

SCHEDULE A ADDENDUM TO THE SERVICE LEVEL AGREEMENT BETWEEN UTAH INTERACTIVE AND THE UTAH DEPARTMENT OF HEALTH, VITAL RECORDS AND STATISTICS

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Utah Department of Health, Vital Records and Statistics ("The Agency") and Utah.gov ("The Network"), the state electronic government portal managed for the state by Utah Interactive Inc. ("Network Manager/UII") as an initiative of the State of Utah, adding Department of Health transactions or services to the Network.

Vital Records and Statistics Web Payment Service

AGREEMENTS

1. Access By the Network Manager The Agency and the Network Manager to provide electronic access to allow electronic payments in accordance with this Agreement. The description of Service is as follows:

Utah Interactive will provide Web Payment Service for the Online Birth Certificate Request application, which was built by the Agency.

Online Birth Certificate Request is an online application, which enables citizens to request a copy of a birth certificate. The Vital Records and Statistics Web Payment Service is a service provided by Utah Interactive that will collect payment information, facilitate processing of payment, and returns a result of the payment process to user and agency.

2. Record Classification and User Access The Agency represents to the Network Manager the record classification: Private Records

The Network Manager certifies that they will offer the following security and authorization for access to the application outlined above:

This application will reside on a secure server that uses Secure Socket Layer (SSL) that will encrypt data transmission between the server and the users' browsers for the Web Payment Service.

3. Record Supply Costs and Computer Programs. The Network Manager shall be responsible for costs and expenses in establishing access to the records and providing record transactions to Users and Administrators, including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Agency computer programs and to access the Records. Computer programs used by the Network Manager shall:
 - a. Protect information from unauthorized access;
 - b. Supply records to Administrators on a timely basis in an accurate, understandable and logical format acceptable to the Agency;
 - c. Be prototyped for the Agency, tested by the Network Manager and the Agency, and approved before it is offered to the public.

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4. Transaction Logs. The Agency shall have access to the Network's Transaction Log for the purpose of auditing the collection and dissemination of the Agency's records. Unless otherwise specified by the Agency, this Log shall contain the following data: cardholder's name, unique identification number, transaction amount, date of transaction, and transaction result (declined/accepted) response.

6. Payment and Collection.

a. Collection: The Network Manager shall be responsible for the collection of payment information online and the transfer of that information to the Agency. The Agency will be responsible for the collection of the payments and any associated accounts necessary to collect those payments. A transaction fee will be assessed to every transaction and paid to the Network Manager as compensation for the maintenance of the application according to the chart below. The Network Manager for the identified records may charge no additional amounts without the prior written agreement of the Agency, and the Network. The Network Manger hereby represents to the Agency, that it believes the following charges will fairly and reasonably recompense the Network Manager in order to make the Agency's Web Payment Service a success:

<u>Agency/Project/ Priority</u>	<u>Statutory Fee</u>	<u>the Network Manager Charge</u>
Vital Records & Statistics	N/A	- Setup Charge: not to exceed \$3,800.00
Web Payment Service		- Transaction Charge: \$0.50 per transaction

b. Enterprise Payment Portal: If the Network Manager becomes the supplier of enterprise payment portal services for Utah.Gov, the Network Manager will convert the Agency to that solution at no additional charge.

7. Records and Finances. All Network documents and records maintained by the Network Manager relating to the Agency records shall be available for inspection; auditing and copying by the agency or other authorized representatives.

8. Efficiency Gain Calculation. The Agency and the Network Manager will establish a baseline cost for the processing of payments both prior to making the enhanced service available and after the service is made available to estimate the cost savings of offering this service.

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IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed by their duly authorized officials or officers.

The Agency, Department of Health – Vital Records and Statistics

By Barry Nangle
Barry Nangle, Director

Date 1/22/02

The Network Manager/UII

By Amy Sawyer
Amy Sawyer, General Manager

Date 1/29/02

The Network

By Dave Fletcher
Dave Fletcher, Deputy CIO

Date 1-31-03

