

APPENDIX G TO DIR-TSO-4370
ISF, Inc.
(per Amendment Number 1)

ADVANCED HOSTING: SUMMARY

The following describes ISF's advanced hosting configuration.

- Primary site hosting will be provided in a Category 4 hurricane rated facility housed 23 feet above sea level.
- In the unlikely event of a complete loss of the data center facility, ISF will utilize replication of the production web server and database server to a remote datacenter facility in order to gain geographic disaster recovery capabilities.
- ISF will perform weekly full backups with daily incremental backups.

A 12-month contract is required for the pricing provided.

This hosting configuration does include offsite virtual server replication for disaster recovery purposes. The proposed configuration includes offsite storage of backup media on a weekly basis.

The monthly fee includes the following items:

Service Description	Service Parameter
Hosting Environment Uptime SLA	99.5% availability excluding scheduled maintenance.
Scheduled Maintenance and Reporting	ISF staff will notify the Project Team of any scheduled downtime at least five business days in advance. ISF will acknowledge phone calls or emails related to Server problems or failures within 2 hours during regular business hours (Monday to Friday, 8:00 a.m. to 6:00 p.m. EST).
Hosting Environment Failure	<ul style="list-style-type: none"> i. ISF will begin work on reported Server problems or failures within 4 to 6 business hours. ii. ISF will communicate every four hours with the Project Team to keep the Client informed of the recovery steps being implemented and potential outage timelines.
Virtual Servers	<ul style="list-style-type: none"> i. Dedicated Production Web Server ii. Dedicated Production SQL Server iii. Dedicated Test Web Server iv. Dedicated Test SQL Server
Backups	<ul style="list-style-type: none"> i. Weekly full backup with hourly incremental backups stored on a secured, encrypted NAS. ii. Additional offsite storage of the weekly backup set will be configured.
Bandwidth	<ul style="list-style-type: none"> i. The bandwidth configured for the circuit cannot exceed a peak of 100 Mb/sec upload and download. ii. Client bandwidth is limited to 8 Mb/month as measured by the Data Center's 95% billing methodology.

APPENDIX G TO DIR-TSO-4370
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Storage	<ul style="list-style-type: none"> i. The estimated total storage needed for the virtual servers 500 GB.
Service Description	Service Parameter
	<ul style="list-style-type: none"> ii. The maximum virtual disk size for the virtual servers assigned to the Customer is 150 GB per production server and 100 GB per test server. iii. Additional monthly fees may be required if more than 500 GB of storage is required.
RAM	<ul style="list-style-type: none"> i. The estimated total RAM required for the virtual servers is 40 GB. ii. Additional monthly fees may be required if more than 40 GB of RAM is required.
CPU	<ul style="list-style-type: none"> i. The estimated total number of CPUs required for the virtual servers is 16 CPUs. ii. Additional monthly fees may be required if more than 16 CPUs are required.
DNS	Primary and secondary DNS.
Security	<ul style="list-style-type: none"> i. HIPPA compliant environment ii. SSAE (SOC I) Type II certified datacenter
Network and Server Administration Charges	The monthly fees include a maximum of eight hours of labor for maintaining the Server, Windows Operating Systems, or site-related software and documentation. Ongoing labor beyond the initial Server setup and this monthly limit will need to be billed at the contracted hourly rate.
Dedicated Static IP Addresses	ISF will include an address for each virtual directory required.
Licensing	<ul style="list-style-type: none"> i. Windows Server 2012 ii. SQL Server 2012 (8 processors)
Anti-Virus	Appropriate anti-virus protection configured.
Power	UPS conditioned power with diesel generator backup.
Air Conditioning	Sufficient air conditioning for maintaining appropriate environmental conditions.
Domain Name Purchase and Renewal	To be provided by the Client.
SSL Certificate Purchase and Renewal	To be provided by the Client.
Test Environment	The test environment will consist of a dedicated test web server virtual machine and a dedicated test database virtual machine.
Monitoring	Uptime monitoring
High Volume/Peak Transactions	The data center utilizes Burstable Internet Bandwidth with 95th Percentile Billing. The top 5% bandwidth overage will be dropped from the bill. Internet bandwidth billed on the 95th percentile of monthly usage includes both inbound and outbound traffic from the Peak 10

APPENDIX G TO DIR-TSO-4370
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	network. Subscriptions under 100 Mbps are burstable to 100 Mbps. Usage of bandwidth that exceeds the contracted amount is usually driven by, but not limited to, end user activity. Billing occurs the following month after overages occur.
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The monthly fee does not include the following items:

- Additional bandwidth charges related to high volume or peak transactions, which repeatedly drive monthly 95th percentile peak utilization to exceed the 8 Mb limit. This scenario is not likely and would possibly be the result of a specific media push driving significant traffic to the website.
- Additional charges incurred due to offsite backup size exceeding 200 GB.
- High availability back-up or fail over. 24/7 availability for afterhours support may be available at an additional cost.

Please see the SLA below for further details.

HOSTING SERVICE LEVEL AGREEMENT - ADVANCED

BETWEEN
ISF AND CUSTOMER

1) Definitions

- a) Service Level Agreement is this document, which describes services to be provided and the Provider's contractual response times.
- b) Provider is ISF.
- c) Customer is [insert Customer name].
- d) Downtime means any time that the service is not available to the Customer's virtual directories.
- e) Server means the unique virtual machine instance assigned to the Customer under this Agreement.
- f) Server Host means the physical server that houses the Server.
- g) Data Center means the ISF contracted data center facility.
- h) Data Center Network means the portion of cloud network extending from the network egress point of the Server switches to the outbound port of the data center's border router.
- i) Power includes UPSs, PDUs, and cabling. It does not include the power supplies in the Servers.
- j) Scheduled Maintenance means maintenance that is announced at least three business days in advance and that does not exceed 120 minutes in any calendar month.

2) Service Description

- a) Dedicated production web server virtual machine.
- b) Dedicated production database server virtual machine.
- c) Dedicated test web server virtual machine

APPENDIX G TO DIR-TSO-4370

ISF, Inc.

(per Amendment Number 1)

- d) Dedicated test database virtual machine
 - e) Replication of the production web server and database server to a remote datacenter facility in order to gain geographic disaster recovery capabilities
 - f) Weekly full backup with daily incremental backups.
 - g) Weekly offsite storage of backup media.
 - h) Up to 100 Mb/sec of bandwidth to site.
 - i) Primary and secondary DNS.
 - j) Dedicated static IP addresses.
 - k) Uptime monitoring.
 - l) Up to two weeks of production workload in the disaster recovery environment for disaster recovery testing and up to two weeks for unplanned recovery if required.
 - m) Secure virtual server environment.
 - n) Category 4 hurricane rated facility housed 23 feet above sea level.
- 3) Service Level Agreement
- a) Server Availability
 - i) The server and hosting environment will maintain a 99.5% availability excluding scheduled maintenance.
 - b) Scheduled Maintenance and Issue Reporting
 - i) The Customer shall designate a point of contact for Provider communication.
 - ii) The Provider will notify the point of contact of any scheduled system downtime at least three business days in advance.
 - c) Server Failure
 - i) The Provider will acknowledge phone calls or emails related to Server problems or failures within 2 hours.
 - ii) The Provider will begin work on critical Server problems or failures within 2 hours during regular business hours (Monday to Friday, 8:00 a.m. to 6:00 p.m. EST) and within 4 hours during afterhours support. Critical Server problems or failures are problems that are causing work stoppage for more than 50 percent of the users
 - iii) Non-Critical Server problems will be addressed within 32 hours during regular business hours.
 - iv) The Provider will communicate every three hours with the Customer's point of contact to keep the Customer informed of the recovery steps being implemented and potential outage timelines.
 - v) If the server is down for more than 60 minutes, and if requested by the Customer, ISF will provide the Customer with a Root Cause Analysis (RCA) within ten (10) calendar days.
- 4) Service Constraints
- a) Data Storage
 - i) The maximum virtual disk size for the virtual servers assigned to the Customer is 150 GB per production server and 100 GB per test server.
 - ii) Additional monthly fees may be required if more than 150 GB of storage per Server is required.
 - b) Backup Capacity and Schedule
 - i) The maximum size of the full weekly backup for the Customer cannot regularly exceed 100 GB.

APPENDIX G TO DIR-TSO-4370

ISF, Inc.

(per Amendment Number 1)

- ii) Daily incremental backups and weekly full backups will be conducted by the Provider of specific folders identified by the Customer.
 - iii) Backup costs reflect tape backups only. Additional fees for optional specialized backup and recovery services such as high availability for backups will be priced separately.
 - c) Bandwidth Limitations
 - i) The bandwidth configured for the circuit cannot exceed a peak of 100 Mb/sec.
 - ii) Customer bandwidth is limited to 8 Mb/month as measured by the Data Center's 95% billing methodology.
 - d) Service Fee
 - i) The monthly fees are for hosting services only. Any labor requested by the Customer beyond the initial Server setup and monthly Server maintenance will be billed in accordance with Appendix C, Pricing Index of DIR contract number DIR-TSO-4370.
- 5) SLA Exclusions
- a) The Service Level Agreement does not cover downtime or performance problems caused either directly or indirectly by:
 - i) Factors outside the Provider's control.
 - ii) Third-party hardware or software deployed or utilized by the Customer.
 - iii) Actions or inactions of the Customer or other third-party providers.
 - iv) Regular scheduled system maintenance. Additional bandwidth charges related to high volume or peak transactions that repeatedly drive monthly 95th percentile peak utilization to exceed the 8 Mb limit
 - v) Additional charges incurred due to backup size exceeding 100 GB
 - vi) Additional licensing costs for any software provided by the Customer.

DIR Contract DIR-TSO-4370, this Agreement, when executed by ISF, Inc. and Customer, constitutes the entire agreement between ISF, Inc. and Customer with regard to Customer's Service by ISF. Any alterations or modifications to this Agreement must be in writing and must be executed by both ISF and the Customer. IN THE EVENT OF A CONFLICT IN TERMS, THE TERMS OF THE DIR CONTRACT DIR-TSO-4370 SHALL PREVAIL.

APPENDIX G TO DIR-TSO-4370
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AGREED AND ACCEPTED:

ISF

Customer

Signature:

Signature:

Print Name:

Print Name:

Title:

Title:

Date:

Date:
