

SCHEDULE A ADDENDUM TO THE SERVICE LEVEL AGREEMENT BETWEEN UTAH INTERACTIVE AND THE DEPARTMENT OF COMMERCE

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

Real Estate License Renewal, Search and List Application

AGREEMENTS

1. Access By the Network Manager The Agency authorizes the Network Manager, to provide electronic access, in accordance with this agreement. The description of service is as follows:

The Real Estate License Renewal, Search and List application has three distinct but integrated pieces. The application will enable real estate, mortgage and appraiser licensees the ability to renew, including payment, their licenses online. Additionally, the application will allow users access to certain portions of the Department of Commerce, Division of Real Estate's database (as defined by the agency) to create and receive an electronic file that contains requested sections of the database as defined by the user. Finally, a no charge search will be available to users to search and receive limited information, as defined by the Division, concerning the license.

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

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.

3. Record Access and Computer Programs. The Network Manager shall be responsible for costs and expenses in establishing access to the records 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. Computer programs used by the Network Manager shall:
 - a. Protect information from unauthorized access;
 - b. Provide access to records to Administrators on a timely basis in an accurate, understandable and logical format acceptable to the Agency;
 - c. Be tested by the Network Manager and the Agency, and approved before it is offered to the public.
4. Use messages. If required by the agency, 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 agreements 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. 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.
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 will fairly and reasonably recompense the Network Manager in order to make the Agency's application a success:

<u>Project</u>	<u>Statutory Fee</u>	<u>the Network Manager Charge</u>
License Renewal	variable	- Transaction Charge: \$1.50 per transaction
License List	none	- Per Record Charge: \$0.03 per record
License Search	none	- Subsidized, no 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 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.
9. **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 Manger 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

- 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 Agency, Department of Commerce

By Klare Bachman
Klare Bachman, Executive Director

Date 7-19-04

The Network/Manager

By Amy Sawyer
Amy Sawyer, General Manager

Date 7/22/04

The Network

By Al Sherwood
Al Sherwood, Deputy CIO

Date 8/18/04

Utah Interactive, LLC

68 South Main Street, Suite 200
 Salt Lake City, Utah 84101
 (801) 983-0275 / phone
 (801) 983-0282 / fax

Partner

Division of Real Estate
 160 East 300 South, 2nd Floor
 Salt Lake City, Utah
 Contact: Derek Miller

Work Order

WORK ORDER NUMBER	1092005
WORK ORDER START	
WORK ORDER END	

Approval Instructions:

1. If you have any questions concerning this work order call Utah Interactive at (801) 983-8419.
2. If the work order is accepted please sign and fax to Utah Interactive at (801) 983-0282. A copy with an original signature will also need to be mailed to Utah Interactive at 30 E. Broadway, Suite 300, Salt Lake City, Utah 84111.

Scope of Work: The Division of Real Estate would like to modify their existing online renewal application to make the application easier to use. The proposed changes should address the following issues:

- 1) **Locking users out of the system:** The online renewal system was intentionally designed to lock users out if they answer yes to any question that might put their license in jeopardy such as disciplinary action, arrest... Some users have been locked out because they misread the question or selected the wrong answer. A confirmation page will be created to reduce the amount of mistaken answers.
- 2) **Confusion with Address Changes:** As in the above issue some users change their address and then later in the renewal process get locked out of the system. Since the online renewal process is not completed when the user is locked out, the address change does not get updated in the system. Many users call the agency to determine if their address has been changed in the system. The sequence of pages will be changed to prevent this issue.
- 3) **Continuing Education Requirements:** The current process simply requires the user to check a box to confirm they have completed the continuing education requirements. The agency has determined through a high volume of audits that this method of verification is inadequate. The requested changes will integrate Continuing Education course information into the application.
- 4) **Offline Requirements:** When a user changes status or affiliation they need to fill-out some offline paperwork prior to renewing online. The system will be changed to better communicate how to address those issues.

Development Fees	Estimated Hours	Estimated Fees	Actual Fees
Development Fee	280	\$21,000.00	\$0.00
Total Cost not to Exceed			\$0.00

* The Actual fee has been subsidized by the ongoing transactions associated with the current agency application.

**Additional functionality changes will be handled through a pre-approved Change Order.

This offer is valid for 30 days and is subject to the T&M Standard Terms and Conditions. The signatures below indicates acceptance of this agreement by individuals authorized to commit the Partner and Utah Interactive, LLC.

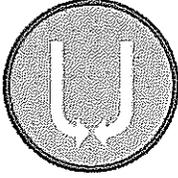
Accepted By Derek Miller
 Signature [Signature]
 Date 2/7/06

Utah Interactive, LLC CARRIE GOTT
 Signature [Signature]
 Date 2/7/06

Billing Instructions:

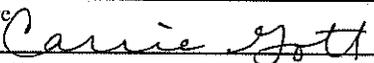
This is a time and materials type contract, payable in three installments; 50% at commencement, 25% at completion of development, and 25% at deployment. Utah Interactive, LLC shall use its reasonable efforts to accomplish the above stated scope of work. Invoices shall be paid Net 30 days.

APPROVAL FORM

<p>UTAH INTERACTIVE PROJECT DEFINITION APPROVAL FORM</p>	 <p>UtahInteractive <small>Connecting You to Online Government</small></p>
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AGENCY INFORMATION	DIVISION OF REAL ESTATE / COMMERCE DEPARTMENT	
PROJECT INFORMATION	PROJECT NAME : REAL ESTATE RENEWAL CHANGE ORDER	COMPLETION DATE

This certifies that that the Product Requirements Document associated with this project accurately defines the scope of the project, and that it is understood that any modifications or changes made to the project prior to completion may affect the scope, timeline and financial aspects of the project. Exceptions to this are listed below.

REVIEWS AND APPROVALS		
	Signature	DATE
State Agency Representative	Signature 	2/7/06
	Print Name DEREK MILLER	
	Title DIRECTOR, UTAH DIV. OF REAL ESTATE	
Utah Interactive Representative	Signature 	2/7/06
	Print Name CARRIE GOTT	
	Title General Manager	