



## Scope of Services

**Vendor:** Fiscal Experts, Inc., a California Corporation, (doing business as the Time Study Buddy) located at 5350 Dunlay Drive, Suite 2716, Sacramento, California 95835.

**Platform:** The **Time Study Buddy™** is a web-based time study “service.” The hardware and software are maintained and hosted by the Vendor. The Customer’s workers access the Vendor’s Platform using a computer with Internet access and a supported Internet browser. Browsers currently supported include Internet Explorer Versions 8, 9, 10, 11, Firefox, Safari, and Google Chrome.

**Billing:** The standard fee is \$25 per worker per quarter. For counties with less than 50 workers the minimum quarterly fee is \$1,250. For counties with over 500 workers the standard fee is reduced to \$12.50 for additional workers. This fee is all-inclusive. Customers are billed on the 15th day of the middle month of each quarter. Payment is expected within 30 days.

### **Customer Responsibilities:**

- Provide one Primary Contact.
- Add and maintain worker accounts.
- Train workers how to administer and use the Time Study Buddy to complete their time studies.
- Provide workers with time study instructions.
- Use the Time Study Buddy to prepare reports needed to manage and complete their quarterly claim.
- Use the Time Study Buddy only for the purpose intended, and limit this use to within their organization.

**Primary Contact:** The customer’s Primary Contact is responsible for learning the features of the Time Study Buddy and serves as the first line of support for Customer questions. The Vendor trains and supports the Primary Contact on an as-needed basis.

**Customer Data:** The Customer inputs its Data into the Time Study Buddy. The Vendor maintains the Customer’s Data in a secure and confidential environment, and provides the Customer with access to its Data via downloadable Excel reports.

### **Vendor Responsibilities:**

- Assist the Customer with the initial setup.
- Provide updates to the Time Study Buddy free of charge.
- Ensure the Time Study Buddy is free of bugs and maintain an uptime of at least 99.9%.
- Perform scheduled maintenance of its hardware and software outside of normal business hours.
- Comply with all State and Federal regulations and guidelines.

**Security:** The Vendor’s servers are co-located in San Luis Obispo with the Digital West Networks Data Center, which complies with PCI Data Security Standards Level 1. The Vendor’s code and data use a 256-bit key Advanced Encryption Standard, and comply with ISO/IEC 18033-3.

**Backups:** The Vendor maintains real-time backups to N+1 redundant servers and hard drives, and daily backups at two off-site locations.

**License Agreement:** The Vendor uses the “Software as a Service” (SaaS) model in which it uses its Platform (the Time Study Buddy - consisting of hardware and software) to provide a “service” to the Customer via the Internet. A software license agreement is not required because the Customer does not have access to the Vendor’s software.

**Termination:** The Customer may discontinue using the Time Study Buddy at any time and for any reason without further financial obligation, other than for services already provided.