# SCHEDULE A ADDENDUM TO THE SERVICE LEVEL AGREEMENT BETWEEN Utah Interactive, LLC and Utah Department of HUMAN SERVICES

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

**Utah Department of Human Services Web Payment Service (Utah GovPay)**

**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:

   Network Manager will provide a Web Payment Service (Utah GovPay) to facilitate online payment processing on behalf of the agency. The agency Web Payment Service is a service provided by the Network Manager that will collect payment information, facilitate processing and reconciliation of payment, and provide 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

   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 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 prototyped for the Agency, 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 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. 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 Web Payment Service a success:

| Project | Statutory Fee | the Network Manager Charge |
|---|---|---|
| DHS- ORS<br>Web Payment Service | variable | - Setup Charge: not to exceed $2,500.00<br>- Transaction Charge: $.75 per transaction with a monthly minimum of $225 covering the first 300 transactions. |

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 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: b

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, Utah Department of Human Services

By [signature] Date 1-26-06

The Network Manager

By Carrie Gott Date 1-27-06
Carrie Gott, General Manager

The Network

By [signature] Date 2/16/06
Dave Fletcher, Deputy CIO