

SERVICE LEVEL AGREEMENT
FOR
ELECTRONIC TRANSACTION AND ACCESS
TO
DEPARTMENT OF WORKFORCE SERVICES

THIS SERVICE LEVEL AGREEMENT ("SLA") is made and entered into this 11th day of September, 2002, by and between 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, upon the following premises:

RECITALS

WHEREAS, the State of Utah has entered into that certain Contract for Network Manager Services (hereinafter, "Master Contract") with Utah Interactive, Inc., a for-profit Utah corporation, to provide electronic access to public records and transactions through a gateway network (hereinafter "the Network"); and

WHEREAS, pursuant to the Master Contract, UII is to negotiate an agreement with data-providing agencies for the provision of such agencies' public records while protecting and securing from unauthorized and inappropriate access to non-public government records; and

WHEREAS, the Department of Workforce Services will serve as the Managing Partner of the One Stop Business Registration (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) collect signed agreements outlining the roles and responsibilities of each participating agency;

NOW THEREFORE, in consideration of the mutual covenants contained herein, and for other good and valuable consideration, the amount and sufficiency of which is hereby acknowledged, the parties agree as follows:

AGREEMENTS

SECTION 1: Statement of Purpose.

The purpose of this agreement is to define circumstances and responsibilities relating to providing on-line electronic access and, if applicable, transactions at each partner's discretion through the Network to certain Non-Confidential Records maintained in electronic form, or which will in the future be maintained in electronic form, by the Managing Partner and participating agencies.

SECTION 2: Term of Agreement.

This Agreement shall be in full force and effect for a period of time equal to that of the Master Contract between the State and UII, together with any extensions thereto (consistent with the Board capabilities as allowed under Utah State contract No. PD 1068) after the date it is fully signed. Thereafter, this Agreement shall continue for successive monthly periods upon the same terms, provisions and conditions as provided in this Agreement, except that at either party's option, this Agreement may be terminated at any time after the original term of the Master Contract, upon thirty (30) days' advance written notice to the other party. Termination at any time during the original term of this agreement may be granted

2 of 8 *Service Level Agreement*

upon the Managing Partner's appearance before the Board, or its successor, explaining the rationale and reason for the Network service termination without cause and the Board's recommendation of the same. Within 30 days of the Board recommendation of the Managing Partner's termination request for convenience, the State will provide written notice to both UII and the Managing Partner establishing the effective date of the Network service termination. Absent this action, this Agreement remains effective.

SECTION 3: Definition of Terms.

- a. Data records - information maintained in electronic form for communication or processing.
- b. Network users - individuals or organizations who use the Network for computer-assisted research, information retrieval and electronic transactions.
- c. Agency or agencies' division(s) - a Managing Partner or participating agency section or unit serviced by the internal computer section, and whose data files are available to other sections or units of the Managing Partner or participating agencies, and sometimes to other agencies besides the Managing Partner or participating agencies.
- d. Participating agency – an agency that has signed an agreement with the Managing Partner concerning participating in the One Stop Business Registration project.
- e. Public Record(s) - a record that is not private, controlled, or protected and that is not exempt from disclosure.
- f. Non-Confidential Records – Public Records and such Private records as the division director may authorize.
- g. Application - the development of one particular database of Non-Confidential Records on the Network or the Software Bridge to one particular database of Non-Confidential Records stored elsewhere for information lookup or one particular electronic transaction for gathering data or processing requests from the public (such as filings or permit applications) and the user interface to allow public access and/or interaction with the same on-line.
- h. Transaction – the electronic filing or gathering or dissemination of data by an agency for a governmental purpose.
- i. "Premium services" means those services or information that are made available in such a way that they have commercial value or add convenience to the user.
- j. Managing partner – an agency that has been assigned specialized project or product management responsibilities by agreement among two or more agencies to act in behalf of those agencies.

SECTION 4: Managing Partner Responsibilities.

The Managing Partner will:

- a. Oversee the timely and effective performance of this Agreement from the Managing Partner's and participating agencies' perspectives, and assist the Network Manager in resolving constructively any problems thereunder and any new issues that arise in connection therewith.

b. Provide reasonable levels of support to any participating agency central data or computer department or service, and to any participating agency division(s), in placing on-line with the Network, non-confidential records as mutually agreed between the Managing Partner and the Network Manager, with due regard to the workload and priorities of the Network, and with due regard to the desires and needs of users of, and subscribers to, the Network.

c. Direct the central Managing Partner's and participating agencies' data or computer departments or service to perform as follows:

i. When requested, provide advice on display screen designs when consulted, and cooperate with the Network Manager in placing onto the Network, Managing Partner and participating agencies' Non-Confidential Records as mutually agreed between the Managing Partner and the Network Manager, with due regard to the workload and priorities of the Network, and with due regard to the desires and needs of users of, and subscribers to, the Network.

ii. Provide computer access for the Network to Managing Partner and participating agencies' Non-Confidential Records as permitted by the Managing Partner, subject to interruption of service pursuant to SECTION 9, by an acceptable method, such as by electronic transmission, by disk, by email, or by some other acceptable method.

iii. Provide reasonable response time of on-line electronic inquiry within limitations of the Managing Partner's and participating agencies' system resources and budget constraints.

iv. Provide reasonable levels of problem determination support to help isolate problems when requested, and if the problem resides on the Managing Partner's or participating agencies' end of the system, provide reasonable fixes or repairs consistent with the Managing Partner's and participating agencies' operational priorities.

v. Have final control and responsibility for security authorization of the Network (in cooperation with any agency division(s)) in granting access to its data to the Network Manager (the Network users will not directly access the Managing Partner's or participating agencies' system; it is only the Network host that accesses the system or transactions).

d. Direct the Managing Partners' and participating agencies' division(s) to perform as follows:

i. When requested by the Network Manager, help in interpreting the Non-Confidential Record data for users or subscribers of the Network; provide a point of contact within the agency for such interpretation; provide advice on display screen designs when consulted; and cooperate with the Network Manager in placing Non-Confidential Records onto the Network as permitted by the Managing Partner and participating agencies, but only if desired by the Network users or subscribers. The Managing Partner may also volunteer such assistance to the Network Manager at the Managing Partner's initiative.

ii. In the absence of a central data or computer department or service within a participating agency, perform those duties and responsibilities outlined in subparagraph c. of this SECTION 4.

- e. Assist the Network Manager in determining the information from the Managing Partner and participating agencies necessary to comply with the cost recovery portions of the Utah Public Records law as necessary.
- f. To cooperate in establishing with the Network Manager a recommendation to the Board, or its successor, of a reasonable charge for any access or transaction for which the same is appropriate.

SECTION 5: Network Manager Responsibilities.

The Network Manager agrees:

- a. To recognize that authorized on-line access or transactions provides no right to possession or ownership of the Managing Partner's or participating agencies' data records at any time and that only the agency for which the specific data is collected may release the data pursuant to the Government Records Access and Management Act (GRAMA).
- b. To take all reasonable precautions to protect against unauthorized access to the Managing Partner's or participating agencies' data records.
- c. To provide all equipment, software, and supplies necessary to establish electronic access to the Managing Partner's and participating agencies' Non-Confidential Records.
- d. To abide by the Managing Partner's and participating agencies' administrative regulations which may now be in force or effect or which may in the future become effective.
- e. To recognize there is no express or implied ownership of the Managing Partner's or participating agencies' equipment by the payment of any fee or charge to the Managing Partner or participating agencies.
- f. In the event of for-a-charge access to any Managing Partner Non-Confidential Records or transactions, if any, to prepare and submit to the Managing Partner and each participating agency a monthly statement accurately reflecting usage associated with same, and if any portion is payable to the Managing Partner or any participating agency by statute, to bill, collect and remit the same monthly along with the statement, in accordance with the standard terms of the Master Contract.
- g. To keep such records as are required to document usage associated with providing access to the Managing Partner's and participating agencies' Non-Confidential Records and to provide the Managing Partner and participating agencies' access to these usage records at reasonable times for auditing purposes if so requested by the Managing Partner or a participating agency.
- h. To cooperate with the Managing Partner and participating agencies and their agency division(s) in placing data records onto the Network as permitted by the Managing Partner and participating agencies but only if desired by the Network users or subscribers, including securing proper access from the appropriate authority for, and providing necessary security to, each type of Non-Confidential Record desired, and only to the extent of reasonable Network resources.
- i. To recommend to the Managing Partner and the Board, or its successor, priorities for development and revision of agency applications, and to periodically re-examine the priority assigned as may be necessary, and to work diligently to accomplish each agency application in accordance with the relative priority among all agency applications.

5 of 8 *Service Level Agreement*

- j. To lead the process of determining such premium service applications in order to provide resources to develop, maintain, manage, operate and expand the network, including conducting market research, and to develop, in cooperation with the Managing Partner and participating agencies, a recommendation to the Board, or its successor, on which services to provide including proposed data access charges.
- k. To abide by the Managing Partner's and participating agencies' drug-free workplace policies in accordance with federal and state laws and regulations.
- l. To abide by federal requirements that prohibit discrimination on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or against lawfully admitted immigrants authorized to work in the United States.

SECTION 6: Illegal Provisions.

If any provision of this Agreement shall be declared to be illegal, void or unenforceable by a court of competent jurisdiction, the other provisions shall not be affected but shall remain in full force and effect.

SECTION 7: Termination for Cause.

At the Managing Partner's option, this Agreement may be terminated immediately upon the occurrence of any of the following:

- a. The Network Manager's allowance of unauthorized access prohibited by this Agreement.
- b. The Network Manager's material breach of any term, provision or condition of this Agreement.

At the option of the Network Manager and subject to review and concurrence by the Board, or its successor, a particular service application may be terminated if there is insufficient interest demonstrated by the Network users or subscribers in it; and this Agreement or a particular service may be terminated immediately for a continuing failure of the Managing Partner or participating agencies to keep fresh and updated data in accordance with the schedule between the Network Manager and the Managing Partner, the information to which electronic access is furnished by the Network.

SECTION 8: Managing Partner Copyright and Content Non-Supervision Acknowledgment.

The Managing Partner, on behalf of participating agencies, represents to the Network Manager that the content materials furnished to the Network Manager by the Managing Partner and participating agencies for electronic access on the Network do not violate any third party's copyright rights under federal law. Further, the Managing Partner acknowledges that the Network Manager exercised no control, censorship, or direction over the content of the Managing Partner's and participating agencies' Non-Confidential Records or the links the Managing Partner may request to other non-Network sites which may be made available on the Network.

SECTION 9: Interruption of Service.

The Managing Partner and participating agencies shall use their best efforts to provide adequate and uninterrupted service under the terms of this Agreement. However, the Managing Partner shall not be liable for interruption of service when the same shall be due to circumstances beyond the control of the Managing Partner, its agents or employees, including but not limited to unanticipated equipment

6 of 8 *Service Level Agreement*

malfunction or periodic maintenance or update of the computer system or systems upon which such data records reside which could not have been prevented with regular maintenance.

SECTION 10: Assignment.

This agreement may not be assigned by the Network Manager without the prior written consent of the Managing Partner and any such assignment of this Agreement without such permission shall be null and void.

SECTION 11: Notices.

All notices shall be in writing and shall be directed to the parties to this agreement as shown below or by electronic means mutually agreed to by the parties:

To the Board: Mr. Alan C. Sherwood
Chair, Utah Electronic Commerce Council
116 State Capitol
Salt Lake City, Utah 84114

To the Network Manager:
Amy Sawyer
Network General Manager
Utah Interactive, Inc.
Post Office Box 3266
Salt Lake City, Utah 84110

To Department of Workforce Services:
James Whitaker
Utah Department of Workforce Services
140 East 300 South
Salt Lake City, Utah 84111

SECTION 12: Data Records to be Accessed.

The Non-Confidential Records and transactions to be accessed under this Agreement will, in the future, be mutually agreed between the Managing Partner, the participating agencies and the Network Manager by executing a separate Schedule A Addendum.

SECTION 13: Electronic Commerce with the State.

In addition to developing applications which will permit electronic access to the Managing Partner's and participating agencies' Non-Confidential Records, the Network Manager and the Managing Partner will cooperate in exploring ways in which it may be possible to further develop applications which will permit electronic filing of documents and electronic communications and other transactions from the Network users or subscribers with the Managing Partner, with the goal of developing such applications as may be appropriate, with due regard for any limitations or constraints upon either entity.

SECTION 14: Managing Partner's and Participating Agencies' Access to Records from Other State Agencies with a Fee.

The Managing Partner and participating agencies are able to access free-of-charge all state information on the Network for which an electronic access charge is associated, if the Managing Partner and participating agencies have Internet access. The Managing Partner acknowledges that neither the Board nor the Network Manager governs Internet access for state agencies. For information from other state agencies, which is available on the Network and for which an electronic access charge is associated, the Managing Partner acknowledges and agrees that such access is governed by Board policy. That policy currently

7 of 8 *Service Level Agreement*

provides that an agency may obtain an agency account with the Network to obtain for-charge electronic access to records from other agencies without charge, PROVIDED that such records are accessed for internal agency use only, and that such records are neither resold nor furnished by the Managing Partner nor participating agencies outside that agency.

SECTION 15: Construction.

This Agreement shall be construed in accordance with the laws of the State of Utah.

SECTION 16: Paragraph headings.

The paragraph headings are inserted in this Agreement for convenience only and shall not be used in interpreting this Agreement.

SECTION 17: Total agreement.

This agreement constitutes the complete and exclusive statement of the agreement between the parties hereto. No amendment, waiver or alteration of this Agreement shall be effective unless signed by an authorized officer of each of the parties to this Agreement. Any oral agreement or representation shall bind neither the Managing Partner nor the Network Manager.

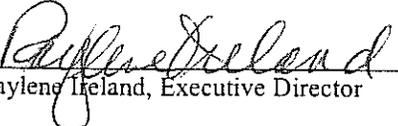
SECTION 18: Incorporation of Clauses from Master Contract.

To the extent relevant, those clauses found in the Contract For Network Manager's Services (hereinafter the Master Contract) dated May 7, 1999 by and between Utah Interactive, Inc., and the State of Utah, are incorporated herein by reference as though fully set out. Any provision in this agreement found to be in conflict with the Master Contract shall be resolved in favor of the contract.

8 of 8 *Service Level Agreement*

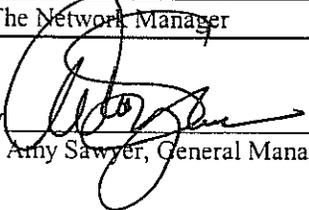
IN WITNESS TO THEIR AGREEMENT TO ALL THE ABOVE AND FOREGOING, the parties hereto have herein below executed this Agreement the day and year first above written, on the separate signature page attached hereto:

Utah Department of Workforce Services – Managing Partner

By 
Raylene Ireland, Executive Director

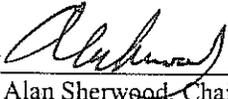
Date 9/11/02

The Network Manager

By 
Amy Sawyer, General Manager

Date 9/2/02

The Board

By 
Alan Sherwood, Chair

Date 9/11/02