

**SCHEDULE A ADDENDUM TO THE
SERVICE LEVEL AGREEMENT BETWEEN UTAH INTERACTIVE,
LLC
AND THE DEPARTMENT OF WORKFORCE SERVICES**

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Network, Utah Interactive, LLC, adding additional Dept of Workforce Service transactions or services to the Network, subject to approval of the State of Utah Chief Information Office (CIO).

Utah GovPay Implementation for the Department of Workforce Services Payment Portal

AGREEMENTS

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

Network Manager will provide a Utah GovPay implementation to facilitate online payment processing on behalf of the Agency. Network Manager will work with The Agency to coordinate the integration of this service with its existing application/service. The service will collect and validate payment information, process, and deposit the payment into The Agency's bank account. The service will also provide a result of the payment process to the user. In addition, administration tools will be provided to aid in reconciliation of the received funds.
2. Record Classification and User Access The Dept of Workforce Services represents to the Network Manager the record classification: Private

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 acceptance of online payments.
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, including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Dept of Workforce Services computer programs and to access the Records. Computer programs used by the Network Manager shall:
 - a. Protect information from unauthorized access;
 - b. Be prototyped and tested by the Network Manager for Dept of Workforce Services review and approval before it is offered to the public.
4. Use messages. If required by the Dept of Workforce Services 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. Transaction Logs. Department of Workforce Services shall have access to the Network's Subscriber Transaction Log for the purpose of auditing the collection and dissemination of Dept of Workforce Services records. Unless otherwise specified by the Dept of Workforce Services, this Log shall contain the following data: name, transaction data and time and type of inquiry/transaction.

6. Payment and Collection.

a. Collection: The Network Manager shall be responsible for the collection of payment information online and making that information available 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 (as outlined in the Utah State Contract PD1068) will fairly and reasonably recompense the Network Manager in order to make the Agency's Utah GovPay implementation a success:

<u>Project</u>	<u>the Network Manager Charge</u>
Utah GovPay Implementation	- Setup Charge not to exceed \$2,500.00
Utah GovPay Transaction Fee	- Monthly Charge: \$225 each month for the first 300 transactions and \$.75 for each transaction thereafter.

8. Records and Finances. All Network documents and records maintained by the Network Manager relating to Dept of Workforce Services records shall be available for inspection, auditing and copying by the agency or other authorized representatives.

9. Responsibilities of the Department of Workforce Services. In order to accomplish the tasks outlined in this Addendum A, NETWORK MANAGER will require the Dept of Workforce Services to perform the below listed items in a timely manner. If the Dept of Workforce Services fails to provide any one of these items, the delivery dates for the NETWORK MANAGER deliverables may require adjustment. NETWORK MANAGER will not be held responsible for delays due to unavailability of data or resources from the Dept of Workforce Services

- The Dept of Workforce Services will designate a Project Manager with responsibility and authority for review and approval of deliverables under this Addendum A.
- The Dept of Workforce Services will provide timely authorization for the project and for each approval required during the project.
- The Dept of Workforce Services will assist NETWORK MANAGER in resolving any problems that arise both during and after the implementation of this project.
- The Dept of Workforce Services will provide transfer of necessary IT knowledge, environment and business processes to NETWORK MANAGER. Verbal walkthroughs and documentation will satisfy this responsibility.
- The Dept of Workforce Services will review and approve the functional requirement document and the prototype prior to implementation.
- The Dept of Workforce Services will sign and return to NETWORK MANAGER the Letter of Acceptance before the application is implemented.
- The Dept of Workforce Services will provide the required banking information to successfully set up and test the merchant account for processing of funds if applicable.

- The Dept of Workforce Services will be responsible for setting up and managing a merchant account if applicable.

10. RESPONSIBILITIES OF Utah INTERACTIVE

- NETWORK MANAGER will designate a Project Manager to serve as the primary point of contact for the NETWORK MANAGER deliverables and who will coordinate completion of the NETWORK MANAGER deliverables with the Dept of Workforce Services project team.
- NETWORK MANAGER will develop the application as defined in the Scope statement contained herein.
- NETWORK MANAGER will provide day-to-day management of the work plan.
- NETWORK MANAGER will host or attend periodic team meetings to review the status of project activities against the plan.
- NETWORK MANAGER will provide Project Plan Updates to the <agency> Project Manager, as required.
- NETWORK MANAGER will provide Executive Briefings to the Project Sponsor and the CIO's Office, as required.
- NETWORK MANAGER will place the application into production and make it available for use by the Dept of Workforce Services after receipt of an executed Letter of Acceptance from the Dept of Workforce Services.

11. DELIVERY OF FINAL APPLICATION

Following user acceptance testing, the Dept of Workforce Services will be requested by NETWORK MANAGER to sign a formal Letter of Acceptance ("Letter"). This Letter must be executed by the Project Sponsor, as previously identified in this Addendum A and the Letter must be received by NETWORK MANAGER's General Manager before the application can be placed into production and made available for use by the Dept of Workforce Services. Once NETWORK MANAGER receives the executed Letter from the Dept of Workforce Services, the application will be deemed accepted, placed into the production environment and thus the project will be considered complete and delivered.

12. CHANGE PROCESS

The scope of work as specified in this document shall not change except when approved in accordance with the following processes and/or protocols:

Prior to Software Delivery:

- The NETWORK MANAGER and Dept of Workforce Services Project Managers will review any issues that may arise and determine if the resolution will lead to a change in the scope of work, which is defined as a change that will affect cost, schedule or staffing.
- The proposed change is formally documented, including the impact on schedule, cost and staffing.
- The proposed change in the scope of work is reviewed by the NETWORK MANAGER and the Dept of Workforce Services Project Managers and taken before the eGovernment oversight entity for approval if required.
- Once the change in the scope of work is approved, the change becomes an additional Addendum to the SLA.

After Software Delivery:

After the application is delivered, as defined above, NETWORK MANAGER will provide support for the proper installation and ongoing general operation of the current release of the application.

- Maintenance: After the application is launched, if maintenance issues arise or reporting an error becomes necessary, the Dept of Workforce Services should contact NETWORK MANAGER. Maintenance includes graphical changes, addition or re-wording of text, or other changes that do not materially change the utility, efficiency, functional capability, or application of the software. All other requested changes will be deemed significant

maintenance efforts, requiring the Dept of Workforce Services to submit a written change request to NETWORK MANAGER. NETWORK MANAGER will then evaluate the request, seek additional information if necessary, and prioritize it in consideration of other ongoing development projects with the approval of the CIO's Office, if required.

- Software Modifications and Enhancements: For software modifications or additions that materially change the utility, efficiency, functional capability, or application of the software the Dept of Workforce Services will submit a written change request. NETWORK MANAGER will then evaluate the request, seek additional information if necessary, and prioritize it and price it in consideration of other ongoing development projects with the approval of the CIO's Office, if required.

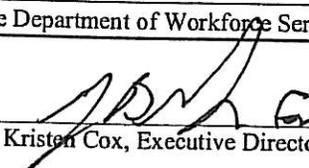
15. Funding Source. The Agency is required to declare in advance the source of funds used for this project. Please indicate in the blank, which lettered statement is true about your funding source. If neither of these choices is true about your funding source, then the Network Manager may not be able to perform the work for the Agency. The Network Manager will rely upon your statement in determining whether it can or cannot perform this work for the Agency.

Declaration of funding source: _____

- a. "The Agency affirms that no federal funds are being used to finance this project." or,
- b. "Federal funds are being used to finance the project but no federal funds are being used that requires the Network Manager to assign all right, title and interest in any part of the work or deliverables, including any work allegedly made for hire, to any other entity, individual, or to the public domain. Special federal funding requirements, if any, are included as an attachment."

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

The Department of Workforce Services

By 
Kristen Cox, Executive Director

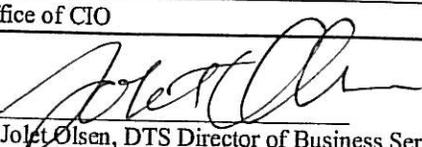
Date 5/9/08

The Network

By 
Rich Olsen, General Manager

Date 5-28-08

Office of CIO

By 
Jolene Olsen, DTS Director of Business Services

Date 5/15/08

