

## Exhibit A-10 Warranty Services

### 1 Warranty Period

The Warranty period for the APAS solution and its system components provided under the Contract, means, for Phases 1, 2, and 3 set forth in the Statement of Work #1 (Exhibit A), will be for a period of ninety (90) days following the earlier of (a) the date that the particular Phase for such Deliverable goes to live production environment or (b) six (6) months following the acceptance of the final milestone for the particular Phase for such Deliverable (the "Warranty Period"). All Warranty Services will be provided over the phone or via web conference.

### 2 Warranty Services

Please refer to Section 17 (Warranty) of the Agreement.

### 3 Warranty Service Level Agreements (SLAs)

Contractor will provide warranty Services during the Warranty Period pursuant to Section 17 (Warranty) of the Agreement in compliance with the service levels set forth in this Exhibit. This Exhibit will be reviewed and revised during the Definition Phase through the Change Control Procedures.

#### 3.1 Service Measures Definition

The service levels listed below will be measured and reported by Contractor to the County on a monthly basis:

Parameter	Definition	Measurement mechanism
Response Time	Time taken by Contractor to respond to ticket requestor	Will utilize the tool selected during the Definition Phase.
Resolution Time	Elapsed time from new/reopen ticket to ready for user testing to closed status (less time in pending state)	Will utilize the tool selected during the Definition Phase.
Ticket Volume	No. of tickets opened by end users	Will utilize the tool selected during the Definition Phase.
System Availability	APAS Solution uptime during agreed business hours (do not count the system downtime due to Salesforce)	Will utilize the tool selected during the Definition Phase.
Resolution Rate	No. of closed tickets / Total number of closed and open tickets	Will utilize the tool selected during the Definition Phase.

Quality of Resolution	No. of re-opened tickets / Total resolved tickets	Will utilize the tool selected during the Definition Phase.
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### 3.2 Service Level

In providing warranty Services, Contractor will achieve the following service levels for response and resolution times for the severity levels set forth below.

Defect Type	Response Time (Includes ticket assignment time)	Resolution Time	% Adherence
Severity 1	Less than 60 Minutes	Actual resolution time will depend on the nature of the case and the resolution. A resolution may consist of a fix, workaround or other solution in Salesforce's reasonable determination.	more than 95 %
Severity 2	Less than 120 Minutes	Actual resolution time will depend on the nature of the case and the resolution. A resolution may consist of a fix, workaround or other solution in Salesforce's reasonable determination.	more than 95 %
Severity 3	Less than 8 Business hours	Actual resolution time will depend on the nature of the case and the resolution. A resolution may consist of a fix, workaround or other solution in Salesforce's reasonable determination.	more than 90 %
Severity 4	Less than 25 Business Days	Actual resolution time will depend on the nature of the case and the resolution. A resolution may consist of a fix, workaround or other solution in Salesforce's reasonable determination.	more than 85 %

The Defect Type mentioned above are defined in Exhibit A-9 (Acceptance Criteria).

Service measures for all service levels will be updated during the Definition Phase.

Contractor and County will follow these guidelines with respect to the service levels.

- Contractor will use best efforts to notify the County in advance if increased ticket volumes will be encountered for a short duration (less than two weeks) and this leads to reduced service levels.
- Contractor will use best efforts to notify the County in advance of any out of scope activities that will be performed by Contractor to maintain the quality of Services for a short duration (less than two weeks) and this will lead to reduced service levels.