

**SERVICE ATTACHMENT 1
TO THE
MASTER SERVICE AGREEMENT**

VENDOR HOSTED INTERACTIVE VOICE RESPONSE SERVICES

This is a Service Attachment to the Master Service Agreement dated, 11/21/ 2006 "Agreement", between The Office of Information Technology ("OIT") on behalf of the State of Ohio, and First Data Government Solutions, Inc. ("FDGS" or "Vendor")

WHEREAS, OIT desires to include additional Vendor services and the corresponding general provisions thereof; and

WHEREAS, the above named parties desire to execute this Service Attachment to said Agreement.

NOW THEREFORE, in accordance with the Agreement, and in consideration of the conditions and covenants contained herein, the Parties mutually agree as follows:

1. The Addition of Service Attachment 1 – Vendor Hosted Interactive Voice Response (IVR) Services.
2. All other terms and conditions of the Master Service Agreement not otherwise supplemented and/or amended shall remain unchanged and in full force and effect.

IN WITNESS WHEREOF, the Parties have executed this Attachment which shall be effective on the date signed by OIT.

FIRST DATA GOVERNMENT
SOLUTIONS, INC.

Name: QRTS

Title: VP

Date: 11/10/06

STATE OF OHIO, OIT

Name: MF Carroll

Title: Mary F. Carroll
Director, Office of Information Technology

Date: State CIO 12/20/2006



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VENDOR HOSTED INTERACTIVE VOICE RESPONSE SERVICES

This Service Attachment provides the Subscribing Entity's with the ability to purchase AccessNet® Interactive Voice Response ("IVR") Services which are offered by FDGS as a hosted solution.

The following additional information is contained in the Appendix which is located at the end of this document:

- Appendix 1: System Features and Functionality – Details
- Appendix 2: Service Level Agreement Information
- Appendix 3: IVR System, Applications and Network Architecture Information
- Appendix 4: IVR Administration & Management
- Appendix 5: IVR Maintenance, Service & Support
- Appendix 6: IVR Application Testing
- Appendix 7: IVR Training & Documentation

1. Description of Services

This section provides an overview of the AccessNet® IVR system and the support services which are provided by FDGS.

- **AccessNet® IVR System Overview –**
The AccessNet® IVR system is a vendor hosted solution that is based entirely on open-systems standards, in keeping with FDGS's foundational philosophy of a non-proprietary approach. Part of the success of the AccessNet® solution involves the wide use of industry-leading technologies from Microsoft, Intel and Nuance. AccessNet® is based on Microsoft 2000 or MS 2003 servers integrated with Dialogic voice boards from Intel. Advanced speech recognition and natural language development capabilities are also readily supported with Nuance software.

AccessNet's® software architecture imposes a 120-port limit per Dell server in order to ensure that resource usage is not an issue. Processes are run in a multi-threaded environment. Therefore, response time is immediate and unaffected when all phone ports are simultaneously speaking messages.

FDGS has integrated a series of open system tools for application development and maintenance that provides a complete environment for maintaining IVR solutions from concept to completion. The environment supports the integration of IVR scripting along with management of data interfaces with multiple sources for data from local databases to remote host systems.

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- **System Support Services**

Once deployed in our Cincinnati Data Center, the FDGS operations team will manage the day-to-day support and maintenance of the IVR system, which includes the following:

- Floor Space
- Power (Primary and Emergency Backup)
- Environmental (HVAC, Fire, Secure Access)
- Equipment Racking
- Application Monitoring
- System Administration and
- Infrastructure Communication (Internet Access, Telecommunication Access, Internal Networking, WAN access)
- Help Desk Application Support (including 7x24 hour)

- **System Implementation Services**

Each IVR implementation is a customized solution which is dependant upon the unique needs of the Subscribing Entity. The project scope and requirements will be completely documented in a Statement of Work (SOW). A project manager and project team will be assigned for the development and deployment of the IVR solution and they will utilize the FDGS project methodology and documentation for project control.

2. System Features and Functionality

This section provides a recap of system features and functionality for the AccessNet® IVR system. The items below do not represent a comprehensive list of IVR features and capabilities, but identify the most common features provided. A more detailed description of the below features is located in Appendix 1.

- Telecommunications Device for the Deaf (TDD)
- Multi-Language Support
- Text to FAX
- Web Access
- Host Integration
- Voice Recognition and Text to Speech (US)

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3. Fee Structure

The pricing structure in this Section is based on the RFQ requirement which stipulated that the pricing be based on a vendor hosted service and no deliverables would be owned by the Subscribing Entity's.

Pricing for vendor hosted IVR services is documented in the table below for the following scenarios:

- Scenario 1- 96 Ports
- Scenario 2- 144 Ports
- Scenario 3- 216 Ports

The table provides the following cost information which has been based on a 12, 36, and 60 month service commitment:

- **One Time Costs** - Each IVR implementation is a customizable solution whose implementation cost will vary based on the unique needs of the Subscribing Entity. FDGS will work closely with each subscribing entity to fully understand their specific needs and requirements so that a reasonable cost proposal, which accounts for the application's complexity, professional service requirements, and third party software needs can be developed. The scope for all One Time Costs will be fully documented in an SOW and agreed to in advance by both parties. Examples of application variables affecting one time costs may include, but is not limited to:
 - Data Gathering/Host Access/Application Complexity
 - Languages (TDD, Spanish, etc)
 - Text-to-Speech
 - Level of Voice Recognition
 - Training Needs
 - Web Access
 - Text-to-Fax

One time costs will also absorb the additional per port costs for systems that are under 96 ports and will be fully documented in the SOW. This is to account for monthly application management that is not able to be accounted for in the current 96 port, per port pricing structure.

- **Per Minute Costs:** Costs associated with 800 service into the FDGS facility
- **Per Call Costs:** FDGS does not assess a per call charge.

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- **Per Port Costs:** Paid on a monthly basis per port. Includes infrastructure costs (including T1 costs and equipment), monthly management of the application, and annual licensing. Per port costs will only vary if third party software is necessary, including, but not limited to speech recognition, text to speech, and host connectivity software.

For per port costs that fall outside the increments (96, 144, and 216 ports) described in the table, the per port cost from the increment below the actual number of ports is to be used as the per port cost. For instance, a system of 120 ports would incur the per port cost of the 96 port, per port pricing below.

	Costing Information				
	One Time Cost	Usage			Hourly Rate
		Per Minute	Per Call	Per Port**	Application Development Services
Scenario 1- 96 Ports					
12 Month Commitment	*	3.95 cents	-\$0-	\$45.09/mo	\$106
36 Month Commitment	*	3.69 cents	-\$0-	\$42.66/mo	\$106
60 Month Commitment	*	3.47 cents	-\$0-	\$40.24/mo	\$106
Scenario 2- 144 ports					
12 Month Commitment	*	3.95 cents	-\$0-	\$37.31/mo	\$106
36 Month Commitment	*	3.69 cents	-\$0-	\$35.22/mo	\$106
60 Month Commitment	*	3.47 cents	-\$0-	\$33.14/mo	\$106
Scenario 3- 216 Ports					
12 Month Commitment	*	3.95 cents	-\$0-	\$30.86/mo	\$106
36 Month Commitment	*	3.69 cents	-\$0-	\$29.21/mo	\$106
60 Month Commitment	*	3.47 cents	-\$0-	\$27.57/mo	\$106

* One time cost will vary based on individual Subscribing Entity requirements and will be fully documented in the SOW.

** Per port costs are fixed unless non-AccessNet software, defined as third party software, is required. Any third party software and associated pricing will be documented in the SOW.

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4. Equipment Discounts

Because this is a “Vendor Hosted” service, FDGS would not anticipate a Subscribing Entity needing to purchase equipment to use the service. However, if the need to purchase equipment should arise, FDGS will provide the necessary equipment requirements in the SOW. The Subscribing Entity will then be responsible for obtaining pricing information and purchasing the equipment.

5. Service Specific Terms and Conditions

This section contains the additional Terms and Conditions that are specific to vendor hosted IVR services:

Location of Services - As a vendor hosted service, all related computer programs or and systems are owned by the vendor and will reside solely on the FDGS network.

One Time Costs - Because the business requirements will vary by Subscribing Entity, each implementation will require custom system development work to the Vendor’s system in order to deliver the hosted services. This system development work is a one time start up cost, as defined in Section 3 of this Service Attachment, and will not result in any deliverables owned by the Subscribing Entity.

Vendor Hosted Services - The parties agree that the Subscribing Entity(s) shall not own any ideas, processes, information, drawings, documents, designs, models, third party software, inventions, copyrightable material and other tangible and intangible materials authored, prepared, created, made, delivered, conceived or reduced to practice, in whole or in part, by the Vendor in the course of providing Services, including without limitation computer programs, computer systems, data and documentation (collectively, the “Works”). Upon payment of all fees due to the Vendor, the Vendor grants to the Subscriber Entity(s), during the term of this Service Attachment, an unlimited, irrevocable, perpetual, royalty-free, nonexclusive, nontransferable license to the Works for the purposes of providing the Services hereunder including the ability to use, modify, sell, and otherwise distribute the Works.

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6. Taxes, Surcharges, and Governmental Fees

There are no taxes, surcharges, or governmental fees associated with this service.

7. Cost Recovery Fee

Note: The Cost Recovery Fee does not apply to this service.

8. State Level Reporting Requirements

At minimum, the following information will be provided to the state on a monthly basis for each Subscribing Entity along with a grand total:

- One Time Charges
- Per Minute Charges
- Per Port Charges
- Application Development Services

This information will then be recapped as follows:

Note: Subscribing Entity level reporting requirements will be addressed in the SOW.

9. SLA Requirements

First Data Government Solutions will maintain commercially reasonable measures to ensure system availability. Information regarding the FDGS SLA is located in Appendix 2 and support standards and uptime requirements are further defined in Appendix 5.

10. FDGS Billing Conversion Plan

There are no subscribing entities that will be required to convert to the terms of this service agreement. Therefore, billing conversion is not applicable.

APPENDIX 1

SYSTEM FEATURES AND FUNCTIONALITY DETAIL

Appendix 1 provides further detail on the system features and functionality which are listed in Section 2 of this document. The items below do not represent a comprehensive list of IVR features and capabilities, but identify the most common features provided.

1. **Telecommunications Device for the Deaf**

The AccessNet® IVR systems support calls from Telecommunications Device for the Deaf (“TDD”) devices. Typically, separate lines are configured with a phone number for the deaf and hearing impaired. The TDD callers will utilize the same script/call flow as touchtone callers. The IVR will play back Baudo code, instead of English phrases to be interpreted and displayed by the TDD machine. The AccessNet®IVR system treats Teletypewriter (TTY/TDD) as a separate language. Phrase responses for the IVR will be recorded in Baudo.

2. **Multi-Language Support**

AccessNet® has multi-language support. Our project teams have designed a variety of AccessNet® IVRs in various languages. As specific language requirements are identified, we contract with language specialists to interpret and record phrases. Text-to-speech responses are concatenated with the recorded phrases and all responses are played in the language of choice. Using Nuance Speechify, 19 languages are supported to read back text-based database information to callers. Language requirements will be defined for each agency and application as they are deployed in our data center.

3. **Text to FAX**

AccessNet® has a FaxBack module in which data is read from a database and consolidated in a document template. AccessNet® works with a fax server system to then send a fax to constituents who are requesting information via this mode. Common applications in which AccessNet® has used this module is for constituents wanting payment histories for child support payments or any sort of historical transactions for which a constituent may want a comprehensive list.

4. **Web Access**

AccessNet’s® architecture is designed to support multi-access solutions. The figure below illustrates the AccessNet® solution framework, in which web and IVR solutions can offer consistent client access through the use of the DAT tools. Data from web and IVR systems are accessed from the same data store, providing consistent, up-to-date information, regardless of the constituents’ methods of access.

5. **Host Integration**

AccessNet’s® host server processes are able to detect when the host system is down. This is logged as a standard event in AccessNet® initiating a script that informs the caller that the host is down (or any custom information message). If it is determined that callers should not be accepted into the system, all ports could appear as busy. Common host integration methods include batch imports/exports, screen scraping, web services, and ODBC access.

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6. Voice Recognition and Text to Speech (US)

AccessNet®, running on Windows 2003 .NET technology, integrates industry standard tools and technologies for the processing of advanced speech functions. All voice recognition tasks and text to speech are performed using software from Nuance.

For speech recognition, OpenSpeech Recognizer is utilized. OSR 3.0 is based on Nuance's award-winning core recognition technology and complies with the VoiceXML and W3C requirements. The OpenSpeech Recognizer processes callers' spoken commands and ascribes meaning to them. Its standard features include:

- **Natural language** - OpenSpeech Recognizer understands callers' complete phrases and sentences.
- **Speaker Independence** - OpenSpeech Recognizer understands multiple speakers - including those with accents - without the need for user training.
- **Barge-in** - A patented feature, "barge in" lets callers interrupt prompts when they know what they want to do next.
- **Multiple Language Support** - OpenSpeech Recognizer 3.0 provides speech recognition in 44 languages and dialects - the broadest portfolio in the industry. Country coverage is even more extensive, since a single language pack may be suitable for more than one dialect. Additional languages can be developed on a custom basis to meet the needs of specific applications.
- **Grammar Management** - In a VoiceXML environment, grammars reside separately from the OpenSpeech Recognizer and are loaded into the engine only when they are needed to recognize speech.
- **FST Technology** - This technology, developed by AT&T and incorporated into the OpenSpeech Recognizer, establishes a set of rules that the engine follows when completing a transaction, and has resulted in up to 90 percent memory reductions compared to previous versions.
- **Endpointing Technology** - The OpenSpeech Recognizer incorporates complex algorithms that ignore high-energy noise events that are not speech, and help the speech application determine speech starts and stops. As a result, false barge-ins are reduced, enhancing performance in wireless environments.
- **LEARN Technology** - This technology automatically improves accuracy in deployed systems by adapting to callers' language patterns.

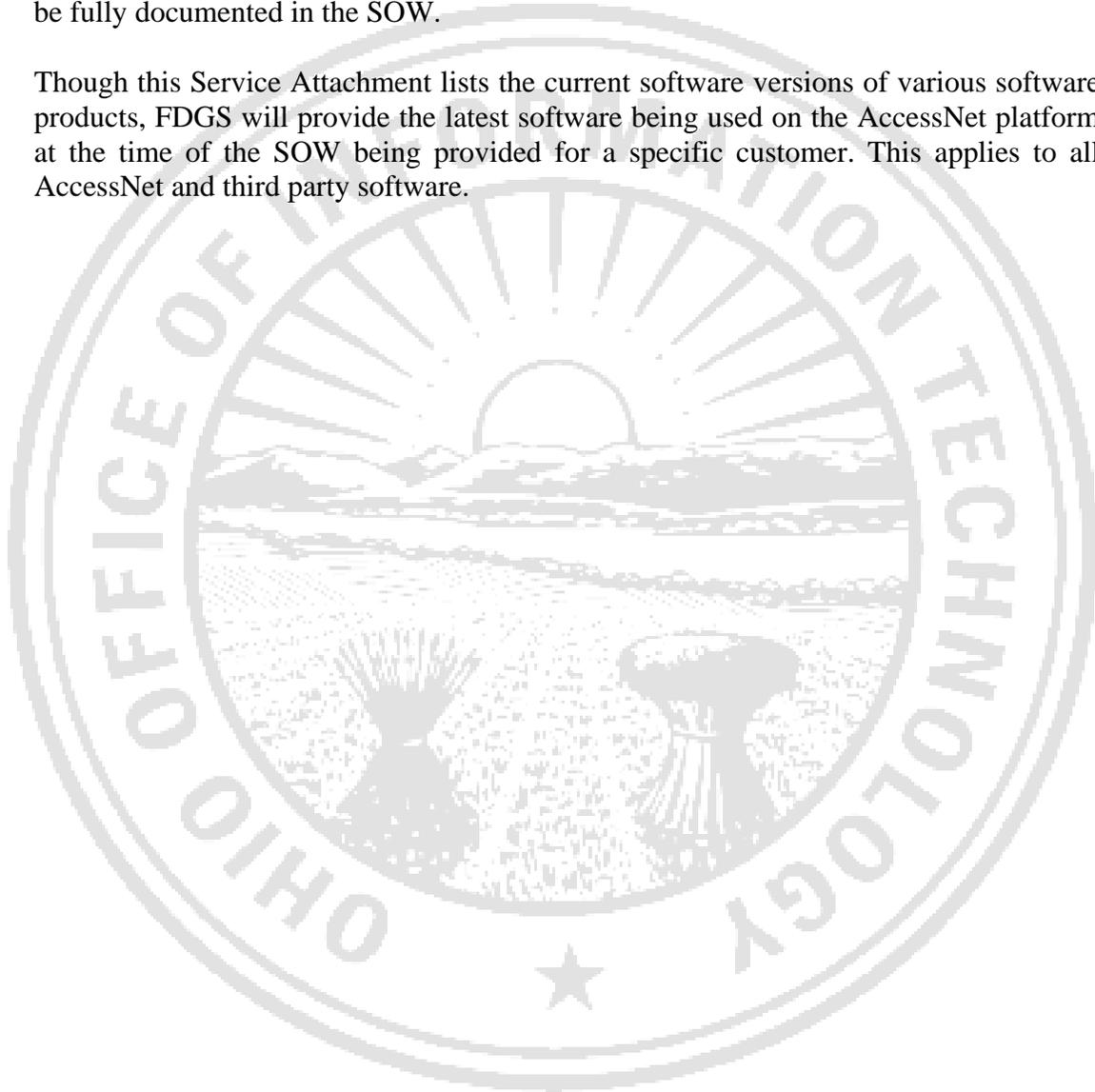
For Text-to-Speech (TTS), AccessNet® uses Speechify from Nuance. The Speechify TTS engine is based on concatenation algorithms, where actual human voice segments are stored and used to convert any text into speech. In-depth language-specific linguistic knowledge provides intelligent pronunciation of a wide-range of variable input. Ongoing technology development by Nuance's leading speech researchers in Europe and the US ensures that Speechify continues to be the best-of-class ITS system. Speechify distinguishes itself from other solutions through its quality, port density, its support for 19 languages on a wide-range of hardware and operating systems.

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SYSTEM FEATURES AND FUNCTIONALITY DETAIL

The use of industry standards for all IVR technology enables the integration of additional ASP technology and functions in the future. FDGS will work with individual Subscribing Entities to determine the need for speech recognition and TTS. The platform has built-in tools to have this software integrated for easy development of advanced IVR applications, as determined for each individual application. Any third party licensing requirements will be communicated to the Subscribing Entity and will be fully documented in the SOW.

Though this Service Attachment lists the current software versions of various software products, FDGS will provide the latest software being used on the AccessNet platform at the time of the SOW being provided for a specific customer. This applies to all AccessNet and third party software.



APPENDIX 2

SERVICE LEVEL AGREEMENT INFORMATION

Appendix 2 provides detail on the Service Level Agreement provided by FDGS for the Vendor Hosted IVR Service which is referenced in Section 9 of this document.

A service outage occurs when the provided system is unavailable for processing outside of scheduled maintenance periods. An incident begins either when the Customer contacts the First Data Government Solutions to report the problem, or First Data Government Solutions identifies the problem internally. The service outage ends when the system is again available for processing. The duration of the service outage will be calculated as the elapsed time of the incident.

If two or more tickets for incidents rendering the system unavailable have been opened for a particular service within a 30-day period, and the cause is mutually determined to be the vendor's responsibility, such service will be deemed a Chronic Trouble Service. If a third trouble ticket is opened on a Chronic Trouble Service within 30 days of the second trouble ticket, the Customer will receive a credit which is proportional to the time that the system was not available for processing. The proportion will be calculated as the total time the system was down in the month divided by the total time in the month. To determine the credit, this percentage will be multiplied by the total charges incurred by the specific agency customer in that month.

The credit described in this section shall not apply to the unavailability for any of the following events:

- (a) A service disruption occurs during any period when the Customer has released the service to First Data Government Solutions for maintenance or rearrangement purposes, or for the installation or de-installation of a Customer order;
- (b) A service disruption occurs during a period when the Customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis;
- (c) A service disruption is caused by the failure of the National Service Management System ("SMS") 800 database and/or system;
- (d) First Data Government Solutions is not the Responsible Organization (as hereinafter defined) for the Affected Toll-Free Line;
- (e) A service disruption is caused by or resulting from a force majeure event beyond the reasonable control of First Data Government Solutions including, but not limited to, and act of God, government regulations or national emergency and,
- (f) Interruptions or times of service degradation resulting from a First Data Government Solutions disconnect for Customer's breach of a term set forth in the agreement under which First Data Government Solutions is providing the Service to Customer.

APPENDIX 3

IVR SYSTEM, APPLICATIONS AND NETWORK ARCHITECTURE INFORMATION

Appendix 3 provides information regarding the FDGS IVR System, Applications, and Network Architecture.

1. **General Information**

The AccessNet® IVR is designed to collect dual-tone multi-frequency (DTMF) tones, gathered from callers entering digits via the dial pad. Using the dial pad, users are able to collect information, input information or gain access to data that is stored in a backend database system.

The initial configuration will have a minimum of two IVR servers to account for redundancy and the failover. AccessNet® uses Dialogic telephony boards. Each server can support 120 ports of telephony processing. Our software kits also include file transfer protocol (FTP) software, virus protection and security software. In addition, our solution utilizes industry standards, such as ODBC for data connectivity and 128-bit encryption for data security.

Our data center will also maintain host connectivity (when needed) with agency legacy systems. Statistics are logged in a centralized database, which provides valuable statistics to both agency and FDGS staff.

2. **Alternate Call Routing**

Call traffic is delivered via at least two circuits from diverse switches from our telecommunications vendor. The production toll-free lines are monitored for issues and support staff is notified by this process. Our staff has the ability to call individual servers to determine which server has an issue. The transfer of all traffic away from an impacted server is manual and accomplished either via the web or via the telephone.

3. **IVR Menu Tree Complexity**

Using the AccessNet® Script Designer (ASD) to script the IVR menu, any level of complexity can be handled through AccessNet®. Greater levels of IVR complexity are handled by the upfront planning and design, in which our business analysts are able to script a call flow based on the specific business rules for an agency. Using the ASD, any step can lead to another step based on user input.

The ability to handle complex script and logic is also aided by the interaction of the DAT with the ASD. Custom program code our predefined programming logic can be called from the DAT, with the ASD maintaining control of the flow of the application.

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IVR SYSTEM, APPLICATIONS AND NETWORK ARCHITECTURE INFORMATION

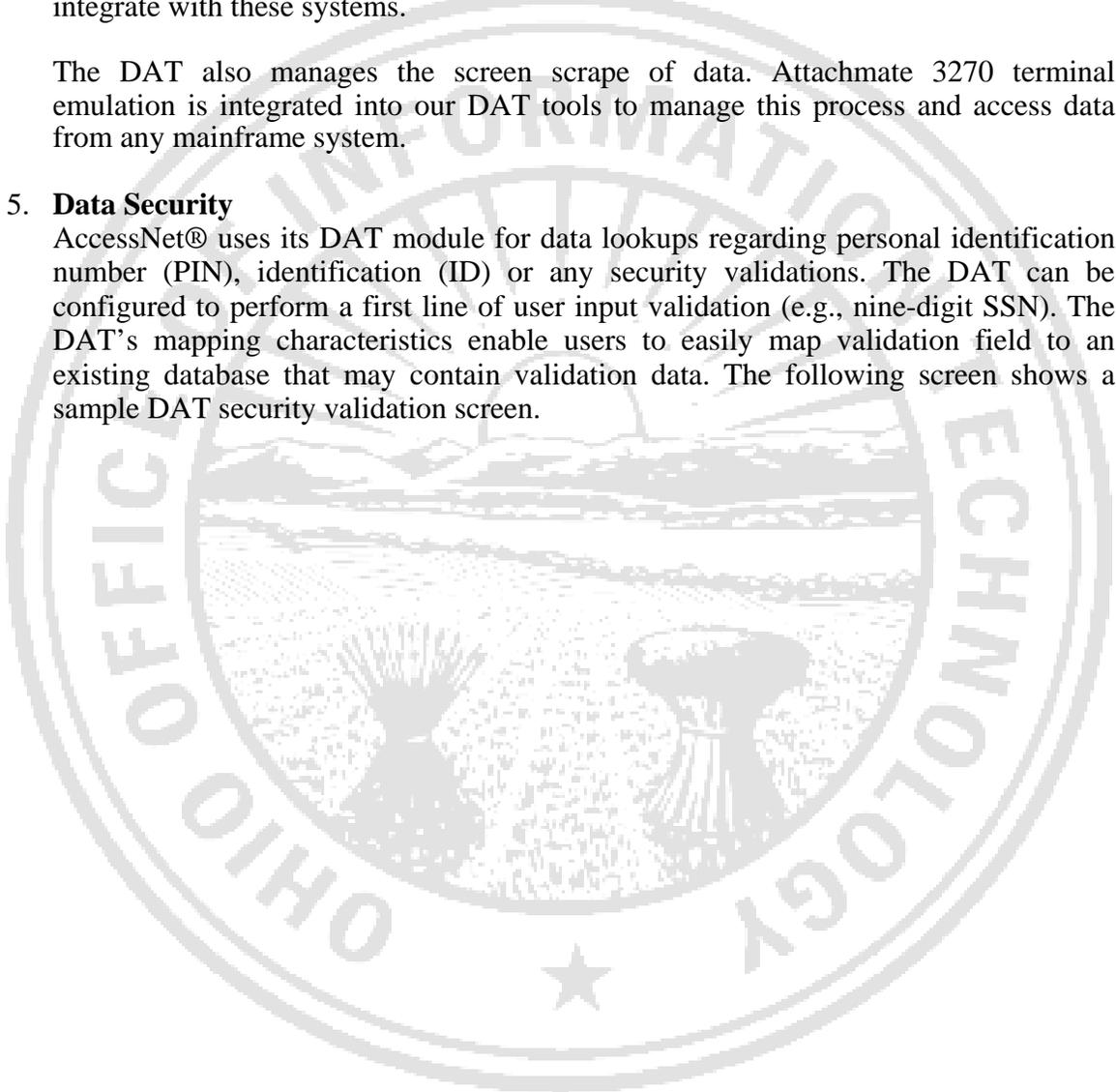
4. **IVR Data Base Interfaces**

Our focus on government applications has also required us to develop and support several means of host and mainframe access. AccessNet® is based on open system's standards that can access any ODBC-compliant database. AccessNet® is able to call API's for mainframe access. Our team is familiar with a variety of host systems and mainframes specific to Ohio. Using AccessNet®, we have been able to successfully integrate with these systems.

The DAT also manages the screen scrape of data. Attachmate 3270 terminal emulation is integrated into our DAT tools to manage this process and access data from any mainframe system.

5. **Data Security**

AccessNet® uses its DAT module for data lookups regarding personal identification number (PIN), identification (ID) or any security validations. The DAT can be configured to perform a first line of user input validation (e.g., nine-digit SSN). The DAT's mapping characteristics enable users to easily map validation field to an existing database that may contain validation data. The following screen shows a sample DAT security validation screen.



APPENDIX 4

IVR ADMINISTRATION AND MANAGEMENT

Appendix 4 provides information regarding the FDGS IVR System Administration and Management.

1. **Monitoring, Statistics and Reporting**

As a hosted service, the FDGS data center managers monitor all system processes using system tools. The State is provided appropriate reporting and statistics regarding call usage and other relevant statistics.

2. **System Backup and Archive**

The AccessNet® system is configured in a dual server environment. Each server runs all applications that have been developed for OH agencies. This distributed environment enables all applications to run normally, even if one of the servers fails. IVR ports are allocated in a dynamic fashion and log statistics and access data from centralized data stores. If one server should fail, all applications will still be accessible to constituents. This enables approximately 50 percent failover capacity.

First Data Government Solutions' architecture of the proposed system is fully distributed on an n-tier platform. Each device has different levels of fault tolerance depending on the functionality of each device.

The primary server controls all of the data during normal operation. In the event of a failure to a component other than a disk drive or power supply, the backup server fails over and resumes the processing for the system and now has control of the external disk and application data. The external cabinet is configured as RAIDS for access speed and tolerance.

As a hosted application, First Data Government Solutions' data center operation accounts for data backup and system failover. Each of the database servers houses a backup tape drive. The tape drive provides a full system backup of the database, applications and operating system. Application files from the voice servers are copied across the network on a nightly basis, to include them on the nightly backups. The archive files from each voice server are included in this process.

The backup procedure is generated nightly on each database server. Tapes are rotated on a daily basis, with one week of tapes being removed from the premises each Monday. First Data Government Solutions maintains a contract with Arcus Data Security for the warehousing of backup media. The backup procedure includes a verification of the tape contents. This procedure produces an error log for any discrepancies between the files the system believes are included on the tape and an actual reading of the tape contents.

In addition to the error log, a console message is written indicating the status of the Tape Verification. This console message is date and time-stamped and reviewed by the Data Center operations staff each morning. All errors are investigated to determine if an additional backup is warranted.

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IVR ADMINISTRATION AND MANAGEMENT

3. **Network Management System**

Management of the AccessNet® solution is handled via a unified management console, the AccessNet® Configuration Console (ACC). This enables users to manage all systems and services that comprise the AccessNet® solution. This includes management of logs, reports, lines, servers and system resources.



APPENDIX 5

IVR MAINTENANCE, SERVICE, AND SUPPORT

Appendix 5 provides information regarding the FDGS IVR System Maintenance, Service, and Support.

1. Maintenance, Service and Support Requirements for Operations Environment

First Data Government Solutions' System Administrators monitor all data center applications on a daily basis. A checklist of expected processing will be established for your application and utilized to ensure all batch processes are executed properly. Any shortcomings in the daily events will be communicated to the respective Subscribing Entity and resolved by the System Operators. All data flow transmissions are logged on the communication servers, allowing the operators to quickly scan the systems for exceptions.

In addition to routine system administration tasks, First Data Government Solutions uses an automated monitor that checks the application, once an hour every day of the week on a 24X7 basis. This automated test validates that all levels of the application (databases, IVR, web, application layer) are active and processing transactions as expected. If the test encounters an anomaly, an error message is transmitted via email to management and operations staff as well as to a pager carried by a client services representative. A third-party product, SiteScope, is also utilized to identify issues with individual servers within our environment to allow us to proactively affect repairs before an application is impacted.

Applications that are hosted at the First Data Government Solutions' Data Center in Cincinnati, Ohio receive a premium level of application support. The trained staff of professionals from First Data Government Solutions is responsible for monitoring application activities and addressing any issues that may arise, while the application is released into production processing.

The following are examples of daily monitoring activities that are executed by our Data Center staff:

- **Review Scheduled Processes** - Log files for all scheduled events are reviewed to insure that processing was successful (Import Loads, Export File creation, Data Purges).
- **Review File Transfer Logs** - All file transfer processes, imports and exports, produce a log file that records the success/failure of communication batch jobs. For all failed processes, recovery procedures are performed in accordance with the customers' wishes (files automatically retransmitted, operations notified of failed transmission, etc.).

APPENDIX 5

IVR MAINTENANCE, SERVICE, AND SUPPORT

- **Review Daily Call Traffic and/or Internet Traffic** - Daily statistics are reviewed to monitor for activity spikes or anomalies that may be experienced on the network. Statistics are archived and reviewed to insure that appropriate bandwidth is available for the hosted application. When volumes approach and exceed 75 percent of the available capacity, OIT will be notified of the growth pattern and asked to evaluate expansion options.
- **Daily Report Generation** - Some customers request that daily reports be made available to track application activity. First Data Government Solutions will maintain a report schedule that executes reports on a nightly basis. The report files can then be placed in a file transfer protocol (FTP) directory, to allow for customer retrieval. Call Statistics and Event Reports are available for this type of delivery.
- **Tape Backups** - First Data Government Solutions is responsible for maintaining backup tapes of all active custom databases that are warehoused in our Data Center. Tape Backups are performed nightly, with tapes being rotated daily and transported to an offsite storage facility.

2. Maintenance Standards

IVR support will meet the following standards:

- Routine maintenance will be performed during non-critical hours. Critical hours are defined as 7:30 a.m. - 5:30 p.m., Monday - Friday.
- Offeror Mean Time to Repair (MTTR) during critical hours are:
 - i. 2 Hours for Critical (System Down)
 - ii. 8 Hours for Loss of Functionality
 - iii. 16 Hours for General Inquiry or Question
- Offeror MTTR during non-critical hours are:
 - i. 4 Hours for Critical (System Down) o 16 Hours for Loss of Functionality
 - ii. 24 hours for General Inquiry or Question

The system will provide 99.99 percent availability, using dual IVR systems. IVRs hosted in Cincinnati consist of at least two servers. Traffic is delivered via at least two circuits from diverse switches from our telecommunications vendor. The production toll-free is monitored for issues and support staff is notified by this process. Our staff has the ability to call individual servers to determine which has an issue. The transfer of all traffic away from an impacted server is manual and accomplished either via web or telephone. Moving traffic can be effected at any time. 99.99 percent availability will be achieved for the IVR system itself. This excludes availability of state-owned systems.

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IVR MAINTENANCE, SERVICE, AND SUPPORT

First Data Government Solutions will work with OIT to ensure that routine maintenance does not affect production systems during critical hours. Our data center is staffed until 8:00 PM eastern time enabling our routine maintenance to occur during these hours. However, First Data Government Solutions often finds it beneficial to perform maintenance during standard business hours so that all resources are readily available (e.g., developers, application specialists, etc.) should any issue arise during maintenance. We will work with the agency to determine what procedure is most beneficial to the State and its agencies.

First Data Government Solutions' data center standards employ a Mean Time to Respond (MTTR) that corresponds to the timeframes listed above by the State. Upon response, issues will be diligently worked on to achieve an expedient resolution. Our data center procedures ensure that the appropriate resource is working on the issue.

3. Help Desk - Single Point of Contact

All application inquiries originate through First Data Government Solutions Help Desk. The Help Desk can be reached by dialing 800-747-1374 and selecting option 2 for Product Support. All calls that originate through the Help Desk are assigned a unique Trouble Ticket number. Future inquiries can reference the Trouble Ticket number to aid in the tracking of the issue and help insure a quick resolution. First Data Government Solutions utilizes a software product from Network Associates, Magic Solutions, to track and manage customer service issues.

The First Data Government Solutions Help Desk is staffed with technical resources that are skilled in the troubleshooting of customer problems and anomalies. All of our Help Desk professionals receive extensive training in the support of our core products (IVR processing, Internet, Telephony and Call Centers). The help desk is currently staffed from 8:00 AM to 8:00 PM EST, Monday through Friday.

After-hours support is available to our Data Center clients by calling the Help Desk (800-747-1374) and selecting Product Support — Platinum Support. After-hour calls will be forwarded to our answering service that will, in turn, page our on-call support staff.

All application issues should be reported through the Help Desk to insure an expedient resolution.

Examples of issues include:

- Scripting.
- File Transfers (Imports & Exports).
- Remote Communications (Encryption, FTP).
- Telecommunication Processing.
- Database Inquiries.
- Internet/Network Outages.

APPENDIX 5

IVR MAINTENANCE, SERVICE, AND SUPPORT

4. Problem Escalation

If our first tier of support is unable to solve an issue, the client services representative is instructed to escalate the issue within the department to the Help Desk Manager. The Help Desk Manager is empowered to assign the issue across multiple branches of the organization, to insure resolution (Network Operations, Application Development and Product Development). The originating agent will continue to track the issue, until the trouble ticket can be closed. Issues are escalated based on criticality and will be escalated in a pre-determined fashion until the appropriate level of support personnel are engaged on the issue.

5. Other Environment and Support Requirements

Our data center staff is fully engaged in the pre-installation phase of our data center deployments. Their involvement in this phase is to ensure that the data center facility is ready to accommodate the system upon installation. Items to be evaluated include inbound line capacity, rack space, physical facility space, power requirements, backup requirements and other environment concerns.

Our facility is designed to accommodate such systems, with ample growth capabilities. It is our experience that proper facility planning results in a successful installation. We have deployed over 50 applications in our facility. With our data center designed to support these types of applications, much of the planning for the CIT system has been accomplished through current facility layout, backup procedures and overall facility capacity.

APPENDIX 6

IVR APPLICATION TESTING

Appendix 6 provides information regarding the FDGS IVR Application Testing.

1. Performance Testing

First Data Government Solutions provides two different types of performance testing when implementing an IVR solution. The first type of testing performed is transaction testing. This type of testing contains the load testing of IVR transactions by utilizing an internal tool to the AccessNet® platform. During this testing it is possible to notice and record transaction times (DB transactions, host transactions, etc.), processor and memory utilization and specific process performance.

The second type of testing is an end-to-end system test. This type of testing utilizes a separate load-test server that is capable of generating test calls into the IVR system. The load-test server functions as the central office and can test the integration points of the system. The scripts used by this server are configurable and are able to mimic an actual caller's entry into the IVR. Transactions, processes and system utilization measurements are also collected during this testing.

2. Testing, Diagnostics, and Monitoring -

Hardware and software performance are tested using various tools and techniques application monitoring and detailed structured procedures. These tools and techniques are utilized within the framework of a larger testing methodology that is employed by the First Data Government Solutions project team. With these processes we are able to monitor, assess and diagnosis system and application issues.

APPENDIX 7

IVR TRAINING AND DOCUMENTATION

Appendix 7 provides information regarding the FDGS IVR Training and Documentation.

The most common form of training that is available for agency users for AccessNet® is the AccessNet® IVR System Administrator Training. First Data Government Solutions will coordinate with the agencies to determine the best time for the training to occur and the most convenient location (in our Cincinnati Training facility or onsite in Columbus). It is our recommendation to perform training just prior to system production. This course is designed to educate System Administrators with both an overall working knowledge of the AccessNet® system and detailed instructions of functions they will specifically utilize in their role. The agenda for this course is as follows:

- Introduction to AccessNet®.
- DAT Designer Training.
- ASD Training.
- DAT Plug-in Development.
- Reporting.
- System Administration and Configuration Console.
- Introduction to Client Services.

To gain the most from our training class the participating trainee should have the following skills:

- Proficient understanding of Microsoft 2003 OS and Networking functionality.
- More than two years Computer Operations and troubleshooting experience.
- More than two years Software Support.
- General understanding of Telephony Operations.
- General understanding and knowledge of SQL Server 2005.
- Must be comfortable with learning new computer skill sets.

As part of our administrator's training, participants will receive the following documentation and materials:

- Training Manual.
- DAT Designer and Developer Guide.
- ASD Designer's Guide.
- Copy of all PowerPoint presentations used in training.

The majority of FDGS data center clients require only a minimal amount of training, usually consisting of high level application overviews and information regarding support procedures. Training needs will be assessed on a per customer basis and documented in the individual SOW. Training is charged as a one time upfront cost.