19008
AGREEMENT FOR SOFTWARE MAINTENANCE
For LAKE COUNTY

This AGREEMENT is entered into by and between Lake County ("County") and URL Integration Inc. ("Service Provider"), 9780 Pyramid Court, Suite 250, Englewood, Colorado 80112

RECITALS

WHEREAS, Lake County is seeking a Service Provider to provide software maintenance services in support of the Integrated Justice Application applications for Lake County, including Public Access, and the Alfresco and Scan Processor ("Services"); and

WHEREAS, Service Provider has the professional expertise and credentials to provide these Services and has agreed to assume responsibility for this Agreement.

NOW, THEREFORE, Lake County and Service Provider agree as follows:

SECTION 1. AGREEMENT DOCUMENTS
The Agreement Documents that constitute the entire Agreement between Lake County and Consultant are in order of precedence:

A. This Agreement and all exhibits thereto; and,
B. Exhibit A – Definitions
C. Exhibit B – Maintenance Policy

SECTION 2. RESPONSIBLITIES OF THE SERVICE PROVIDER

The Client hereby engages Service Provider to provide the following services for Integrated Justice Application, including Public Access and Mobile App
   a. Provide requirements necessary for Lake County Information Technology (IT) to select an appropriate server and network configuration based on Lake County documentation governing standards for security and applications.
   b. 90 days prior to expiration of the current contract term, Service Provider shall provide their application's technical lifecycle plan for the applications installed on Lake County servers for the upcoming term.
   c. Assist with installation of the supported operating system/features at the request of Lake County IT.
   d. Communicate in written format any needed ongoing operating system related updates to Lake County IT as they affect their applications to ensure that there are no security concerns for the end users.
   e. Service Provider shall provide the most current version of all applications and implement any updates within six months of release and provide documentation of the workflow to Lake County within 30 days of completed update.

f. Install, maintain, monitor and provide up-to-date applications, including databases and other up-to-date third-party software required in their applications, and support the applications and third-party software. Communicate any service disruptions or scheduled maintenance to Lake County within one business day.

g. Application maintenance and support shall be defined as:
   - Correction of reproducible errors that occur and which are reported to the Service Provider.
   - Performance related issues.
   - All other maintenance, if not performed, will make any or all functions unusable.

h. Maintain 24x7 on-call support for production applications. Service Provider will acknowledge a support call identified as "critical" within 15 minutes of its receipt. A support call identified as "important" will be acknowledged within two (2) business hours. General requests from Lake County IT shall be acknowledged within one business day.
   - A critical support call is defined as a computing problem that affects multiple users.
   - An important support call is defined as a computing problem that affects one person to the extent that they are unable to complete critical work.
   - General requests are defined as updates to application documentation.
   - Requests can be emailed to LakeSupport@urlintegration.com or called in at 303-799-4585 ext. 101.

i. Lake County shall be apprised of all security and personnel changes as they are related to the applications maintained by the Service Provider for Lake County.

j. Service Provider shall be responsible for RESTORING all functionality of all service provider applications in all environments, should Lake County declare a disaster or permanent failure. Service provider will ensure that the databases are recoverable, and the applications are restored to a productive state.

k. Service Provider shall provide documentation to support recovery efforts. Restore requirements below;
   - Provide documentation of what needs to be backed up (e.g. Databases and supporting functions)
   - Provide documentation on the appropriate backup type (e.g. SQLDatabase.bak)
   - Provide documentation to validate backups (e.g. validation scripts to verify backups)
   - Provide documentation to support application dependencies (e.g. restored services require Apace Tom Cat ver. 7.5)
   - Provide documentation to catalog maintenance (e.g. delete obsolete backups to maintain performance).

l. Provide all current workflow documentation for all applications in use by Lake County within 30 days following the execution of each contract term.

m. Assume responsibilities for restoring the services of the database, back to the original/serviceable state. .

n. Establish and maintain test environment applications.

o. Coordinate and perform, at a mutually agreed upon time, any needed ongoing application maintenance related updates to Lake County IT as they affect their applications to ensure that there are no security concerns for the end users.

p. Service Provider shall be responsible for migrating all their applications as part of Lake County's server support within 90 days of initial request.

The Client hereby engages Service Provider to provide the following services for Alfresco and Scan Processor:

a. Assist with appropriate server and network configuration.

b. Ensure that the system is patched to application supported levels, if the County deems necessary.

c. Install, maintain and support Alfresco. This includes yearly license renewal and any licensing upgrades.

d. Install, maintain and support Scan Processor.

e. Follow best practices to ensure compliance with Lake County Information Security standards and keep County apprised of all changes in security such as password changes.

f. Establish local application code sourcing for all production environments based on strategy decided upon by the County.

g. Assume responsibilities for restoring the services of the database, back to the original/serviceable state.

h. Establish test environment applications and exchange components and backups if requested by the County.

i. Coordinate with the County to perform any and all application and component maintenance affecting system availability.

j. Assume monitoring responsibilities for all application and exchange component software on servers. The County will specify higher level monitoring if required.

k. Provide maintenance and support for all Service Provider application components running in production.

l. Application component maintenance and support shall be defined as:
   - Correction of reproducible errors that occur and which are reported to the Service Provider
   - Performance-related issues
   - All other maintenance that, if not performed, would make Alfresco or Scan Processor unusable

m. Maintain 24 x 7 on-call support for production applications and exchange components. Service Provider will acknowledge a support call identified as "critical" within 1S minutes of its receipt. A support call identified as "important" will be acknowledged within two (2) business hours.
   - A critical support call is defined as a computing problem that affects multiple users
   - An Important support call is defined as a computing problem that affects one person to the extent that they are unable to complete critical work.
   - Requests can be emailed to LakeSupport@urlintegration.com or called in at 303-799-4585 ext. 101.
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SECTION 3. RESPONSIBLITIES OF THE COUNTY

The County hereby agrees to the following responsibilities:

a. Lake County delivers standard server image in accordance with the Lake County documentation governing standards for security applications.
b. Verify, document and approve any Service Provider requests for ongoing operating system related updates.
c. Designate primary and secondary contacts and provide appropriate information for these.
d. Lake County shall maintain all necessary infrastructure and disaster recovery necessary for the operation of the applications installed.
e. Provide all licenses to the Service Provider as it applies to their applications.
f. Coordinate any installation, testing or changes with Service Provider to maintain system integrity.
g. All users of the Service Provider's applications shall be managed by the Clerk of the Circuit Court or their designee.
h. Arrange for replacement of County owned infrastructure components should an identified and verified failure occur related to the Service Provider's infrastructure components.
i. Submit all requests for service through the designated service portal provided by the Service Provider.
j. Lake County shall provide Service Provider five-day notification of any ongoing or upcoming required maintenance services to Lake County infrastructure as it relates to the applications of the Service Provider.
k. Lake County shall provide secure remote access to Service Provider's assigned resources as needed to perform under the terms of this Agreement.

SECTION 5. TERM

The term of this Agreement shall be for a period of one year with four (4) one-year options to renew and subject to earlier termination of this Agreement pursuant to Section 19. At the end of any contract term, Lake County reserves the right to extent this contract for a period of up to sixty (60) days for the purpose of getting a new contract in place. For any year beyond the initial year, this Agreement is contingent on the appropriation of sufficient funds; no charges shall be assessed for failure of the County to appropriate funds in future contract years.

SECTION 6. PAYMENT TERMS

4.1 In consideration of the services to be provided by the Service Provider throughout the Term, the County shall pay the Service Provider an annual fee of $100,000 in equal monthly installments for Integrated Justice applications, and server and maintenance support. Service Provider shall submit invoices monthly to the County detailing all charges.

4.2 In consideration of the services to be provided by the Service Provider throughout the Term, the County shall pay the Service Provider an annual fee of $5,000 for Public Access Portal application. Service Provider shall submit invoices monthly to the County detailing all charges.

4.4 In consideration of the services to be provided by the Service Provider throughout the Term, the County shall pay the Service Provider an annual fee of $30,000 in equal monthly installments for the Alfresco and Scan Processor components, support and maintenance. Service Provider shall submit invoices monthly to the County detailing all charges.

4.3 The County shall make payment in accordance with the Illinois Prompt Payment Act.

SECTION 7. ANNUAL PRICE INCREASE

Written requests for price revisions after the initial contract term shall be submitted sixty (60) days prior to the start of the next contract term, to Lake County Purchasing Division. Requests must be based upon and include documentation of the actual change in the cost to the components involved in the contract and shall not include overhead, or profit. Changes in the contract price shall be made in the exact amount of the actual change in Service Provider cost or the percentage increase in the U.S. Average Consumer Price Index for All Urban Communities - per category "All Items," whichever is less. The County reserves the right to reject any price increase and to terminate the contract.

SECTION 8. INVOICES & PAYMENT

8.1 A purchase order will be issued for the work and Service Provider shall submit invoice(s) detailing the products and services provided and identify the purchase order number on all invoices.

8.2 Service Provider shall maintain records showing actual time devoted and cost incurred. Service Provider shall permit a representative from Lake County to inspect and audit all data and records of Service Provider for work and/or services provided under this Agreement. Service Provider shall make these records available at reasonable times during the Agreement period and for one year after the termination of this Agreement.

8.3 All payments shall be made in accordance with the Illinois Local Government Prompt Payment Act (50 ILCS 505/1 et seq.).

SECTION 9. ENHANCEMENT SUPPORT

The County may at its sole discretion request that the Service Provider develop enhancements to the Service Provider developed applications as follows:

9.1 The County shall submit its request for such enhancements in writing to the Service Provider's designated representative in reasonable detail for Service Provider to understand the scope of the requested enhancement. Service Provider will respond to the County within ten (10) days specifying the number of hours required to develop, install and test the requested enhancement.

9.2 The County may then either accept or reject in writing, sent to the Service Provider's designated representative, the proposed enhancement. If the County accepts the proposed enhancement effort the number of hours specified herein shall be billed to Lake County at an hourly rate of $125.00.

9.3 The County will test all enhancements in the test environment and provided written acceptance to the Service Provider when complete. No payment shall be made until any and all enhancements are fully tested and implemented in both the test and production environment.

9.4 Enhancements that involve or increase in the amounts payable by the County may require execution by the County Purchasing Agent. Some increases may also require approval by the County Board. In those cases where the County Purchasing Agent's signature is required, or County Board approval is needed.

SECTION 10. INDEMNIFICATION

Service Provider agrees to indemnify, save harmless, and defend Lake County, its agents, servants, and employees, and each of them against and hold it and them harmless from any and all lawsuits, claims, demands, liabilities, losses, and expenses, including court costs and attorney's fees, for or on account of any injury to any person, or any death at any time resulting from such injury, or any damage to property, which may arise or which may be alleged to have arisen out of or in connection with the work covered by this Agreement caused directly by the negligence or willful or wanton conduct of Service Provider. The foregoing indemnity shall apply except if such injury, death, or damage is caused directly by the gross negligence or willful or wanton conduct of Lake County, its agents, servants, or employees or any other person indemnified hereunder.

SECTION 11. INSURANCE

The Service Provider must obtain, for the Contract term and any extension of it, insurance issued by a company or companies qualified to do business in the State of Illinois with an A.M. Best Rating of at least A- and provide the County with a Certificate of Insurance 15 days before the start of the project, and thereafter annually for contracts/ projects that will last more than one year. Insurance in the following types and amounts is necessary and/or where applicable:

Commercial General Liability Insurance
In a broad form on an occurrence basis shall be maintained, to include, but not be limited to, coverage for property damage, bodily injury (including death), personal injury and advertising injury in the following coverage forms where exposure exists:
•Premises and Operations
•Independent Contractors
• Products/Completed Operations
• Liability assumed under an Insured Contract/ Contractual Liability
• Personal Injury and Advertising Injury

With limits of liability not less than:
$ 1,000,000 Each Occurrence
$ 1,000,000 Products-Completed Operations
$ 1,000,000 Personal and Advertising injury limit
$ 2,000,000 General aggregate; the CGL policy shall be endorsed to provide that the General Aggregate limit applies separately to each of the contractor's projects away from premises owned or rented to contractor.

Automobile Liability Insurance (if applicable)

Automobile liability insurance shall be maintained to respond to claims for damages because of bodily injury, death of a person, or property damage arising out of ownership, maintenance, or use of a motor vehicle. This policy shall be written to cover any auto whether owned, leased, hired, or borrowed.
The Contractor's auto liability insurance, as required above, shall be written with limits of insurance not less than the following:
$ 1,000,000 Combined single Limit (Each Accident)

Excess/ Umbrella Liability (*if applicable*)

The Contractor's Excess/ Umbrella liability insurance shall be written with the umbrella follow form and outline the underlying coverage, limits of insurance will be based on size of project:

$ 2,000,000 per occurrence limit (*minimum, and may be higher depending on the project*)

<u>Workers Compensation (Coverage A) and Employers Liability (Coverage B)</u>

Workers Compensation Insurance covering all liability of the Contractor arising under the Worker's Compensation Act and Worker's Occupational Disease Act at limits in accordance with the laws of the State of Illinois. Employers' Liability Insurance shall be maintained to respond to claims for damages because of bodily injury, occupational sickness, or disease or death of the Contractor's employees, with limits listed below:

<u>Employers Liability</u>
a) Each Accident $1,000,000
b) Disease-Policy Limit $1,000,000
c) Disease-Each Employee $1,000,000

Such Insurance shall contain a waiver of subrogation in favor of Lake County.

<u>Professional Liability – Errors and Omissions (*if applicable)*</u>

The Engineers/Architects/Consultants for the plans of the project shall be written with limits of insurance not less than the following:

$ 1,000,000 per claim per policy year

Coverage shall be provided for up to three (3) years after project completion. Policy is to be on a primary basis if other professional liability is carried.

<u>Professional Liability – Cyber Liability (*if applicable*)</u>

Cyber Liability Insurance for property damage to electronic information and/or data; first and third-party risks associated with e-business, internet, etc., with limits of insurance not less than the following:

$ 1,000,000 per occurrence limit

<u>Technology Errors and Omissions (*if applicable*)</u>

The Contractor's Software Developer and/or IT Consultant for the plans, including developing and implementing technology for Lake County, or of the project, shall be written with limits of insurance not less than the following:

$ 1,000,000 per occurrence limit

<u>Liability Insurance Conditions</u>

Contractor agrees that with respect to the above required insurance:
a) The CGL policy shall be endorsed for the general aggregate to apply on a "per Project" basis;
b) The Contractor's insurance shall be primary & non-contributory over Lake County's insurance in the event of a claim.
c) Contractor agrees that with respect to the above required insurance, Lake County shall be named as additional insured, including its agents, officers, and employees and volunteers and be provided with thirty (30) days' notice, in writing by endorsement, of cancellation or

material change. A blanket additional insured ISO endorsement is preferred for Contractors who have multiple projects with the County.

d) Lake County shall be provided with Certificates of Insurance and the appropriate corresponding ISO form endorsements evidencing the above required insurance, prior to commencement of this Contract and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least thirty (30) days prior to the expiration of cancellation of any such policies. No manuscript endorsements will be accepted. Any hard copies of said Notices and Certificates of Insurance and Endorsements shall be provided to:

Lake County
Purchasing Division
18 N. County 9th Floor
Waukegan, Illinois 60085
Attn: RuthAnne Hall, Lake County Purchasing Agent

e) **Electronic copies of Notices, Certificates of Insurance and Endorsements can be emailed to** Purchasing@lakecountyil.gov **in place of hard copies.**

Failure to Comply: In the event the Contractor fails to obtain or maintain any insurance coverage required under this agreement, Lake County may purchase such insurance coverage and charge the expense to the Contractor.

SECTION 12. INDEPENDENT CONTRACTOR
Service Provider is defined and identified as an independent contractor, not an employee or agent of Lake County and the County has no right to control or direct Consultant's manner, detail, or means by which Service Provider accomplishes tasks under this Agreement.

SECTION 13. DISPUTE RESOLUTION
All issues, claims, or disputes arising out of this Agreement shall be resolved in accordance with the Appeals and Remedies Provisions in Article 9 of the Lake County Purchasing Ordinance.

SECTION 14. NO IMPLIED WAIVERS
The failure of either party at any time to require performance by the other party of any provision of this Agreement shall not affect in any way the full right to require such performance at any time thereafter. Nor shall the waiver by either party of a breach of any provision of this Agreement be taken or held to be a waiver of the provision itself.

SECTION 15. SEVERABILITY
If any part of this Agreement shall be held to be invalid for any reason, the remainder of this Agreement shall be valid to the fullest extent permitted by law.

SECTION 16. JURISDICTION, VENUE, CHOICE OF LAW AND PROFESSIONAL STANDARDS
This Agreement shall be governed by and construed according to the laws of the State of Illinois. Jurisdiction and venue shall be exclusively found in the 19th Judicial Circuit Court, State of Illinois.

SECTION 17. NOTICES AND COMMUNICATIONS

All notices and communications which may be given by Lake County to Service Provider relative to this Agreement shall be addressed to the Service Provider at the address shown herein below:

David Usery
President/CEO
URL Integrations, Inc.
9780 Pyramid Court, Suite 250
Englewood, CO 80112

Copies of any notices and communications which propose to alter, amend, terminate, interpret, or otherwise change this Agreement shall be provided to: Lake County Purchasing Division, 18 North County Street, Waukegan, Illinois 60085-4350; Attention: Purchasing Agent.

SECTION 18. ASSIGNMENT, ALTERATIONS AND MODIFICATIONS

Except as otherwise provided herein, this Agreement shall not be assigned, delegated, altered, or modified without the express written consent of both parties. This Agreement supersedes any and all other agreements, oral or written, between the parties hereto with respect to the subject matter hereof.

To the extent Lake County agrees to an assignment, delegation, or subcontract by Service Provider, Service Provider shall remain liable to Lake County with respect to each and every item, condition and other provision hereof to the same extent that Service Provider would have been obligated if it had done the work itself and no assignment, delegation, or subcontract had been made.

SECTION 19. TERMINATION

Lake County reserves the right to terminate this Agreement, or any part of this Agreement, with or without cause, upon thirty (30) days written notice. In case of such termination, Service Provider shall be entitled to receive payment from Lake County for work completed to date in accordance with the terms and conditions of this Agreement.

In the event that this Agreement is terminated due to Service Provider's default, Lake County shall be entitled to purchase substitute items and/or services elsewhere and charge Consultant with any or all losses incurred, including attorney's fees and expenses.

SECTION 20. CONFIDENTIALITY

Both parties acknowledge that Service Provider's documents and dealings related to this Agreement are subject to the Illinois Open Meetings Act (5 ILCS 120/1 et seq.) and the Illinois Freedom of Information Act (5 ILCS 140/1 et seq.). Service Provider will instruct all its employees and consultants to keep the County information confidential and any information provided to the Service Provider in hard copy shall be returned at the end of this Agreement. All confidential information provided electronically to the Service Provider shall be removed from the electronic media on which it is stored at the end of this Agreement.

SECTION 21. INFORMATION SECURITY

In the process of performing services to Lake County the Service Provider may come in contact with information deemed important and proprietary to Lake County. The Service Provider agrees that any services performed for Lake County, whether on Lake County premises or not, will meet or exceed Lake County's information security policy and privacy standards. Lake County reserves the right to audit Service Provider's performance in meeting these standards.

SECTION 22. NON-DISCLOSURE PROVISION

Service Provider hereby agrees to abide by the following terms and conditions with regards to any information or records, including electronically stored data or media that the Service Provider receives from Lake County, the employees or agents of Lake County or Lake County elected officials as a result of this Agreement. This non-disclosure provision, in its entirety, shall survive the termination of this Agreement.

This provision shall apply to the performance of series as agreed and as are actually performed. The County and Service Provider agree and understand that the rendering of services by the Service Provider pursuant to this Agreement shall in no way alter the County's, or its elected officials', exclusive supervision, management, and control of their property and records.

Service Provider agrees not to sell, assign , license, market, transfer or otherwise engage in any unauthorized use of the information or records received from the County, the employees or agents of Lake County or Lake County's elected officials. Service Provider further agrees to not copy such records for or otherwise disclose such records or information to a third party or entity without the express written consent of the County Administrator for Lake County or the applicable elected official. Service Provider will instruct its personnel to keep all such records and information confidential and to use the same care and discretion with regards to those records and information as they would with data belonging to the Service Provider that the Service Provider has designated as confidential. Service Provider agrees to continue to use safeguards to prevent the unauthorized use or disclosure of these records or information until the Service Provider either destroys such records or returns those records to the County or elected official.

If the Service Provider receives a third-party request for records of Lake County or elected official, including any request pursuant to the Illinois Freedom of Information Act, Service Provider agrees to refer that party to the County Administrator so that the County may respond to said request.

The disclosure of information or records, when mandated by state or federal law, court order or lawful subpoena shall not constitute a breach of this Agreement so long as the Service Provider notifies the County Administrator upon such receipt of such request and cooperates with efforts by the County or applicable elected official should they attempt, at their own request, to challenge such a request.

Service Provider agrees to immediately notify the County Administrator or the applicable elected official if it becomes aware of any unauthorized use or disclosure of records or information belonging to the County or its elected officials. Service Provider further agrees it will destroy or return any records or copies of records, including electronically stored data or media, received from the County, the employees or agents of Lake County or Lake County elected officials within eight years from the termination of this Agreement. If said destruction is not witnessed by an agent, employee or officer of the County, Service Provider will send the County Administrator written notification confirming the destruction of said records within five days from the date of destruction.

In the event that the Service Provider commits a breach of this Agreement, the County and its elected officials shall retain the right to pursue all legal remedies at law or equity, including monetary damages and/or injunctive relief for that breach. Service Provider shall further be obligated to indemnify, save harmless and defend Lake County, its agents, servants, employees as provided herein.

SECTION 23. WORK PRODUCT

All work product prepared by Service Provider pursuant to this Agreement, including, but not limited to, policies, reports, analysis, plans, designs, calculations, work drawings, studies, photographs, models, and recommendations shall be the property of Lake County. Service Provider shall deliver the work product to Lake County upon completion of Service Provider's work, or termination of the Agreement, whichever comes first. Service Provider may retain copies of such work product for its records; however, Service Provider may not use, print, share, disseminate, or publish any work product related to this Agreement without the consent of Lake County.

SECTION 24. NEWS RELEASES

Service Provider may not issue any news releases regarding this Agreement without prior approval from Lake County.

IN WITNESS HEREOF, the undersigned have caused this Agreement to be executed in their respective names on the dates hereinafter enumerated.

Lake County: URL Integration, Inc.

_____   _____
Purchasing Agent   David Usery
Lake County   President/CEO

Date _____   Date _____

Exhibit A - Definitions

Application Enhancement Request / Support

Services would include

Application Upgrades: Acquiring and implementing the upgrade.
Application Reconfiguration: Reconfiguring applications to resolve compatibility issues, improve performance, or meet business needs.
Technical Evaluation: Ensure proposed application enhancements are in line with Lake County IT infrastructure requirements (e.g. will not create compatibility issues with mission critical applications).

Services Not Included

- **Functional Evaluation:** Evaluating the functionality of a prospective upgrade. The employees requesting the upgrade are expected to research the suitability of prospective upgrades from a business need perspective.

Application Corrective Maintenance Requests

Services would include

- **Problem Correction:** The application is not functioning as expected. This can include anything from the system has crashed to a particular feature not functioning correctly.

Services Not Included

- **User Support:** User requires assistance with an application; not yet determined if this is user error or application error.
- **Application Enhancements:** Modify the functionality of an existing application.

Application Support Requests
Integrated Justice Application support services are generally technical support or break/fix services that are delivered for specific software dependencies or third-party products. Integrated Justice Application support services would commonly include remote troubleshooting capabilities, installation assistance and basic usability assistance. Remote troubleshooting capabilities may be delivered via telephone and online communication media (i.e. Skype For Business) or with human assistance through approved means that reside on Lake County's computer(s) or are available on the web as an approved Lake County IT remote-assist tool (i.e. Web-Ex, Go-To-Assist).

Software support services may include new product installation services, installation of product updates, migrations for Lifecycle Management of Computing Dependencies (i.e. Server Operating System), other types of proactive or reactive on-site services, and support for Integrated Justice or Lake County IT infrastructure software(s). Services may be delivered by the Service Provider, third-party software support (i.e. Microsoft), and Lake County IT.

Software products and technologies covered under this category include Lake County IT approved operating systems, application software, and infrastructure software. Software support services do not include software license code updates and upgrades, which service providers often report as software maintenance.

Exhibit B – Maintenance Policy

Application Maintenance Priorities

The following Application Maintenance Priority Matrix represents all systems relative to Integrated Justice and their relative priority, and timeframes within which maintenance activities must take place (i.e. Immediate, 7 days, 14 days, or 30 days).

To determine how important the patch is, set a priority schedule for its implementation. The following situations may escalate urgency of patch implementation:

- Patch addresses a problem identified by Lake County or Service Provider.
- Patch addresses a regulatory change.
- Patch addresses a security problem detected by Lake County or Service Provider.
- Lake County may hold back payments if the update(s) is/are not applied within a defined timeframe.
- Service Provider may hold back support if the update(s) is/are not applied within a defined timeframe.

Example Matrix:

Application	Application Criticality	Elapsed Time: Release to Installation
[Name/Type]	[High/Medium/Low]	[Immediate/7 days/ 14 days/ 30 days]
[Name/Type]	[High/Medium/Low]	[Immediate/7 days/ 14 days/ 30 days]
[Name/Type]	[High/Medium/Low]	[Immediate/7 days/ 14 days/ 30 days]
[Name/Type]	[High/Medium/Low]	[Immediate/7 days/ 14 days/ 30 days]
[Name/Type]	[High/Medium/Low]	[Immediate/7 days/ 14 days/ 30 days]