

Exhibit A
Designated Service Levels
Penalty Calculation Example

System Availability Credits - Example of Small Agency and Large Agency Invoice

System Availability Credits - Example of Small Agency and Large Agency Invoice													
Method					Method								
(Revised 01/04/01) Downtime in minutes	Monthly Bill ----> \$115,000				(Revised 01/04/01) Downtime in minutes	Monthly Bill ----> \$1,800,000							
	Downtime penalty (DP)	Formula	Occurrence Penalty (OP)	Downtime Occurrences				Downtime penalty (DP)	Formula	Occurrence Penalty (OP)	Downtime Occurrences		
				1		2	3				4	1	2
				1.00	1.25	1.50	2.20				1.00	1.25	Agency Credit
Excused downtime based on System Availability %													
0-30	0.015	DP x Bill x OP	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0-30	0.015	DP x Bill x OP	\$0.00	\$0.00	
31-60	0.019	DP x Bill x OP	\$1,725.00	\$2,156.25	\$2,587.50	\$3,795.00	31-60	0.019	DP x Bill x OP	\$27,000.00	\$33,750.00	\$37,500.00	\$45,000.00
61-90	0.023	DP x Bill x OP	\$2,185.00	\$2,731.25	\$3,277.50	\$4,807.00	61-90	0.023	DP x Bill x OP	\$41,400.00	\$51,750.00	\$58,500.00	\$70,500.00
91-120	0.027	DP x Bill x OP	\$3,105.00	\$3,881.25	\$4,657.50	\$6,831.00	91-120	0.027	DP x Bill x OP	\$48,600.00	\$60,750.00	\$69,000.00	\$83,250.00
121-150	0.031	DP x Bill x OP	\$3,565.00	\$4,456.25	\$5,347.50	\$7,843.00	121-150	0.031	DP x Bill x OP	\$55,800.00	\$69,750.00	\$79,500.00	\$95,250.00
151-180	0.035	DP x Bill x OP	\$4,025.00	\$5,031.25	\$6,037.50	\$8,855.00	151-180	0.035	DP x Bill x OP	\$63,000.00	\$78,750.00	\$89,250.00	\$107,250.00
181-210	0.039	DP x Bill x OP	\$4,485.00	\$5,606.25	\$6,727.50	\$9,867.00	181-210	0.039	DP x Bill x OP	\$70,200.00	\$87,750.00	\$99,000.00	\$118,500.00
211-240	0.043	DP x Bill x OP	\$4,945.00	\$6,181.25	\$7,417.50	\$10,879.00	211-240	0.043	DP x Bill x OP	\$77,400.00	\$96,750.00	\$108,000.00	\$129,000.00
241-270	0.047	DP x Bill x OP	\$5,405.00	\$6,756.25	\$8,107.50	\$11,891.00	241-270	0.047	DP x Bill x OP	\$84,600.00	\$105,750.00	\$117,000.00	\$139,000.00
271-300	0.051	DP x Bill x OP	\$5,865.00	\$7,331.25	\$8,797.50	\$12,903.00	271-300	0.051	DP x Bill x OP	\$91,800.00	\$114,750.00	\$126,000.00	\$148,500.00
301-330	0.055	DP x Bill x OP	\$6,325.00	\$7,906.25	\$9,487.50	\$13,915.00	301-330	0.055	DP x Bill x OP	\$99,000.00	\$123,750.00	\$135,000.00	\$158,000.00
331-360	0.059	DP x Bill x OP	\$6,785.00	\$8,481.25	\$10,177.50	\$14,927.00	331-360	0.059	DP x Bill x OP	\$106,200.00	\$132,750.00	\$144,000.00	\$167,000.00
361-390	0.063	DP x Bill x OP	\$7,245.00	\$9,056.25	\$10,867.50	\$15,939.00	361-390	0.063	DP x Bill x OP	\$113,400.00	\$141,750.00	\$153,000.00	\$176,000.00
391-420	0.067	DP x Bill x OP	\$7,705.00	\$9,631.25	\$11,557.50	\$16,951.00	391-420	0.067	DP x Bill x OP	\$120,600.00	\$150,750.00	\$162,000.00	\$185,000.00
421-450	0.071	DP x Bill x OP	\$8,165.00	\$10,206.25	\$12,247.50	\$17,963.00	421-450	0.071	DP x Bill x OP	\$127,800.00	\$159,750.00	\$171,000.00	\$194,000.00
451-480	0.075	DP x Bill x OP	\$8,625.00	\$10,781.25	\$12,937.50	\$18,975.00	451-480	0.075	DP x Bill x OP	\$135,000.00	\$168,750.00	\$180,000.00	\$203,000.00
481-510	0.079	DP x Bill x OP	\$9,085.00	\$11,356.25	\$13,627.50	\$19,987.00	481-510	0.079	DP x Bill x OP	\$142,200.00	\$177,750.00	\$189,000.00	\$212,000.00
511-540	0.083	DP x Bill x OP	\$9,545.00	\$11,931.25	\$14,317.50	\$20,999.00	511-540	0.083	DP x Bill x OP	\$149,400.00	\$186,750.00	\$198,000.00	\$221,000.00
541-570	0.087	DP x Bill x OP	\$10,005.00	\$12,506.25	\$15,007.50	\$22,011.00	541-570	0.087	DP x Bill x OP	\$156,600.00	\$195,750.00	\$207,000.00	\$230,000.00
571-600	0.091	DP x Bill x OP	\$10,465.00	\$13,081.25	\$15,697.50	\$23,023.00	571-600	0.091	DP x Bill x OP	\$163,800.00	\$204,750.00	\$216,000.00	\$239,000.00

***When the downtime in minutes exceeds 600, the Downtime Penalty factor is calculated as follows: Determine the number of minutes over 600 and divide by 30 to get the number of "additional entries" needed for the table. Add 1 if there is a remainder. (Revised 09/13/00)

The above charts reflect the method for calculating System Availability credits. Each Agency will have a System Availability percentage. This percentage will determine the amount of EXCUSED system downtime. Example: Assuming an availability percentage of 99.5% and 4 hours of scheduled maintenance per month gives the following:

24 hrs x 30 days = 720 hrs
 720 - 4 maint. = 716 hrs
 99.5% x 716 hrs = 712.42 hrs of SYSTEM AVAILABILITY
 716 - 712.42 = 3.58 hrs EXCUSED DOWNTIME

The duration of each downtime (outage) in the category is to be accumulated for the month. The excused downtime is subtracted from the cumulative downtime for the month to determine the Downtime in hrs. (Revised 09/13/00)
 The downtimes shown above are in excess of the 4 hours scheduled maintenance and the X.XX hours of EXCUSED downtime. Using 99.5%, the excused downtime would be 3.58 hours.
 In a given month, the first outage that causes the downtime accumulated for the month to exceed the excused downtime will constitute the first occurrence. Each subsequent occurrence of downtime in that category will be counted as an occurrence. (Revised 09/13/00)

Exhibit 1A
Designated Service Levels
Penalty Calculation Example

Online Transaction Processing System Credits - Example of Small and Large Agency Invoice

Method										Method									
Monthly Bill ----> \$115,000										Monthly Bill ---->									
Downtime in minutes	Downtime penalty (DP)	Formula	Occurrence Penalty (OP)	Downtime Occurrences				Downtime in minutes	Downtime penalty (DP)	Formula	Occurrence Penalty (OP)	Downtime Occurrences							
				1	2	3	4					1	2	3	4				
				1.00	1.25	1.50	4.25					1.00	1.25	1.50	4.25				
				Agency Credit								Agency Credit							
				\$0.00	\$0.00	\$0.00	\$0.00					\$0.00	\$0.00	\$0.00	\$0.00				
Excused downtime based on Availability %																			
0-30	0.009	DP x Bill x OP		\$1,035.00	\$1,293.75	\$1,552.50	\$4,398.75	0-30	0.009	DP x Bill x OP		\$16,200.00	\$20,250.00	\$24,300.00	\$62,700.00				
31-60	0.011	DP x Bill x OP		\$1,265.00	\$1,581.25	\$1,897.50	\$5,376.25	31-60	0.011	DP x Bill x OP		\$19,800.00	\$24,750.00	\$29,700.00	\$78,300.00				
61-90	0.013	DP x Bill x OP		\$1,495.00	\$1,868.75	\$2,242.50	\$6,353.75	61-90	0.013	DP x Bill x OP		\$23,400.00	\$29,250.00	\$35,100.00	\$92,700.00				
91-120	0.015	DP x Bill x OP		\$1,725.00	\$2,156.25	\$2,587.50	\$7,331.25	91-120	0.015	DP x Bill x OP		\$27,000.00	\$33,750.00	\$40,500.00	\$107,250.00				
121-150	0.017	DP x Bill x OP		\$1,955.00	\$2,443.75	\$2,932.50	\$8,308.75	121-150	0.017	DP x Bill x OP		\$30,600.00	\$38,250.00	\$45,900.00	\$124,800.00				
151-180	0.019	DP x Bill x OP		\$2,185.00	\$2,731.25	\$3,277.50	\$9,286.25	151-180	0.019	DP x Bill x OP		\$34,200.00	\$42,750.00	\$51,300.00	\$138,300.00				
181-210	0.021	DP x Bill x OP		\$2,415.00	\$3,016.75	\$3,622.50	\$10,263.75	181-210	0.021	DP x Bill x OP		\$37,800.00	\$47,250.00	\$56,700.00	\$151,800.00				
211-240	0.023	DP x Bill x OP		\$2,645.00	\$3,306.25	\$3,967.50	\$11,241.25	211-240	0.023	DP x Bill x OP		\$41,400.00	\$51,750.00	\$62,100.00	\$165,300.00				
241-270	0.025	DP x Bill x OP		\$2,875.00	\$3,593.75	\$4,312.50	\$12,218.75	241-270	0.025	DP x Bill x OP		\$45,000.00	\$56,250.00	\$67,500.00	\$178,800.00				
271-300	0.027	DP x Bill x OP		\$3,105.00	\$3,881.25	\$4,657.50	\$13,196.25	271-300	0.027	DP x Bill x OP		\$48,600.00	\$60,750.00	\$72,900.00	\$192,300.00				
301-330	0.029	DP x Bill x OP		\$3,335.00	\$4,168.75	\$5,002.50	\$14,173.75	301-330	0.029	DP x Bill x OP		\$52,200.00	\$65,250.00	\$78,300.00	\$206,800.00				
331-360	0.031	DP x Bill x OP		\$3,565.00	\$4,456.25	\$5,347.50	\$15,151.25	331-360	0.031	DP x Bill x OP		\$55,800.00	\$69,750.00	\$83,700.00	\$221,300.00				
361-390	0.033	DP x Bill x OP		\$3,795.00	\$4,743.75	\$5,692.50	\$16,128.75	361-390	0.033	DP x Bill x OP		\$59,400.00	\$74,250.00	\$89,100.00	\$235,800.00				
391-420	0.035	DP x Bill x OP		\$4,025.00	\$5,031.25	\$6,037.50	\$17,106.25	391-420	0.035	DP x Bill x OP		\$63,000.00	\$78,750.00	\$94,500.00	\$250,300.00				
421-450	0.037	DP x Bill x OP		\$4,255.00	\$5,318.75	\$6,382.50	\$18,083.75	421-450	0.037	DP x Bill x OP		\$66,600.00	\$83,250.00	\$100,500.00	\$264,800.00				
451-480	0.039	DP x Bill x OP		\$4,485.00	\$5,606.25	\$6,727.50	\$19,061.25	451-480	0.039	DP x Bill x OP		\$70,200.00	\$87,750.00	\$105,300.00	\$279,300.00				
481-510	0.041	DP x Bill x OP		\$4,715.00	\$5,893.75	\$7,072.50	\$20,038.75	481-510	0.041	DP x Bill x OP		\$73,800.00	\$92,250.00	\$110,700.00	\$293,800.00				
511-540	0.043	DP x Bill x OP		\$4,945.00	\$6,181.25	\$7,417.50	\$21,016.25	511-540	0.043	DP x Bill x OP		\$77,400.00	\$96,750.00	\$116,100.00	\$308,300.00				
541-570	0.045	DP x Bill x OP		\$5,175.00	\$6,468.75	\$7,762.50	\$21,993.75	541-570	0.045	DP x Bill x OP		\$81,000.00	\$101,250.00	\$121,500.00	\$322,800.00				
571-600	0.047	DP x Bill x OP		\$5,405.00	\$6,756.25	\$8,107.50	\$22,971.25	571-600	0.047	DP x Bill x OP		\$84,600.00	\$105,750.00	\$127,500.00	\$337,300.00				

****When the downtime in minutes exceeds 600, the Downtime Penalty factor is calculated as follows: Determine the number of minutes over 600 and divide by 30 to get the number of "additional" entries needed for the table. Add 1 if there is a remainder. Multiply the above charts reflect the method for calculating Transaction Processing System Availability credits. Each Agency will have a Transaction Processing System Availability percentage. This percentage will determine the amount of EXCUSED system downtime workday, a 30 day month, and giving the vendor 4 hours of scheduled maintenance per month gives the following:
 24 hrs x 30 days = 720 hrs
 720 - 4 maint. = 716 hrs
 99.5% x 716 hrs = 712.42 hrs of TRANSACTION PROCESSING SYSTEM AVAILABILITY
 716 - 712.42 = 3.58 hrs EXCUSED DOWNTIME
 The duration of each downtime (outage) in the category is to be accumulated for the month. (Revised 09/13/00)
 The downtimes shown above are in excess of the 4 hours scheduled maintenance and the X.XX hours of EXCUSED downtime. Using 99.5%, the excused downtime would be 3.58 hours. In a given month, the first outage that causes the downtime accumulated to the first occurrence. Each subsequent occurrence of downtime in that category will be counted as an occurrence. (Revised 09/13/00).

Exhibit 6.03A
Designated Service Levels
Penalty Calculation Example

Production Batch Credits - Failure To Meet Batch Window - Example of small and large agency invoice							
Method				Method			
Monthly Bill ---->				\$115,000			
Batch incidents per month	Batch penalty (BP)	Formula	Agency Credit	Batch incidents per month	Batch penalty (BP)	Formula	Agency Credit
1	0.0020	BP x Bill	\$230.00	1	0.0020	BP x Bill	\$230.00
2	0.0055	BP x Bill	\$632.50	2	0.0055	BP x Bill	\$632.50
3	0.0090	BP x Bill	\$1,035.00	3	0.0090	BP x Bill	\$1,035.00
4	0.0125	BP x Bill	\$1,437.50	4	0.0125	BP x Bill	\$1,437.50

Exhibit 6.03A
Designated Service Levels
Penalty Calculation Example

Online Performance Credits - Example of small and large agency invoice							
Method				Method			
Monthly Bill ---->				Monthly Bill ---->			
\$115,000				\$1,800,000			
Consecutive Monthly Occurrences	Online penalty (OP)	Formula	Agency Credit	Consecutive Monthly Occurrences	Online penalty (OP)	Formula	Agency Credit
		1	0.0030			OP x Bill	\$345.00
2	0.0070	OP x Bill	\$805.00	2	0.0070	OP x Bill	\$12,600.00
3	0.0110	OP x Bill	\$1,265.00	3	0.0110	OP x Bill	\$19,800.00
4	0.0150	OP x Bill	\$1,725.00	4	0.0150	OP x Bill	\$27,000.00

Online Performance is based on an Agency Transaction Profile. An Agency can choose up to 10 individual transactions for their agency profile. A profile contains from 1 - 10 transactions that are representative of the agency's online environment. The transaction profile can be based on high volume, criticality, or unique performance characteristics. All response times within the profile must be met to prevent an SLA violation for the vendor.

SLA response times will be determined with the system and transaction system log data collected from the agencies. If an agency does not have the tools or resources to gather these measurements, they will be established 90 days following the transition of the agency.

The vendor will be granted a 10% variance for all response times. Example: If an agency reports a .8 sec. response time, the vendor is allowed $.8 + 10\% = .88$ sec. response time. No credit would be granted until the response time exceeds .88 seconds.

The Online Penalty increase is based on consecutive monthly occurrences of this SLA violation. In a month where the Online Performance SLA is met, the month counter is reset to zero.