REVISED SCHEDULE A ADDENDUM TO THE SERVICE LEVEL AGREEMENT BETWEEN UTAH INTERACTIVE AND THE UTAH STATE INSURANCE DEPARTMENT

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Network, Utah Interactive, and Utah State Insurance Department adding additional Utah State Insurance Department transactions or services to the Network, subject to Board approval.

Proposed Service: Company Renewal System

AGREEMENTS

1. Access By the Network Manager. Utah State Insurance Department authorizes the Network Manager, to provide electronic access to information contained in the Utah State Insurance Department's database, in accordance with this Agreement. Description of service is as follows:

   This service will allow companies to view their renewal information as recorded in the Database, and renew their license online. A user may gain access to information by entering an Org ID number and Invoice number issued by the Utah State Insurance Department and pay renewal fees online, using a credit card.

2. Record Classification and User Access. Utah State Insurance Department represents to the Network Manager the record classification: Public Records

3.

   The Network Manager certifies that they will offer the following security and authorization for access to the application outlined above:

   Users will be offered only those fields as designated by the Utah State Insurance Department.

   Users will be required to authenticate before they use this service.

   The Network Manager will conduct and store all payment transactions for this service on a secure server.

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 Utah State Insurance Department's 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 the Utah State Insurance Department on a timely basis in an accurate, understandable and logical format acceptable to the Utah State Insurance Department;

   c. Be tested by the Network Manager and prototyped for the Utah State Insurance Department's review and approval before it is offered to the public.

4. Use messages. If required by the Utah State Insurance Department, 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. Subscriber Agreements. This service shall not require subscriber agreements.

6. Transaction Logs. The Utah State Insurance Department shall have access to the Network's Transaction Log for the purpose of auditing the collection and dissemination of the Utah Insurance Department records. Unless otherwise specified by the Utah State Insurance Department, this Log shall contain the following data: user name, transaction data and time and type of inquiry/transaction.

7. Payments and Collection.

A Service Charge is requested for the development of the Company License Renewal System.

Agency/Project/ Priority	Statutory Fee	the Network Charge
1. Company License Renewal Research and Development	$0.00	not to exceed $57,950.00

8. Records and Finances. All Network documents and records maintained by the Network Manager relating to the Utah State Insurance Department shall be available for inspection; auditing and copying by the agency or other authorized representatives.

9. Efficiency Gain Calculation. The Utah State Insurance Department and the Network will establish baseline cost for the processing company renewal requests both prior to making the enhanced service available and after the service is made available to estimate the cost savings of offering the service.

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

Utah State Insurance Department

By_____ Date 5-15-02
Neal Gooch, Deputy Commissioner

The Network

By_____ Date 5/17/02
Amy Sawyer, General Manager

The Board

By_____ Date_____
Alan Sherwood, Chair

Utah Interactive

68 South Main Street, Suite 200
Salt Lake City, Utah 84101 801.983.0275

Work Order

WORK ORDER DESC. Company Licensing Renewal System
WORK ORDER START 1-May-2002
WORK ORDER END 1-May-2003

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

Customer
Neal Gooch
Department of Insurance
State Office Bldg Rm 3110
Salt Lake City, Utah 84114-6901

Project Tasks	Estimate In Units	Hourly Rate	Total
Intent Definition	20.00	$65.00	$0.00
Market Research for Customer and Citizen Participation	20.00	$55.00	$0.00
Functional Definition			
- requirements gathering (business rules, data schema)	120.00	$65.00	$7,800.00
- prototype design and creation	60.00	$55.00	$3,300.00
- documentation (data descriptions, acceptance test plan, addendu	40.00	$65.00	$2,600.00
- determine payment procedures	10.00	$55.00	$550.00
- determine reconciliation procedures	10.00	$55.00	$550.00
Technical Definition			
- online transaction log database	10.00	$85.00	$850.00
- determine interface connectivity	20.00	$85.00	$1,700.00
- design interface with COSMOS	80.00	$85.00	$6,800.00
- design servlet	40.00	$85.00	$3,400.00
Implementation			
- implement interface integration into application	80.00	$65.00	$5,200.00
- implement connectivity with payment gateway	20.00	$85.00	$1,700.00
- online transaction reporting	20.00	$85.00	$1,700.00
- implement servlet	80.00	$130.00	$10,400.00
Testing	120.00	$55.00	$6,600.00
Migration (roll-out preparation, roll-out, post-roll-out support)	60.00	$80.00	$4,800.00
Marketing for Application Launch & Adoption	40.00	$55.00	$0.00
		Total	**$57,950.00**

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

Accepted By Utah Insurance Department

Signature Neal T. Gooch

Date 5/15/02

Utah Interactive, Inc.

Signature

Date 5/17/02

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) within 30 days.
4. Invoices shall be paid Net 30 days.
5. Either party may terminate any of the aforementioned taskings with two weeks written notice to the other party.