

Geographic Solutions Service Level Agreement

for

**Indiana Department of Workforce
Development (DWD)**

**Case Management and
Labor Exchange System**

November 3, 2022



Table of Contents

INTRODUCTION.....	1
1 TECHNICAL SUPPORT	1
2 INCIDENT REPORTING.....	1
3 SYSTEM MONITORING	4
4 SOFTWARE MAINTENANCE AND UPDATES	4
4.1 Product Fixes	5
4.2 Change Orders and Enhancements.....	5
4.3 Transition of New Version Release	6
5 HOSTING ENVIRONMENTS	7
6 SERVICE LEVEL PARAMETERS	8
7 REDUNDANCY AND BACK UP.....	9
8 SYSTEM ADMINISTRATION SERVICES.....	11
9 DATABASE ADMINISTRATION SERVICES	12
10 ROLES AND RESPONSIBILITIES	13
10.1 Client Responsibilities.....	13
10.2 Geographic Solutions Responsibilities	13
10.3 Roles and Responsibilities Matrix.....	14
11 SERVICES NOT COVERED UNDER THIS AGREEMENT	15
12 FORCE MAJEURE	16

Introduction

The service levels to be provided by Geographic Solutions to Indiana Department of Workforce Development (DWD) (Client) for the *VOS Sapphire* solution are listed below. Each proposed service level is consistent with our experience in providing *VOS Sapphire* as Software as a Service in similar environments to that outlined in this RFP. We understand that we will finalize each Service Level Agreement during contract negotiations and that these are suggested levels only.

1 Technical Support

The Geographic Solutions Technical Support Team provides ongoing assistance to authorized staff as a means of reinforcing the knowledge transfer process committed during training, as well as rectifying system anomalies, either real or perceived. The Technical Support Team follows rigorous standards leading to the swift and thorough resolution of all client concerns.

Our Customer Technical Support Team will provide the following services throughout the contract period:

- Support via telephone
- Support via email
- Support via fax
- Support and incident tracking via the Internet
- Resolution of issues immediately, if possible, or within a suitable time frame
- Project managers who keep customers apprised of error correction status
- Comprehensive software maintenance and error correction service

Geographic Solutions provides technical support on a 24/7/365 basis for issues that prevent users from accessing or using the website; we will respond to these incidents immediately. For all other issues, Geographic Solutions will provide technical support from 7:00 a.m. to 8:00 p.m., Eastern Time, Monday through Friday, excluding regularly scheduled Geographic Solutions holidays.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

It [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]

2 Incident Reporting

[REDACTED]

Category	Percentage
Category 1	10%
Category 2	25%
Category 3	35%
Category 4	30%

[REDACTED]

4.1 Product Fixes

[REDACTED]

4.2 Change Orders and Enhancements

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

4.3 Transition of New Version Release

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

5 Hosting Environments

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Environment	Description	Accessed By
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

- [illegible]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

7 Redundancy and Back Up

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

8 System Administration Services

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

9 Database Administration Services

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

10 Roles and Responsibilities

10.1 Client Responsibilities

DWD has the following general responsibilities under this agreement:

- DWD will conduct business in a courteous and professional manner with Geographic Solutions.
- DWD's users, staff, and/or customers using the application services will use the Geographic Solutions OPC ticketing system to request support.
- DWD will use its own appropriate IS group to provide the DWD user server, network, firewall, and infrastructure support services, including authentication software, WebObjects' Monitor (if DWD wants monitors and reports beyond those provided by Geographic Solutions), software installation, and application installation on the DWD user workstations and servers.
- DWD will open an OPC ticket and provide all information required to support troubleshooting efforts.
- DWD will coordinate with Geographic Solutions to assign severity codes, adhering to the correct usage of these codes as defined in this agreement.
- Once DWD submits a support request, DWD-assigned contacts will make themselves available to work with the Geographic Solutions support resource assigned to the support request for investigation, analysis, troubleshooting, testing, and resolution.

10.2 Geographic Solutions Responsibilities

Geographic Solutions has the following general responsibilities under this agreement:

- Geographic Solutions will conduct business in a courteous and professional manner with DWD.
- Geographic Solutions will use all information from DWD to establish contact information, document the nature of the problem, and troubleshoot (as applicable).
- Geographic Solutions will attempt to resolve all problems on the first attempt.
- Geographic Solutions will escalate support requests to the next level of internal support upon approach of established resolution targets.
- Geographic Solutions will obtain DWD approval before DWD incident ticket closure.

- Geographic Solutions continuously will use the OPC ticket system for updating, tracking, following up on, and closing trouble tickets as assigned.

10.3 Roles and Responsibilities Matrix

The matrix below summarizes the responsibilities of the parties:

Maintenance Responsibilities	Geographic Solutions Responsibility	Client Responsibility
Problem Support		
Telephone Support	X	
Fax Support	X	
Email Support	X	
Internet (OPC) Support	X	
Notify Geographic Solutions of software-related problems		X
Install New Releases		
Regular staging of new releases	X	
Major enhancements	X	
Customer must agree to install within 45 days		X
Digital Map Changes		
Minor modifications to digital Maps	X	
Problem Response Time		
Will initiate, respond to, and resolve issues within timeframe described in SLA	X	
Hosting Maintenance Responsibilities		
Hardware platform	X	
Proprietary software	X	
Email services	X	
Case Management and Labor Exchange program	X	
Batch processing (DTS & Scripts)	X	
Error Logs		
VOS	X	
MS SQL	X	
Windows OS	X	
Web Server (IIS)	X	
Email Services	X	
Database Administration		

Maintenance Responsibilities	Geographic Solutions Responsibility	Client Responsibility
Log reviews	X	
Indexing	X	
DTS success/failure reviews	X	
SQL Agents (Backups, etc.)	X	
Reports Database		
Create Reports database nightly	X	
Training Database		
Synchronize Training system with Production	X	
System Backups		
Conduct nightly saves of production data	X	

The following are exceptions to Geographic Solutions' responsibilities:

- Misuse, alteration, and damage
- Problems with third-party software
- Client-side hardware and software issues such as those with local operating systems (e.g., Windows) and local hardware, such as workstations
- Client-side Internet access, Internet provider and Internet speed issues

11 Services Not Covered under this Agreement

This agreement does not cover the following requests. However, Geographic Solutions would be pleased to provide a separate statement of work to address any of the following:

- **Evaluation of new software or hardware** – Evaluation or approval of new software or hardware for use by DWD, including systems developed outside of DWD, such as third-party systems, or systems developed by DWD.
- **Procurement of new software or hardware** – Procurement of new software or hardware for use within DWD, or for use by DWD is not covered. All software or hardware required by DWD to support connection to and use of the Geographic Solutions application will be the responsibility of DWD.
- **Third-party software licensing** – Other than the third-party software and licensing required to support the application hosted services, Geographic Solutions will not provide software or licensing for third-party software that is needed or desired to support DWD user interaction

with the Geographic Solutions application. DWD will provide all software and licensing for third-party software used by staff and customers accessing the DWD application.

- **Specific training** – Geographic Solutions will provide the training and training support as requested by DWD. Geographic Solutions and DWD will negotiate additional training requirements, as needed.
- **Assistance with application usage when unsupported or nonstandard hardware or software is involved** – The use of unsupported or nonstandard hardware or software often results in unexpected behavior of otherwise reliable systems.
- **Adaptive maintenance** – Defined as activities relating to upgrades or conversions to a DWD user system or application due to new versions of the operating environment, including the operating system, application server, or database software
- **New development** – Any change in a database or system that involves functionality not within the currently signed and approved release specification, even if the new functionality would seem to be an improvement over the old one
- **Modifications to original application specification** – This category includes any functionality not specified in the current approved design specification. Changes in DWD's organization or business needs (such as a reorganization or change in business practice) may drive desired changes to the current specification. When this occurs, DWD should initiate a request for enhancement to update the system. It is highly recommended that DWD and Geographic Solutions project managers work closely together to anticipate future needs and prepare timely system updates to accommodate DWD's business changes.
- **Infrastructure Enhancements** – Additional services not covered by this support agreement include:
 - New or added interfaces to other systems not covered in the agreement
 - Integration with existing and legacy systems not covered in the agreement or negotiated between DWD and Geographic Solutions
 - External report generation
 - Business rules changes
 - Additional training requests

12 Force Majeure

Either party shall be excused from delays in performing or from its failure to perform hereunder to the extent that such delay or non-performance is caused by an act of God or force majeure. An "Act of God" or "Force Majeure" is defined, for the purposes of this Agreement, as strikes, lockouts, sit-downs, material or labor restrictions by any governmental authority, unusual transportation delays, riots, floods, washouts, explosions, earthquakes, fire, storms, weather, acts of the public enemy, wars, insurrections, and any other cause not reasonably within the control of either party and which, by the exercise of due diligence, either party is unable, wholly or in part, to prevent or overcome.

This page intentionally left blank.