INTRODUCTION

This document is to serve as the outline for managing the Information Technology ("IT") initiatives contracted for under the IT Management Services Agreement between the Sumter County Board of County Commissioners ("Client"), and The Villages Technology Solutions Group ("TSG"). This document seeks to define the parameters by which “service” is tracked and prioritized and performance measures for the contract.

As circumstances warrant, addendums or changes will be approved by both parties and made to this document.

DEFINITIONS

All terms not otherwise defined herein shall have the meaning set forth in the Agreement.

Billable Work Outside of SLA
“Billable Work Outside of SLA” refers to any services outside of this SLA, for which TSG will bill under the current hourly rate structure defined in Exhibit “B”. Prior to performing any of this “Billable Work Outside of SLA”, TSG must provide notification to Client via email or in writing to obtain documented Client approval prior to starting work. For Projects with a defined start and finish, this should be in the form of a written proposal for approval by the County Administrator or his/her designee.

Client
“Client” refers to Sumter County Board of County Commissioners and constitutional offices of the Sumter County Supervisor of Elections, the Sumter County Health Department, the Sumter County Property Appraiser, and the Sumter County Tax Collector.

Hours of Operation
“Hours of Operation” refers to those established business hours the Client and/or TSG has defined for requesting support under this agreement. Support requested both inside and outside the hours of operation are covered under this SLA.

Methods of Contact
“Methods of Contact” refers to those established means by which service under this agreement may be requested. The primary and preferred method of contact is the work order system available at helpdesk@sumtercountyfl.gov.

Priority
“Priority” is automatically assigned by a work order system. The default priority is Tier 1. TSG and/or designated Client personnel can change the tier designation based upon the criteria specified in the work order. Work Start Time is contingent upon the tier designation. There are multiple factors outside of TSG’s scope that influence the completion of service requests, such as Client policies and procedures.

Receipt /Acknowledgement (or Received/Acknowledged)
“Receipt/Acknowledgement” is the initial reply from the Service Desk indicating the existence of a Work Order. Receipt/Acknowledgement should not be confused with “Work Start Time”.

Reprioritization
“Reprioritization” occurs when Client or TSG (on behalf of Client) determines a change to the importance of an “in process” work order and a request is made to increase or decrease the priority of the work order.
Responsiveness
“Responsiveness” refers to the time it takes TSG to resolve the service request. Refer to Tier, Criteria, Priority table for metric goals. Performance calculations are supplied through periodic reports which are detailed in the Service Level Performance section of this document.

Service Commencement Date
“Service Commencement Date” is the effective billing start date TSG is prepared to commence providing the Services to be delivered under this IT Management Services Agreement.

Service Request
“Service Request” is necessary service. The generic term for a service request is work order. TSG has the responsibility for creating service requests for any requests received outside of the automated tracking system.

Training
“Training” is provided by TSG on new or changed functionality via work order documentation. It is agreed upon that a user should only need training on a given program one time.

Workdays/Work Hours
“Workdays/Work Hours” are those business days and business hours that fall within the defined “Hours of Operation.” For example, for a service request time stamped at 4 PM on Friday, the assigned due date would be for that same time on the following business day.

Work Order
“Work Order” is the generic term for a service request or a trouble ticket. Work Order typically refers to the “ticket” created in an automated tracking system.

Work Order Documentation
“Work Order Documentation” should be updated in the work order every time there is work done. The time spent working the service request or trouble ticket should also be documented on the work order. The root cause, if found, and the steps taken for resolution should be documented on the work order as well. The work order system is the repository and public record retention location for all work order documentation under Florida Statutes Chapter 119.

Work Start Time
“Work Start Time” is the time between the receipt/acknowledgment of the service request or trouble ticket and the time that TSG begins working on the issue. Work Start Time means that the work order is “in process.” Work Start Time begins with the first Client contact from TSG. Tier 1/Service Desk is typically responsible for Work Start Time, even if an issue requires Tier 2/3 support to resolve. Due to the diversity of problems that may occur in a technology environment, this time does NOT define the amount of time until problem resolution.

HOURS OF OPERATION

Client Hours of Operation
The general hours of operation of the Client are defined as 8:00 AM – 5:00 PM, Monday through Friday, except when the Client is closed due to holidays, administrative closings, or inclement weather. Certain divisions and constitutional officers may have additional hours outside the general hours of operation, such as Fire & EMS.

Technology Solutions Group Hours of Operation
TSG hours of operation for “Client” site personnel mirror the general hours of operation of the Client. However, TSG acknowledges that coverage for emergencies and high-priority issues extends beyond hours of operation of the Client to a 24/7 coverage for all items covered under this SLA.
METHODS OF CONTACT

During Hours of Operation
Under this agreement, the primary method of requesting support and the first point of contact for all work orders will be contacting the Service Desk via email at helpdesk@sumtercountyfl.gov. In the event that email is not accessible, Client should contact Service Desk via telephone at 352-569-6699. All work orders should be routed through the Service Desk in order to establish an accurate benchmark for time metrics.

Outside Hours of Operation
If the problem is not of an emergent nature, use the primary method of requesting support by contacting the Service Desk via email at helpdesk@sumtercountyfl.gov. In the event of an after-hours, critical trouble ticket contact TSG at 352-674-1530 – regardless of time of day. If routed to the TSG answering service, the Client should leave a contact name, business entity, return telephone number, and a brief description of critical trouble ticket. TSG answering service will dispatch information to the appropriate staff person for response.

PRIORITIES AND RESPONSE TIMES

Priority Levels for Service Request Assignment Guidelines
When the Client has submitted a service request or trouble ticket, TSG will use the following guidelines for assigning the tier designation to be associated with each. The tier designation aids TSG in determining the allocation of resources to resolve the reported issue. A service request or trouble ticket should not be escalated beyond the priority definitions unless reprioritized.

A service request may take precedence over other service requests within the same tier should the request be time-sensitive in nature. As completion times may vary significantly due to factors outside TSG’s scope, such as Client policies/procedures, shipment time, etc., there are no due dates assigned to specific tiers. However, it is expected that TSG assign approximate due dates to requests that are not readily resolved for the benefit of the Client and for tracking purposes.

<table>
<thead>
<tr>
<th>Tier</th>
<th>Criteria for Tier</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1</td>
<td>Service Desk resolution and Service Desk delivery, support for Client issues such as solving usage problems and fulfilling Service Desk requests that need IT involvement. If no solution is readily available, the incident is escalated to Tier 2.</td>
<td>TSG will work to resolve Tier 1 requests within one working day unless superseded by a higher priority ticket.</td>
</tr>
<tr>
<td>Tier 2</td>
<td>In-depth Technical Support – Service Requests requiring more extensive support to resolve</td>
<td>TSG will work to resolve Tier 2 requests as soon as possible or within the Client-approved project time. If Tier 2 requests exceed or are expected to exceed five business days to resolve, they will be reported to the County Administrator and his designee to review the value of resolution.</td>
</tr>
<tr>
<td>Tier</td>
<td>Criteria for Tier</td>
<td>Priority</td>
</tr>
<tr>
<td>--------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Tier 3</td>
<td>Critical systems and processes affecting all users such as Email, VOIP, Faxing, Servers, Email Archive, ArcGIS, Websites, Cybersecurity, and Video Surveillance.</td>
<td>TSG will immediately work to resolve.</td>
</tr>
</tbody>
</table>

**SERVICE LEVELS**

**General**

IT systems are a complex web of dependencies and inter-dependencies. A change in one area will often impact other areas unintentionally. Service Desk support includes troubleshooting, usually, but not always identifying a root cause. The troubleshooting process may include involving Cisco TAC support, 3rd party vendors, other service providers, and Client employees. Time spent on efforts to identify a root cause is covered under this SLA. The same holds true in troubleshooting issues that may arise during scheduled changes. There are times where a process or processes will fail without any logging or debug information that could identify the root cause. Recurring root causes (more than twice by the same non-TSG entity within a six-month window) should be presented to the Client and will be pursued by TSG for possible compensation to Client.

**Fees**

Annual charges for services described in IT Management - Service Level Agreement:

- Year 1 Agreement - Annually Fixed Fee of $1,872,570.00
- Year 2 Agreement - Annually Fixed Fee of $1,938,110.00
- Year 3 Agreement - Annually Fixed Fee of $2,005,940.00

**Geographic Information System (GIS)**

Provide GIS technical support to BOCC departments and Constitutional Officers. Maintain GIS servers, Spatial Database Engine (SDE—enables GIS data storage, versioning, and editing inside of Microsoft (MS) Standard Query Language (SQL) Enterprise database) Geodatabase (state plain coordinate system) encompassing county-wide, enterprise-level GIS data. Maintain existing county-wide GIS data in MS SQL Geodatabases with version controls. Continually acquire, download, and add to GIS server databases from other sources, such as US Census which does an annual refresh. Review and publish new layer standards and documentation as needed, with symbols for map publishing. Maintain ESRI software licensing inventory for all desktops and servers. Analyze ESRI GIS patches and upgrades and install on desktops and servers as needed. Support of Internal and Public web map services. Support Enterprise GIS databases, automation tools, and applications for various Sumter County departments.

**Supervisor of Elections**

Provide and support internal telephony, electronic mail (e-mail), computer and server support services. Design (if needed) and maintenance of services, computers and server(s). GIS support of Supervisor of Elections regarding VR’s geographic datasets and “street” maintenance. TSG will provide Election IT Support as needed (minimum of 480 hours per standard election season, active support required up to six (6) months prior to each election, not covered under this SLA are Special Elections). Standard election season includes Presidential Preference Primary Election, Primary Election and General Election. Each election may include Poll Worker Training day(s), Logic and Accuracy presentation, Early Voting day(s), Election Day, Canvassing (tabulation) day(s) and Recount day(s). IT Support for election seasons include technology coordination with Election’s vendors, “Election Systems & Software” (ESS) and “VR Systems” (VR). TSG support will include Cybersecurity coordination for increased monitoring and support of election systems, including hardware and software security maintenance (software updates, testing and training), assistance with hosting Election Training for Poll Workers, onsite (including
IT Management Services Agreement
Exhibit “A” - Service Level Agreement (“SLA”)

Voting Precincts) preparation, setup and election closure under direction of Supervisor of Elections. Not covered under this SLA is the maintenance and support of voting equipment, machines and printers.

Property Appraiser
Provide and support internal telephony, electronic mail (e-mail), computer and server support services, maintenance of services, computers and server(s). Property Appraiser website hosting including GIS mapping, ESRI GIS internet hosting, and internet connectivity for hosting.

GIS support of Property Appraiser with design and maintenance as needed, provide onsite GIS presence to assist with Property Appraiser projects.

Client-Site Courier
Maintain pickup and delivery schedule for county facilities. Complete daily log of pickups and deliveries. Learn various courier routes and the geography of Sumter County. Sort and process outgoing mail. Assurance of timely and accurate delivery of materials to locations throughout the County system. Operate several types of mailing and postage machines, including folder/inserter machines. Electronically process UPS and FedEx waybills. Deliver supplies from warehouse to co-workers’ assembly stations and organizations throughout Sumter County. Deliver processed mail to US Post Office. Deliver interoffice correspondence and packages. Drive vehicles ranging from automobiles to light duty trucks. Other duties as directed by the Client-Site IT Director. Client is responsible for maintenance, fuel, insurance coverage, and continued lease/payment of the vehicle(s) used for courier service. Client agrees to identify the routes/schedule for service.

Exclusions
For the purposes of calculating compliance with Service Levels, TSG shall not be held responsible for failures to provide Services during the period of time for which any of the following “Exclusions” exist. These periods of time will be excluded from service level performance calculations.

Hardware Malfunction
There is a defect or malfunction in any hardware or software, not attributable to TSG actions, that adversely affects the ability of TSG to perform the Services.

Client Resource Problems
There are problems resulting from Client resources not under TSG management, for example subcontracted resources outside of TSG management.

Scheduled Maintenance
Scheduled maintenance windows and other agreed upon periods of time that are necessary for repairs or maintenance.

Network Changes
Changes made by a party other than TSG to the networking environment that were not communicated to or approved by TSG.

Task Reprioritization
Problems or failures related to a prioritization or reprioritization of tasks by Client.

Force Majeure
Problems resulting from a Force Majeure Event as described in the IT Management Services Agreement.

Agreed Temporary Exclusions
Any temporary exclusion requested by TSG and approved by Client to implement changes in applications, environments, conversions, or system software.
Client Actions
Problems resulting from actions or inactions of Client contrary to reasonable, timely, and documented recommendations of TSG.

Client Responsibilities
Problems resulting from any failure by Client to fulfill its responsibilities or obligations.

Factors Beyond Control of TSG
Delays or downtime due to any factor outside of reasonable control of TSG.

Internet Connectivity Loss
Loss of Internet connectivity to Client site outside of reasonable control of TSG.

Problem Ticket Management
The time interval between the initial occurrence of a desktop malfunction or other issues affecting functionality and the time Client reports the desktop malfunction or issue to TSG.

Unauthorized Reseller
TSG is not responsible for equipment sourced from unauthorized resellers.

SERVICE LEVEL PERFORMANCE

TSG will monitor and report the measures below monthly, quarterly, and annually to the County as depicted in the reports named below. From time to time, TSG may recommend a replacement report based on approval of County Administrator or designee.

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Specific Measure</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sumter County Service Ticket List</td>
<td>Service Desk First Contact Resolution Rate – Tier 1 Complete or Escalate</td>
<td>&gt;75%</td>
</tr>
<tr>
<td></td>
<td>Responsiveness to Tier 1 Requests or Escalation</td>
<td>&lt; 3 business days</td>
</tr>
<tr>
<td>Node Availability</td>
<td>Email Archive Uptime</td>
<td>&gt;99.99 %</td>
</tr>
<tr>
<td></td>
<td>Faxing Uptime</td>
<td>&gt;99.99 %</td>
</tr>
<tr>
<td></td>
<td>Email Uptime</td>
<td>&gt;99.99 %</td>
</tr>
<tr>
<td></td>
<td>ArcGIS Uptime</td>
<td>&gt;99.99 %</td>
</tr>
<tr>
<td></td>
<td>Cybersecurity Uptime (Security Framework in place)</td>
<td>&gt;99.99 %</td>
</tr>
<tr>
<td></td>
<td>Servers Uptime</td>
<td>&gt;99.99 %</td>
</tr>
<tr>
<td></td>
<td>Video Surveillance Uptime</td>
<td>&gt;99.99 %</td>
</tr>
<tr>
<td></td>
<td>VOIP Uptime</td>
<td>&gt;99.99 %</td>
</tr>
<tr>
<td>ElasticKibana Report for Uptime</td>
<td>Uptime of websites administered by TSG</td>
<td>&gt;99.99 %</td>
</tr>
</tbody>
</table>

Additional Reporting
TSG will additionally monitor and provide the below reports to the County. These reports are to aid in the effective administration of technology services and reported in conjunction with the performance measure reports.

- Email Inbox Sizes
- Folder Depth by Department/Division
- Text messages by Department/Division
• Call Analysis for answered / outbound calls
• Netwrix Auditor, Enterprise Overview, providing Sumter County’s data infrastructure changes
• Monthly Exchange volume/statistics
• Knowbe4 Reporting

BILLABLE WORK OUTSIDE THE SCOPE OF THIS SLA

The fee schedule for services provided by TSG which are outside of the SLA is described in Exhibit “B”. Such services include, but are not limited to:

Miscellaneous Supplies/Expenses Required in Performance of Duties Covered/Not Covered by SLA
From time to time, TSG will need to purchase unique items required to solve or resolve specific trouble tickets or projects after verifying with Client that the items are not in Client’s inventory. This may include, but not limited to: security bits, tape, phone cords, batteries, odd-tools, software tools, data jacks, cabling supplies, urgent items shipped overnight, etc. When the need arises, TSG shall document the County Pre-Approved purchase(s) and invoice the Client once monthly for reimbursement as defined in Exhibit “B”.

Software Systems
Access databases
CRW eTrakiT batch to Cityworks

Sub-Contracted Services
Not covered under this SLA are those sub-contracted services periodically required as part of an approved proposal to perform or complete a task or project. This may include, but is not limited to: wiring, fiber optic, and electrical sub-contractors. These services will require a current valid proposal.

Web Design and Web-Programming Support
Web design, programming, and support is not covered under this SLA and will be part of an approved proposal.

Emergency Operations Center (EOC)
Outside of normal hours of operation, Emergency Operations Center coverage will be billed per the current hourly rate defined in Exhibit “B”. Representation in the EOC by TSG is expected for technology and GIS services through the duration of any activated event.

Other Exclusions
TSG shall not be responsible for service impairments caused by acts within the control of the customer, its agents, subcontractors, suppliers, licensees, or users.

Items not identified as specifically included in this SLA will be excluded from the scope of this SLA unless agreed upon by both parties and formally amended to this document. Services performed by TSG which are outside of the scope of this SLA shall be billed according to the appropriate hourly rate defined in Exhibit “B”.

The initiatives/services listed in the SLA may be amended from time-to-time, as need merits, based on written acceptance and approval from the Sumter County, County Administrator. Amendments to the SLA may impact the monthly charge for services described in the IT Management Services Agreement.