Business Analyst