

Exhibit 4.8-1 – Special Service Level Requirement

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1. OVERVIEW

The County may require an escalated level of support, referred to as Special Service Level (SL) support, to meet business needs. The Contractor shall, at minimum, perform the Special SL support requirements set forth in this Schedule.

2. REGISTRAR OF VOTERS SPECIAL LEVEL (SL) SUPPORT

2.1. Overview

Contractor shall provide Special SL support for the Registrar of Voters (ROV) as described herein to support Statewide and Special elections.

2.1.1. Statewide Elections

The ROV requires Special SL support during Statewide Elections. The period of Special SL support is typically five (5) months, beginning one hundred and twenty (120) calendar days before Election Day and thirty (30) calendar days after Election Day. The ROV will define the actual period of support and notify Contractor accordingly per Notification procedures outlined in this Schedule.

During the period of Special SL support, the following apply:

- Immediate Response
- Escalated Priority
- Freeze on Network Changes
- Onsite Support
- Election Support Coordination

2.1.2. Special Election

The ROV requires Special SL support during Special Elections, which may include non-statewide and countywide elections. The period of Special SL support is typically a thirty (30) calendar day period, beginning twenty-nine (29) calendar days before Election Day and the day of the Election. The ROV will define the actual period of support for each election and notify Contractor accordingly per Notification procedures outlined in this Schedule.

During the period of Special SL support, the following apply:

- Immediate Response
- Escalated Priority
- Freeze on Network Changes

2.1.3. Small and/or Non Statewide Elections

For small and/or non-statewide Special Elections, the ROV may not engage Special SL support. Additionally, non-statewide Special Elections will not receive the dedicated onsite coverage as shown in Table ROV-1.

2.1.4. Mail Ballot Election

Some elections may be conducted as Mail Ballot Elections and therefore have a reduced number of polling places. The ROV may require at least five (5) field technicians to be staged throughout the County the day before and day of election to ensure rapid deployment of technical support as needed.

2.2. SL Support Components

2.2.1. Immediate Response

During the period of Special SL support, all election-related IT and/or telecommunication issues communicated to Contractor shall require immediate response meaning that the appropriate Framework(s) and personnel shall be engaged to restore normal operation without delay.

Immediate response shall also be afforded to ROV Service Requests during the period of Special SL support. Additionally, priority is given to infrastructure and application projects identified as supporting an election.

2.2.2. Escalated Priority

During the period of Special SL support, all election-related IT and/or telecommunication tickets are handled as Priority 1; however, these do not count toward the calculation of the SL achievement.

2.2.3. Dedicated Onsite Support

Contractor personnel shall be physically present at the ROV during the period of Special SL support set forth in Table ROV-1. Contractor personnel not included in Table ROV-1 are considered on-call. The Dedicated Onsite Support requirement may be shortened with the concurrence of ROV and CSG GITM.

The following apply to Dedicated Onsite Support:

- One hour break for meals are permissible during the period of Special SL support
- Support may be provided in shifts provided the start and end times of each shift is staggered to provide continuity of support
- Security, Applications, firewall rule and Framework management support are all provided on an on-call/as-required basis throughout the period of Special SL support
- Dedicated onsite support for cell phone services is provided under a separate Service Request and is not part of Special SL support

2.2.4. Freeze on Network Changes

The period of Special SL support establishes a ‘freeze’ on network changes that may impact ROV. However, the ‘freeze’ may be waived for certain changes and/or the ‘freeze period’ may be shortened with concurrence of the ROV, CSG GITM and CTO.

2.2.5. Election Support Coordination

Contractor shall provide an Election Coordination Manager for the management of all Special SL support activities. The Election Coordination Manager is responsible for the coordination of election-related projects, requests and Problem resolution activities. The Election Coordination Manager must be qualified to manage all different Frameworks that may be engaged to support the election. Additionally, the Election Coordination Manager must have the authority to escalate and secure resources as needed for IT and telecommunication issues that arise during the period of Special SL support.

Election Coordination Manager Support activities include, but are not limited to:

- Capacity analysis and Service provisioning for phone systems/hotlines.

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- Capacity analysis and provisioning for any needed changes or improvements of network equipment (switches, routers, etc.)
- Coordination and management of any Third-Parties or Services procured through Contractor to provide election-related Services
- Coordination of any Services with ROV engaged Third-Parties
- Coordination of modifications to existing process documentation and Service Desk scripts
- Securing and managing staff assigned to support the election process
- Coordination of other tasks as requested to support election processes

2.2.6. Table ROV-1

Resource	Period of Onsite, Dedicated Support	Comments
Election Coordination Manager	<ol style="list-style-type: none"> 1. Five (5) calendar days prior to Election Day 2. Election Day 5:30AM - 1:00AM 3. Day after Election 	<ol style="list-style-type: none"> 1. Provides coordination support as required throughout entire Special Support period, including onsite attendance at key meetings. 2. Sufficiently qualified personnel may include Desktop Services Manager or a Framework Manager
Desktop Technician	<ol style="list-style-type: none"> 1. Five (5) calendar days prior to Election Day 2. Election Day 8:00AM - 1:00AM 3. Day after Election 	
Desktop Technician	<ol style="list-style-type: none"> 1. One (1) calendar day prior to Election Day 2. Election Day 5:30AM - 1:00AM 	Distributed to field to provide rapid deployment to polling places in the case of mail ballot elections
Telecommunications Management Support	<ol style="list-style-type: none"> 1. Five (5) calendar days prior to Election Day 2. Election Day 5:30AM -11:00AM 3. Election Day 6:00PM - 8:30PM 	May be provided by Telecommunications manager present onsite for cell phone support services

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Resource	Period of Onsite, Dedicated Support	Comments
Telecommunications Voice System Support	<ol style="list-style-type: none">1. One (1) calendar day prior to the Election Day 7:00AM - 12:00PM2. One (1) calendar day prior to the Election Day 5:00PM - 8:00PM3. Election Day 5:30AM - 8:30PM	Requires call center/ACD Specialist

2.3. Notification

The ROV or the CSG Executive Office shall invoke the Special SL support via a Service Request (SR). An authorized SR that the Contractor receives includes the start and end of the period of Special SL support.

For Statewide Elections requiring the dedicated onsite support described under Dedicated Coverage in Table ROV-1, the period of Special SL support must be initiated for a minimum period of ninety (90) calendar days prior to the election and continue for a period of thirty (30) calendar days following the Election.

3. TREASURER-TAX COLLECTOR SPECIAL SERVICE LEVEL (SL) SUPPORT

3.1. Overview

Contractor shall provide Special SL support for the San Diego County Treasurer Tax Collector (TTC) as described herein to support Tax Collection and Tax Sale Events.

3.1.1. Tax Collection Event

TTC requires Special SL support during two (2) annual Tax Collection Events. A Tax Collection Event facilitates the payment of annual property tax installments, due April 10th and December 10th. The day of the due date and the days leading up to it generate a heavy load of payments for processing. Special SL support ensures that TTC is able to provide tax collection services efficiently thereby meeting the needs of its customers.

TTC will define the period of Special SL support for each Tax Collection Event and notify Contractor accordingly per Notification procedures outlined in this Schedule. The Contractor shall, at minimum, provide all requirements outlined in Special SL Requirements and Table TTC-1: Tax Collection Event Special SL Support Activities Timeline during this period.

3.1.2. Tax Sale Event

TTC requires Special SL support for the annual Tax Sale Event, which generally occurs in the spring. The Tax Sale Event facilitates the sale of tax-defaulted property for the sole purpose of recovery of back taxes. The Tax Sale Event is held on a non-county site within San Diego County and may be conducted in conjunction with another County department and/or an online event.

TTC will define the period of Special SL support for each Tax Sale Event and notify Contractor accordingly per Notification procedures outlined in this schedule. The Contractor shall, at minimum, provide all requirements outlined in Special SL Requirements and Table TTC-2: Tax Sale Event Special SL Support Activities Timeline during this period.

3.2. Special SL Requirements

3.2.1. Immediate Response

During the period of Special SL support, all event-related IT and/or telecommunication issues communicated to Contractor shall require immediate response meaning that the appropriate Service Framework(s) and personnel shall be engaged to restore normal operation without delay.

Immediate response shall also be afforded to TTC Service Requests during the Special SL support period. Additionally, priority is given to infrastructure and Application projects identified as supporting the Tax Event.

3.2.2. Escalated Priority

During the period of Special SL support, all tax event related IT and/or telecommunication Tickets are handled as Priority 1; however, these do not count toward calculation of Service Levels.

3.2.3. Dedicated Onsite Support

Contractor personnel shall be physically present at the TTC during period of Special SL support as set forth in Table TTC-1: Tax Collection Event Special SL Support Activities Timeline and TTC-2: Tax Sale Event Special SL Support Activities Timeline. Contractor personnel not included in Tables TTC-1 and TTC-2 are considered on-call during the period of Special SL support.

3.2.4. Tax Event Engineering Services

Contractor shall provide Engineering Services resources to support the following:

- Provide support for tax event-related meetings, both scheduled and ad hoc
- Set up training rooms
- Set up Tax Event facilities
- Manage PC and printer hardware setup, delivery and breakdown
- Train County staff
- Provide Tax Event support

3.2.5. Applications Services

Contractor shall provide Applications Services support during the Special SL support period upon TTC request. An authorized Service Request documenting activities and tasks required of Application Services Framework must be received by Contractor for each Tax Event requiring Application Services support.

3.2.6. Other Technical Support

Contractor shall make available a network project manager for meetings set forth in Table TTC-1: Tax Collection Event Special SL Support Activities Timeline and TTC-2: Tax Sale Event Special SL Support Activities Timeline.

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Contractor shall make available Network and Desktop Assets required to support Tax Events. An authorized Service Request documenting Assets needed must be received by Contractor for each Tax Event requiring Network and Desktop Assets.

3.2.7. Tax Event Support Coordination

Contractor shall provide a Tax Event Coordination Manager for the management of all Special SL support activities. The Tax Event Coordination Manager is responsible for the coordination of Projects, requests and Problem resolution activities related to the Tax Event. The Tax Coordination Event Manager must be qualified to manage all Frameworks that may be engaged to support the Tax Event. Additionally, the Tax Event Coordination Manager must have the authority to escalate and secure resource as needed for IT and telecommunication issues that arise during the period of Special SL support.

Tax Event Coordination Manager Support activities include, but are not limited to:

- Development and execution of the Tax Event Project Plan
- Coordination of Tax Event set up and testing
- Oversight of provisioning any needed changes in network equipment
- Management of any Third-Parties or Services procured through Contractor to provide Tax Event related Services
- Coordination of Contractor-provided IT services with TTC engaged Third-Parties
- Securing and managing staff assigned to support Tax Events
- Coordination of other tasks required to provide support for Tax Events
- Coordination with Applications project managers or Applications Technical Leads (ATLs) regarding Service Requests performed in support of Tax Events

3.3. Table TTC-1: Tax Collection Event Special SL Support Activities Timeline

From	Thru	Task	Frequency	Role
LTD - 42	LTD - 42	Participate in Project Kick-Off Meeting with County	Once	Project Manager
LTD - 42	LTD - 42	Participate in Project Kick-Off Meeting with County	Once	Network
LTD - 42	LTD - 42	Develop Scope of Work Document	Once	Project Manager
LTD - 42	LTD - 42	Develop Communications Plan Document	Once	Project Manager

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From	Thru	Task	Frequency	Role
LTD - 42	LTD - 42	Plan Project	Once	Project Manager
LTD - 35	LTD - 35	Develop Project Plan Document	Once	Project Manager
LTD - 13	LTD - 13	Prep and Image 8 Temporary Workstations	Once	Desktop Engineer
LTD - 11	LTD - 11	Deploy Temporary Workstations at CAC	Once	Desktop Technician
LTD - 11	LTD-5	Support Testing of Temporary Workstations at CAC (On-Call)	Once	Desktop Technician
LTD - 11	LTD - 11	Install Temporary Network Connections	Once	Network RU
LTD - 11	LTD - 11	Install Temporary Visa Phone Sets (CAC & Branches)	Once	Network RU
LTD - 4	LTD - 4	Move Equipment from Test Location to Event Location	Once	Desktop Technician
LTD - 3	LTD - 1	Provide On-site Desktop Support		Desktop Technician
LTD - 3	LTD - 1	Provide On-call Project Management Support		Project Manager
LTD - 3	LTD -3	Begin Escalation/P1 Response for TTC Tax Collection Outages	All	All
LTD	LTD	Provide On-site Desktop Support		Desktop Technician
LTD	LTD	Provide On-call Project Management Support		Project Manager
LTD + 1	LTD + 1	Remove and Return Temporary Equipment	Once	Desktop Technician
LTD + 1	LTD + 1	End Escalation/P1 Response for TTC Tax Collection Outages	All	All
LTD + 7	LTD + 7	Document Lessons Learned	Once	Project Manager
LTD + 14	LTD + 14	Conduct Project Close-Down	Once	Project Manager
LTD - 42	LTD	Conduct Recurring Planning Meetings with CoSD	6X	Project Manager
LTD - 42	LTD +14	Coordinate Project Activities		Project Manager

LTD = Last Tax Due Date (the last day taxes may be paid by county residents before payment is considered delinquent)

3.4. Table TTC-2: Tax Sale Event Special SL Support Activities Timeline

From	Thru	Task	Frequency	Role
TSD - 56	TSD - 56	Participate in Project Kick-Off Meeting	Once	Project Manager

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From	Thru	Task	Frequency	Role
		with County		
TSD - 56	TSD - 56	Participate in Project Kick-Off Meeting with County	Once	Network
TSD - 56	TSD - 56	Develop Scope of Work Document	Once	Project Manager
TSD - 56	TSD - 56	Develop Communication Plan Document	Once	Project Manager
TSD - 56	TSD - 56	Plan Project	Once	Project Manager
TSD - 49	TSD - 49	Develop Project Plan Document	Once	Project Manager
TSD - 35	TSD - 35	Build/Install Primary Server	Once	Desktop Technician
TSD - 35	TSD - 35	Build/Install Backup Systems	Once	Desktop Technician
TSD - 35	TSD - 35	Build/Install POS Systems	Once	Desktop Technician
TSD - 28	TSD - 28	Deploy Temporary Workstations at CAC	Once	Desktop Technician
TSD - 28	TSD	Support Temporary Workstation Testing at CAC	Once	Desktop Technician
TSD - 21	TSD - 14	Training Session Support (1 FTE @ 4 Hour Session)	Once	Desktop Technician
TSD-3	TSD-3	Begin Escalation/P1 Response for TTC Tax Sale Outages		All
TSD	TSD	Move Equipment to Tax Sale Site & Test	Once	Desktop Technician
TSD	TSD	Install Switches for Stand-Alone Network	Once	Desktop Technician
TSD	TSD	Onsite Desktop Support (2 FTE @ 4 Hours each)	Once	Desktop Technician
TSD	TSD	Remove and Return Equipment	Once	Desktop Technician
TSD+1	TSD+1	End Escalation/P1 Response for TTC Tax Sale Outages		All
TSD + 1	TSD + 3	Post-Sale User Support / Verify Successful Migration of POS DB to Production Server	Once	Project Manager
TSD + 7	TSD + 7	Update Tax Sale Support Documentation - Infrastructure	Once	Project Manager
As Sched	As Sched	Participate in CoSD Planning Sessions	4X	Project Manager
Dec	Mar	Data Network On-Call Support	As	Network

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From	Thru	Task	Frequency	Role
			Required	
Dec	Mar	Provide P1 response on TTC Tax Sale DB/TRDS/Maps & Images	All	All
Dec	Mar	Provide P1 response on PCs/Servers/Citrix For TTC Tax Sale Users	All	All

TSD = Tax Sale Date (the date of the Tax Sale event)

3.5. Notification

The TTC or FG3 Executive Office shall invoke the Special SL support via a Service Request. An authorized Service Request must be received by Contractor sixty (60) calendar days prior to the date of the Tax Event. Request for additional days of Special SL support (“Daily Coverage”) requires an authorized Service Request to be received by Contractor ten (10) calendar days prior to beginning date of additional coverage.

Daily Coverage Support may be terminated early per TTC request. An authorized Service Request must be received by Contractor three (3) calendar days prior to new end date of Daily Coverage.

4. ASSESSOR/RECORDER/COUNTY CLERK ACCLAIM SPECIAL SERVICE LEVEL (SL) SUPPORT

4.1. Overview

Standard Contractor support coverage for Assessor / Recorder / County Clerk (ARCC) e-Recording comprises of Contractor’s e-Recording Coordination Manager being available via business phone, cell phone, or page during normal business hours, and via cell phone or page, in an on-call status, during non-business hours. ARCC is also provided an updated roster of Contractor Desktop Technicians on-call for after hours and weekend issues.

Contractor shall provide Special SL support for ARCC e-Recording as described herein to support the extremely high volume of e-Recording at designated periods throughout the year.

4.2. Definitions

- 4.2.1. ARCC Month End Event - An extremely high volume of e-Recording is expected the last two business days of each month. During this period, ARCC requires special support of their information technology infrastructure and applications at all ARCC sites.
- 4.2.2. ARCC Holiday Event - An extremely high volume of e-Recording the business day before and the business day after each official County holiday. During this period, ARCC requires special support of their information technology infrastructure and applications at all ARCC sites.
- 4.2.3. 'At the ready'- Refers to a heightened state of preparedness. An individual who is 'at the ready' will be in a constant state of preparedness to immediately respond to ARCC calls, be able to immediately access the County network and applications, and take necessary action(s) required to resolve technical issues.

4.3. Special SL Support Services

Special SL Support Services are defined as follows:

- 4.3.1. Immediate Response - During the period of Special SL support, a problem or outage called in to the Help Desk or communicated to on-site Contractor personnel will result in an immediate response and effort to resolve the problem. This response is delivered by the appropriate Contractor framework(s) and the personnel necessary to restore operation without delay.
- 4.3.2. Escalated Priority - During the period of Special SL support, each Special SL-related ticket is handled as a Severity 1 (S1); however, these tickets do not count S1 for SL calculation purposes.
- 4.3.3. e-Recording Support Coordination - Contractor shall provide an e-Recording Coordination Manager to coordinate all Special SL support services. The e-Recording Coordination Manager is responsible for the coordination of all e-Recording requests and problem resolution activities therefore the designated resource must be qualified to manage all the different frameworks engaged to support e-Recording and must have the authority to escalate tickets and secure necessary resources to resolve any issues.

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- 4.3.4. Applications Support - During the period of Special SL support, the e-Recording Coordination Manager will be ‘at the ready’ during normal ARCC business hours (08:00 to 17:00 PST) and before-hours (07:00 to 08:00 PST) and after-hours (17:00 to 20:00 PST). The Contractor e-Recording Coordination Manager will own the incident until it is resolved and will work in concert with the Incident Manager to drive the issue to resolution. As the owner of the incident, the Contractor e-Recording Coordination Manager will work with any ARCC 3rd party vendor and any Contractor resources necessary and will take ownership of the incident resolution as the primary vendor for the ARCC.
- 4.3.5. Incident Management Support - During the period of Special SL support, an Incident Manager will be ‘at the ready’ during normal ARCC business hours (08:00 to 17:00 PST) and before-hours (07:00 to 08:00 PST) and after-hours (17:00 to 20:00 PST). This elevated support is already funded via the existing infrastructure resource units. The Incident Manager will be immediately available via business or cell phone and will coordinate with the Contractor e-Recording Coordination Manager to:
- i. Immediately assess the situation.
 - ii. Identify and engage the resources necessary to resolve the incident.
 - iii. Open up a technical bridge, if needed.
 - iv. Provide regular status to ARCC, CTO, and Contractor from incident report through incident resolution.
 - v. Ensure that when a multi-user issue is reported, the incident is automatically paged out and Incident Manager is automatically engaged by the Contractor Help Desk.
- 4.3.6. CAC On-site Support - During the period of Special SL support, an on-site Desktop Technician will be physically at the CAC and ‘at the ready’ during normal business hours (08:00 to 17:00 PST) and before-hours (07:00 to 08:00 PST) and after-hours (17:00 TO 20:00 PST) while ARCC is operational. The on-site Desktop Technician(s) will provide immediate analysis and resolution of operational related issues. Regular business hours support is already funded via the existing infrastructure resource units. Elevated, after hours, ‘at the ready’ support will be funded via this Special Level.
- 4.3.7. Database Administrator (DBA) Support - During the period of Special SL support, a DBA resource will be ‘at the ready’ during normal ARCC business hours (08:00 to 17:00

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PST) and before-hours (07:00 to 08:00 PST) and after-hours (17:00 to 20:00 PST) while ARCC is operational. The DBA will constantly monitor the application database during this time. Regular business hours support is already provided and is funded on a time & materials basis, as needed. Elevated, after hours, 'at the ready' support will be funded via this Special Level.

4.3.8. Additional Support - Along with the elevated, 'at the ready' personnel identified above, Contractor's leveraged resources (System Administrators, Server Administrators, Network Personnel, Security Personnel, etc.) already provide 7x24 coverage and will be on-call to provide elevated support for this Special SL. This elevated support is already funded via the existing infrastructure resource units.

4.3.9. Reporting - Contractor will provide the ARCC with AM, Mid-Day, and PM Systems checks of the (1) database, (2) server, and (3) network.

4.4. Notification

The ARCC or the Finance and General Government Group (FG3) Executive Office initiates Special SL Support Services for ARCC Holiday Event or ARCC Special Support Daily Coverage by submitting an IMAR to Contractor. For Fixed Price Support of ARCC Holiday Event, an IMAR must be received by Contractor at least 30 calendar days prior to the date of the Event, with start and end dates specified. For ARCC Special Support Daily Coverage, an IMAR must be received by Contractor at least ten days prior to start date of the Special SL Support Daily Coverage period, with both the beginning and ending dates specified. In the event that ARCC wishes to terminate Special SL Support Daily Coverage earlier than requested, an IMAR must be received by Contractor at least three days prior to the new end date, with new end date specified.

END OF SCHEDULE