

**SCHEDULE A ADDENDUM TO THE  
SERVICE LEVEL AGREEMENT BETWEEN UTAH INTERACTIVE  
AND THE DEPARTMENT OF WORKFORCE SERVICES (“MANAGING PARTNER”) AND  
PARTICIPATING AGENCIES**

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Department of Workforce Services as managing partner for the OneStop Business Registration product (“Managing Partner”) 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, to be approved by the Utah Electronic Commerce Council (“the Board”) under the authority of the Utah Chief Information Officer, adding Managing Partner and participating agencies transactions or services to the Network.

**One Stop Business Registration Online**

**AGREEMENTS**

1. Access By the Network Manager. The Managing Partner and participating agencies authorize the Network Manager, to provide electronic access to information contained in the Managing Partner’s and participating agencies’ databases, and allow online users to perform approved electronic transactions with such databases, in accordance with this Agreement. Description of service is as follows:

The One Stop Business Registration (OSBR) project is an online system that integrates the business registration processes of multiple state, local and federal government agencies into one simple online process. The application walks the user through the steps to reserve a business name and register a business in the state of Utah. This centralized system will improve access to information and act as a coordination point for all participating agencies. The Department of Workforce Services will serve as the Managing Partner of the OSBR project, and in this capacity will: (1) coordinate the efforts of other agencies who may choose to participate in the OSBR project; and (2) require that agreements outlining the roles and responsibilities of each participating agency be signed by each participating agency prior to that agency being permitted to participate in the development of or services of the OSBR.

2. Record Classification and User Access. The Managing Partner and each participating agency will represent to the Network Manager which records are considered public for purposes of OSBR. Only the agency for which specific data is collected may release the data pursuant to the Government Records Access and Management Act.

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 browser for the Web 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 Subscribers, including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Managing Partner and participating agencies’ 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 Subscribers on a timely basis in an accurate, understandable and logical format acceptable to the Managing Partner and participating agencies;
  - c. Be prototyped for the Managing Partner and participating agencies, tested by the Network Manager, the Managing Partner and participating agencies and approved before it is offered to the public.

**SCHEDULE A ADDENDUM TO THE  
SERVICE LEVEL AGREEMENT BETWEEN THE NETWORK  
AND UTAH DEPARTMENT OF WORKFORCE SERVICES AND PARTICIPATING AGENCIES  
PAGE 2 of 2**

4. Use messages. If required by the Managing Partner and participating agencies, the Network Manager shall cause the Network to require Users to signify online that they will comply with any restriction on use of the records required by law, as amended from time to time. Such user agreement will be in the form of a use message displayed online, with a required positive response, all as captured in a log file, prior to the User being permitted to further search or view the record.
5. Registration Agreements. Registration agreements will not be required for this application.
6. Transaction Logs. The Managing Partner and participating agencies shall have access to the Network's Transaction Log for the purpose of auditing the collection and dissemination of the Managing Partner's and participating agencies' data. Unless otherwise specified by the Managing Partner, this Log shall contain the following data: User name, transaction data and time and type of inquiry/transaction.
7. Payment and Collection. A Network Charge is requested for this service.
  - a. Collection: The Network Manager shall be responsible for the collection of payments according to the chart below. No additional amounts may be charged by the Network Manager for the identified application without the prior written agreement of the Managing Partner and the Network Board. The Network Manager hereby represents to the Managing Partner and participating agencies that it believes the following charges will fairly and reasonably recompense the Network Manager in order to make the OSBR product a success:

<u>Agency/Project/ Priority</u>	<u>Statutory Fee</u>	<u>Network Charge</u>
1. One Stop Business Registration Application	variable	not to exceed \$73,395.00

8. Records and Finances. All Network Manager's documents and records relating to the performance of this agreement shall be available for inspection, auditing and copying by the Managing Partner and participating agencies.
9. Efficiency Gain Calculation. The Managing Partner, participating agencies and the Network Manager will establish baseline cost for accessing records both prior to making the enhanced service available and after the service is made available to estimate the cost savings of offering this service.

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

Utah Department of Workforce Services – Managing Partner

By Raylene Ireland  
Raylene Ireland, Executive Director

Date 9/11/02

The Network Manager

By Amy Sawyer  
Amy Sawyer, General Manager

Date 9/12/02

The Board

By Alan Sherwood  
Alan Sherwood, Chair

Date 9/11/02



Revision number: 2

Purchasing Agent: GLENDON MITCHELL

**Item: NETWORK DEVELOPMENT/MANAGEMENT FOR ON-LINE GOVERNMENT SERVICES**

Vendor: 94598A UTAH INTERACTIVE, INC.  
68 South Main Street  
Suite 200  
Salt Lake City UT

Internet Homepage: [www.utah.gov](http://www.utah.gov)

Telephone: (801) 983-0275

Fax number: (801) 983-0282

Contact: AMY SAWYER, GENERAL MANAGER

Email address: [amv@utahinteractive.org](mailto:amv@utahinteractive.org)

Brand/trade name:

Price:

Terms:

Effective dates: 5/7/99 through 5/6/03

Days required for delivery:

Price guarantee period:

Minimum order:

Min shipment without charges:

Other conditions: THREE (3) 2- YEAR OPTIONS TO RENEW AFTER 5/6/2003

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**NOTE: UPDATED CONTACT INFORMATION**

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This contract covers only those items listed in the price schedule. It is the responsibility of the agency to ensure that other items purchased are invoiced separately. State agencies will place orders directly with the vendor (creating a PG in Finet) and make payments for the same on a PV referencing the original PG. Agencies will return to the vendor any invoice which reflects incorrect pricing.



The purpose of this contract is to assist in the development and management of on-line government services and information network via electronic gateways and to enhance access to public services, information and commerce among Utah residents, businesses, and other government entities under the terms of the contract Utah Interactive, inc. serves as a private network manager and is overseen by the Utah Commerce Council (UECC), an advisory board to the state chief information officer (CIO).

Routine contract administrative activities are coordinated and implemented through the state electronic commerce coordinator ( Al Sherwood 538-1195).

Utah Interactive, Inc.(UII) will provide network manger services in exchange for the opportunity to earn a reasonable profit from network premium services. UII will develop and operate the network which will serve in a manner which is self supporting and cost effective. Free services will be funded from the proceeds of premium services.

State agencies & political subdivisions may utilize this contract and negotiate separate service level agreements.

For additional information related to this contract, the services available, responsibilities of the parties, and contract terms and conditions; contact the state electronic commerce coordinator (Al Sherwood) at 538-1195.

COMMODITY CODE(S):

20827000000-COMMUNICATIONS: NETWORKING, LINKING, ETC.



Utah Interactive, Inc.  
68 South Main, Suite 200  
Salt Lake City, Utah 84101  
801.983.0275

utah  
interactive

If you have any questions concerning this  
Work Order call: Utah Interactive at 801.983.0275

## WORK ORDER

WORK ORDER DESC. OneStop Business Registration  
WORK ORDER START  
WORK ORDER END

**Customer:**  
James Whitaker  
Dept. of Workforce Services  
140 East 300 South  
Salt Lake City, UT 84114

Project Tasks	Estimate in Units	Hourly Rate	Total
Intent Definition	75.00	\$65.00	\$0.00
Market Research for customer and citizen participation	45.00	\$55.00	\$0.00
Functional Definition			
-requirements gathering (business rules, data schema)	45.00	\$65.00	\$2,925.00
-prototype design and creation	73.00	\$55.00	\$4,015.00
-documentation (data descriptions, acceptance test plan)	50.00	\$65.00	\$3,250.00
-determine payment procedures	20.00	\$55.00	\$1,100.00
-determine reconciliation procedures	20.00	\$55.00	\$1,100.00
Technical Definition			
-online transaction log database	25.00	\$85.00	\$2,125.00
-determine interface connectivity	35.00	\$85.00	\$2,975.00
-design servlet	62.00	\$85.00	\$5,270.00
Implementation			
-implement interface integration into application	90.00	\$65.00	\$5,850.00
-implement connectivity with payment gateway	28.00	\$85.00	\$2,380.00
-online transaction reporting	28.00	\$85.00	\$2,380.00
-implement servlet	215.00	\$130.00	\$27,950.00
Testing	125.00	\$55.00	\$6,875.00
Migration (roll-out preparation, roll-out, post roll-out support)	65.00	\$80.00	\$5,200.00
Marketing for application launch and adoption	73.00	\$55.00	\$0.00

**Total not to exceed \$73,395.00**

This offer is valid for 5 days and is subject to the T&M Standard Terms and Conditions attached hereto. The signatures below indicate acceptance of this agreement by individuals authorized to commit the Buyer and Seller.

Accepted By Raylene Ireland

Utah Interactive, Inc.

Amy Sawyer

Signature

Signature

Date

11 September 2002

Date

11 September 2002

**Billing Instructions:**

1. This is a time and materials type contract, payable in three installments: 50% at commencement, 25% at testing; and 25% at deployment.
2. Seller shall use its reasonable efforts to accomplish the above stated project tasks.
3. Seller shall submit an invoice to the above address (unless an alternate invoice address is provided).
4. Invoices shall be paid Net 30 days.
5. Either party may terminate any of the aforementioned tasks with two weeks written notice to the other party.



GILLIAN JOHNS-YOUNG  
*Contracts*  
DEPARTMENT OF WORKFORCE SERVICES

October 23, 2002

Amy Sawyer  
Network General Manager  
Utah Interactive, Inc.  
68 So. Main, Ste. 200  
Salt Lake City, UT 84101-1525

Dear Ms. Sawyer:

Enclosed, for your records, is a copy of the fully executed Services Agreement for the Utah State Contract number PD 1068 between Utah Interactive Inc., Utah Department of Workforce Services and Utah Electronic Commerce.

If you have further questions, please contact me at (801) 526-9418.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Johns-Young", written over a horizontal line.

Gillian Johns-Young  
Contracts  
Department of Workforce Services  
PO Box 45249  
Salt Lake City, UT 84145-0249

**Utah!**

*Where ideas connect™*

140 East 300 South • Salt Lake City, Utah 84111 • (801) 526-9418 • Fax (801) 526-9221  
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