**Exhibit A-11**
Maintenance and Operations (M&O) Support Terms

1 Maintenance and Operations (M&O) Support

Contractor must provide M&O support for the system on two occasions. Initial M&O support is required after successful completion of Phase 1 warranty. Second M&O support is required after successful completion of Phase 2 warranty.

The diagram below depicts the contract scope for M&O support.
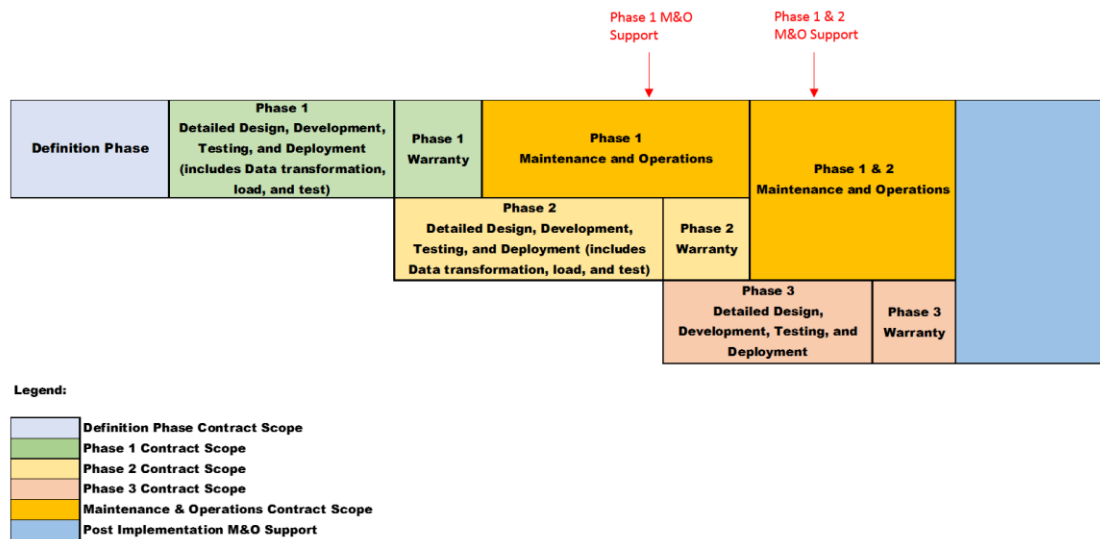
2 M&O Support Framework

The diagram below provides the framework which governs the different support levels with the scope of activities.
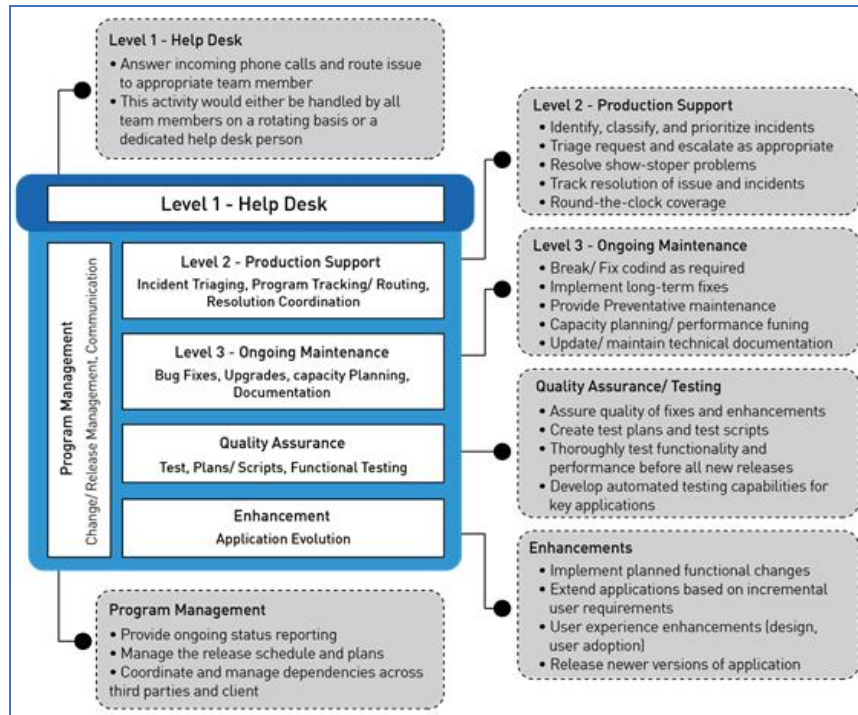
3 M&O Support team

Described below are the 3 Levels of Support that are included in the APAS M&O support model, along with the roles, number of resources, location and hours.

Phase 1 (7448 Hours)

Service Levels	Role	# of Resources	Location	Hours (per year)
Level 1*	Help Desk	0.25	Offshore	525
Level 2	Production Support	0.25	Offshore	525
Level 3	Ongoing Maintenance	0.4	Offshore	841
All Levels	Support Lead	1	Onshore	2096
All Levels	Quality Assurance	0.4	Offshore	840
All Levels	Enhancements	0.25	Offshore	525
All Levels	Program Management	1	Offshore	2096

Phase 1 & 2(8580 Hours)

Service Levels	Role	# of Resources	Location	Hours (per year)
Level 1*	Help Desk	0.4	Offshore	835
Level 2	Production Support	0.4	Offshore	835
Level 3	Ongoing Maintenance	0.4	Offshore	835

All Levels	Support Lead	1	Onshore	2096
All Levels	Quality Assurance	0.6	Offshore	1256
All Levels	Enhancements	0.3	Offshore	627
All Levels	Program Management	1	Offshore	2096

*Level 1 Support is only for technical issues and other issues will be redirected to County Business SMEs.

Contractor must provide a dedicated M&O support team to handle County user queries via County ticketing system (ServiceNow) Or County's choice of ticketing system/tool.

Onsite-Offshore Responsibility Matrix

The table below shows the onsite and Offshore responsibilities of the M&O Support team.

Team	Responsibilities
Onsite	• Answer Incoming Calls and route to appropriate team members • Identify, Classify and prioritize incidents • Triage request and escalate as appropriate • Resolve Show stopper Problems • Track Resolution of issues and Incidents • Manage the release schedule plans • Co-ordinate and manage dependencies across third parties and clients • Configuration and User testing • Provide ongoing status Reporting
Offshore	• Answer Incoming Calls and route to appropriate team members • Identify, Classify and prioritize incidents • Triage request and escalate as appropriate • Resolve Show stopper Problems • Track Resolution of issues and Incidents • Fix code as needed • Implement long term fixes • Preventative maintenance • Performance tuning • Update/Maintain Technical Documentation • Assure quality of fixes and enhancements • Create test plans and scripts • Test functionality before production release • Develop test automation

	· Implement planned functional changes
	· User experience enhancements
	· Release newer version of applications
	· Provide ongoing status Reporting
	· Manage the release schedule plans
	· Co-ordinate and manage dependencies across third parties and clients

4 M&O Service Level Requirements (SLR)

The Contractor M&O support team must be responsible for incident, problem, release, deployment, and knowledge management. The Support Team will also be responsible for appropriate root cause analysis (RCA) required for the incident, problem management tickets. The Contractor Support team must ensure appropriate documentation is created during the build (development) phase. The support team continues to maintain the documentation as enhancements/fixes are implemented. Support team handles the enhancement requests. A Relationship Manager will be assigned for any account management activities, issue escalation, etc. The Support team must have Quality Assurance (QA) team members and they must ensure to run regression test when patches/enhancements are applied to production system.

Incident Response SLRs

The table below provides the Incident Response SLRs.

Priority Level	First Response Performance Target (minutes/hours/daily availability)	Resolution Performance Target (hours/business hours)
Priority Level Critical	1 hour, 24x7, weekends and holidays	Actual resolution time will depend on the nature of the case and the resolution. However, the County will be updated on the status of the resolution every 30 minutes or an agreed to time. A resolution may consist of a fix, workaround or other solution in Salesforce's reasonable determination.
Priority Level Urgent	2 hours, 24x7, weekends and holidays	Actual resolution time will depend on the nature of the case and the resolution. However, the County will be updated on the status of the resolution every 30 minute or an agreed to time. A resolution may consist of a fix, workaround or other solution in Salesforce's reasonable determination.

Priority Level	First Response Performance Target (minutes/hours/daily availability)	Resolution Performance Target (hours/business hours)
Priority Level High	4 hours, target response times include local business hours only and exclude weekends and holidays	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.
Priority Level Medium	8 hours, target response times include local business hours only and exclude weekends and holidays	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.
Priority Level Low	24 hours, target response times include local business hours only and exclude weekends and holidays	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.
Priority Level Routine	24 hours, target response times include local business hours only and exclude weekends and holidays	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.

Priority Definitions

URGENCY	IMPACT			
	County-Wide	Location	Multiple Users	Single User
A full outage of multiple services or all services and/or non-compliance with regulations	Critical	Critical	Urgent	High
An issue completely affecting a service, no workaround available	Critical	Urgent	High	Medium
An issue affecting a service; workaround is available	High	Medium	Medium	Medium
An issue that has no impact to the availability of the affected service; redundancy is available	Medium	Low	Low	Routine

Contractor Impact to Salesforce Service Level Requirements

Contractor shall ensure that their Services (e.g. configurations, code, and other inputs) to produce and maintain the APAS solution shall not impact the Service Level Requirements received by the County from Salesforce relating to the Salesforce platform. In the event, Contractor's Services are solely responsible for any material impact to the Service Level Requirements of the Salesforce platform, Contractor shall correct or re-perform the non-conforming Service at no additional charge to County.

System Operations

The table below provides System Operations and Administration SLRs.

System Operations and Administration SLRs		
Task	**Service Measure**	**Performance Target (hours, working days, weeks, months)**
APAS upgrade, enhancement pack or support package installation	Response Time	Scheduled Maintenance updates are released by Salesforce 3 times annually. Additionally, other patches and updates are released periodically throughout the year. Salesforce's scheduled maintenance is automatically applied. For other patches and updates, Contractor will test and release the scheduled maintenance releases into Production within 90 days from when they are released for testing.
	Completion Time	Scheduled Maintenance updates are released by Salesforce 3 times annually. Additionally, other patches and updates are released periodically throughout the year. Salesforce's scheduled maintenance is automatically applied. For other patches and updates, Contractor will test and release the scheduled maintenance releases into Production within 90 days from when they are released for testing. The actual process of deploying the updates and patches will take no longer than 24 hours.
APAS Patches, Service Packs, Hot fixes, Hot Packages, APAS add-ons, Plug-ins or APAS Business Packages	Response Time	Patches and updates are released periodically throughout the year. Contractor will test and release the scheduled maintenance releases into Production within 90 days from when they

System Operations and Administration SLRs		
import		are released for testing. For urgent matters, standard bug fix SLA's will apply.
	Completion Time	The actual process of deploying the updates and patches will take no longer than 24 hours.
Incident related Stop/Start	Completion Time	Salesforce is a hosted platform. It allows components/workflows within the system to be activated/de-activated through a dashboard. The time taken for activation or deactivation of service is typically less than a minute
Planned Stop/Start	Completion Time	

5 Backup and Restore

Contractor shall perform Backup and Restore functions during the M&O support term utilizing a tool approved by County. The appropriate frequency and metrics will be developed during the Definition Phase of the project.

6 Escalation Process

If Contractor does not respond within the time frames (performance target), County shall use the escalation procedures as provided in this section. As a first stage, Contractor and County subject matter experts will seek to resolve the issue. If that attempt is unsuccessful, either party may escalate the issue per the table below. The goal of the escalation procedures will be to (i) resolve the specific problem as quickly as possible; and (ii) ensure that future delays in service response times are prevented. At each stage of this process, the individuals occupying the positions listed below, or their functional equivalents, if the titles within the organizations have changed, will confer and attempt to resolve the relevant issues. Each party understands that depending on the circumstances, it may be impossible to reach one or more of the individuals set forth below. These discussions may occur by telephone, email, videoconference or in person. Escalation at each step of this process will occur based on County determination that the existing level of involvement is not satisfactorily resolving the problem.

The parties will exchange mutual peer escalation lists (including Support Lead/Project Manager) as the point persons for issue resolution. This will ensure that the parties have peer to peer subject matter experts to work on issue resolution.

Contractor	County
Assigned M&O Support resource	Assigned M&O Support resource
Support Lead	APAS Program Manager
Contractor Relationship Manager	ACRE IT Director