



SERVICE LEVEL AGREEMENT

Service Level Agreement

The Service Level Agreement below outlines the services, support and maintenance plan for PayIt's Platform App Services ("Web" and "Mobile Applications"). The Web and Mobile Applications ("Client Applications") are configured for the specific Client to provide citizen-users ("Users") a "one-stop-shop" experience. PayIt's Platform will host, maintain and provide back-up for the Client Applications on Amazon Web Services (AWS) GovCloud.

1. Operation

Vendor will make the Platform and Client Applications available for Users access seven (7) days/week, twenty-four (24) hours/day. The up-time of the Platform and Client Applications is 99.9%. Download availability is only limited via the public Android and Apple stores.

Vendor shall ensure that at least 95% of all card payment transactions processed through the Platform are completed within three (3) seconds of the user submitting a payment request. Completion is defined as the successful authorization or denial response received from Vendor's payment processor.

2. Scheduled Maintenance and Unscheduled Downtime

Vendor is permitted to perform periodic maintenance on Client Applications within the platform for purposes of system upgrades, maintenance, and scheduled backup procedures ("Scheduled Maintenance"). All Scheduled Maintenance will either be performed seamlessly to the Users (so that they are unaware of the Scheduled Maintenance) or, if not seamless, Vendor will (i) provide advance notice to the Client and users (Vendor to provide such notice through prominently displaying the planned Scheduled Maintenance on the Platform in Client Applications through the User log-in screen); (ii) use commercially reasonable best efforts to limit Downtime to a window of 10:00 p.m. Saturday to 10:00 a.m. on Sunday (all such times being United States Central Standard Time); and (iii) will not exceed four (4) hours Scheduled Downtime per month.

In addition to Scheduled Maintenance, there may be infrequent events that make the system inaccessible for a limited amount of time due to unforeseen software, hardware, network, power and/or Internet outages ("Unscheduled Downtime"). Critical Service interruptions within PayIt's control to mitigate, defined as interruptions caused by PayIt's platform that prevents access to the site or from processing of transactions shall not exceed 8 hours in a rolling calendar year, or 24 hours for non-Critical Interruptions.

3. Data Exchange Scheduled and Unscheduled Downtime

Vendor will consistently ping the established API and/or Secure FTP for data from Client. If Client has a scheduled maintenance window, Client must inform Vendor at least three business days prior to the scheduled outage. During that time, Vendor will display a message to users alerting them to the upcoming downtime. Vendor recommends that the schedule follow the same time listed in Section 2. Should the API from Client be disrupted or unavailable unexpectedly, Client must limit the interruption to not exceed 8 hours for Critical Interruptions (defined as interruptions preventing access to the API) in a rolling calendar year.

With regards to scheduled file delivery from Client, should a file be expected to be late by two (2) hours, Client must notify Vendor twenty-four (24) hours prior to the originally scheduled delivery time or as soon as Client is made aware of the delay, whichever is greater. This enables Vendor to be able to ingest the data as quickly as possible upon late arrival.

4. Technical Support Operations:

User experience is the main influencer of the platform design followed by security and rapid high-volume support. Vendor has designed and configured the platform and UX to minimize incoming support requests. Security updates or enhancements that are driven via updates to Android or iOS platforms will be managed by the vendor expediently, and cooperation is expected from Client to support these updates where applicable. Vendor will maintain a status of the next release and any platform updates with the Client during the duration of the contract.

First Level Customer Service

Vendor will provide first level customer service to all Users for applicable services. First level service includes a response back to the user in under 4 business hours.

Second Level Technical Support

Vendor will provide second level technical support to Client relating to the Client Applications and Platform which will include email and phone support between the hours of 8 AM and 5 PM Central Standard Time, Monday through Friday, except Holidays.

Support requests originating from the Client are initially triaged by the Operations Team, and assigned/addressed based one of the following severity levels:

Severity and Priority Level Definitions

Issue Priority	Definition
1 - Critical	A major error within a PayIt software product that severely impacts County's use of this product for production purposes, such as the loss of production data or where production systems are down or not functioning, and no workaround exists.
2 - Urgent	An error within a PayIt software product where County's system is functioning but in a degraded or limited capacity. This includes a problem that is causing significant impact to portions of the County's business operations and productivity, or where the PayIt software product is exposed to potential loss or interruption of service.

3 - Routine	A medium-to-low impact error that involves partial and/or non-critical loss of functionality for production and/or development purposes, such as a problem that impairs some operations but allows County operations to continue to function. A viable workaround is usually available.
4 - Low	A priority 4 case is a low priority request for information or feature request where there is no impact to County's business operations.

Response Times

Issue Priority	Initial Response Target
1 - Critical	Within 1 hour of occurrence
2 - Urgent	Within 4 business hours
3 - Routine	Within 2 business days
4 - Low	Within 10 business days