

Service Definition Document

- what the service is
 - CobbleStone Software provides a highly configurable commercial off the shelf Contract Management and eProcurement Software Solution. CobbleStone Software has over 1,100 clients spanning the public and private sector across many different industries. CobbleStone's Contract Lifecycle Management Software is a highly configurable system that allows organizations to manage any type of contract, committal and/or obligation with configurable workflow processes, document templates, alerts and notifications, user-defined fields, ad-hoc and custom reports, and much more.
- the levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans
 - CobbleStone Software's SaaS Hosting is provided by the Google Cloud Platform and is fully redundant with nightly backups and disaster recovery to an offsite, geographically separate datacenter. CobbleStone's primary SaaS datacenter is in South Carolina, USA with backups and disaster recovery located in Iowa, USA. CobbleStone Software also offers datacenter options for Canada, Europe, and Australia if preferred by the client.

CobbleStone's datacenter includes nightly and weekly backups of all customer databases, with backups being maintained on a rolling 30-day basis. In the event of a regional outage, data is recovered in the offsite center within 24 to 72 hours, commensurate with disaster severity. SaaS Clients can request one copy of their system's data in a backup format once per annual term at no additional cost. Additional requests can be accommodated with each being priced separately. CobbleStone also offers the Onsite Backup Manager (priced separately) which provides clients with scheduled backups of their system data on their own servers. This data is typically provided in MS Excel format and structured file folders for electronic files/attachments.

- any onboarding and offboarding support you provide
 - CobbleStone Software provides each client with a variety of account and implementation representatives to assist with their account. Each client is provided with an Account Manager who assists clients in the evaluation and onboarding process to ensure thorough evaluation, provide detailed information associated with client requirements, and assist with smooth transition to the implementation process. The Account Manager will also assist with the post execution/implementation activities, including client check-in, assist with client

questions, demo new features and additional modules, prepare requested changes to contract, and coordinate negotiations.

CobbleStone also provides each client with a variety of implementation resources to assist with the setup and configuration of their system based on required configurations and services purchased. Each client is provided with the following:

- Training Coordinator
 - Implementation Specialist
 - Integration Specialist (if integration services are purchased)
 - Data Migration Specialist (if data migration services are purchased)
- service constraints like maintenance windows or the level of customisation allowed
 - Contract Insight Enterprise is a web-based application, which may be accessed on mobile devices with an internet connection and modern web browser (i.e., Google Chrome, Edge, Firefox, Safari, etc.). The system provides an optimized, responsive user interface, which adjusts the user experience based on the screen size of the mobile device they are using. CobbleStone also offers an optional mobile application for iOS and Android devices, which provides authorized users alternative option for accessing their system instead of using a web browser.

CobbleStone typically releases between two and three updates/versions of Contract Insight Enterprise Software annually. CobbleStone also releases patches if needed. CobbleStone follows a streamlined approach for clients wishing to upgrade to the newest release, beginning with the creation of an update/upgrade ticket in CobbleStone's Online Support Ticketing System. Once the ticket has been created and the release is ready, CobbleStone's service delivery team reaches out to the client to schedule time for updating their production and/or non-production system(s).

Contract Insight Enterprise provides a highly configurable solution which allows authorized users to easily configure and setup the system according to their organization's needs. The system provides configurable security and permissions (either individually or by security groups), configurable fields by contract type with many field type options (with field validation), field groups, add custom defined tables and sub-grids, flexible searching/reporting, configurable workflow based on contract record field values, configurable dashboards and much more. Configuration can be completed by System Administrators within the user interface without the need for IT or CobbleStone intervention.

- service levels like performance, availability and support hours
 - CobbleStone Software standard SaaS SLA assures 99.9% uptime. CobbleStone Software will use commercially reasonable efforts to ensure the reliability and availability of all Services under CobbleStone Software's control; however, due to

Internet complexities and items beyond the control of CobbleStone Software, CobbleStone Software does not guarantee or warrants any specific level of availability to a user's computer. Services credits are defined within the CobbleStone Software Standard Service Levels document and License Agreement

- after sales support
 - CobbleStone Software provides user and technical support for clients with an active annual support and maintenance agreement. If the software is hosted by CobbleStone (SaaS), annual support and maintenance is included with the annual license subscription. If the software is installed on your organization's servers (Deployed), annual support and maintenance is an annual recurring pricing item.

CobbleStone Software provides support levels up to 24 x 7 x 365 user and technical critical support via telephone, email, and customer care portal. Standard hours of support are 8 AM to 8 PM Eastern Time Monday through Friday, exclusive of US Federal Holidays. Standard emergency supports includes 24-hour, 7-day support for mission critical problems with a targeted response time consistent with problem severity as designated by CobbleStone Software. CobbleStone Software does not outsource support services, rather we employ a support staff of customer representatives. CobbleStone Software reserves the right to provide next day response to non-emergency issues. CobbleStone's typical response time to customer support inquiries is within 30 minutes.

CobbleStone also offers focused optimization work sessions throughout the annual term to assist clients with the system. The goal of our client optimization sessions is to assist your team with areas of the system that may be underutilized and assist with how this area could be used to benefit your team. Ongoing group online training sessions are also available with free registration. Dedicated ongoing onsite or online training services are also offered; however, these professional services are priced separately.

- any technical requirements
 - CobbleStones Contract Insight is a web based software solution that can be accessed through a modern web browser.
- outage and maintenance management
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This data is typically provided in MS Excel format and structured file folders for electronic files/attachments.

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- hosting options and locations
 - CobbleStone's primary SaaS datacenter is located in South Carolina, USA with backups and DR in Iowa, USA. CobbleStone Software also offers datacenter options for Canada, Europe, and Australia if preferred by the client. Please see below for details.

Datacenter	Primary Location	Backup/DR Location
USA	South Carolina, USA	Iowa, USA
Europe	London, England	Frankfurt, Germany
Canada	Montreal Zone One	Montreal Zone Three
Australia	Sydney, Australia	Melbourne, Australia

- access to data (upon exit)
 - CobbleStone does not claim ownership of client data. In the event of non-renewal or cancellation of the agreement, CobbleStone will provide your organizations with a full extract of metadata and electronic files/attachments uploaded by your team. The extracted meta-data will be in spreadsheet (XLSX) format and will have the fields as the column names and record meta-data in the spreadsheet rows (exactly how the spreadsheet would be set up when importing data into Contract Insight). For the files that were uploaded/attached to records (company records, PO records, request records, contract records, solicitation/eSourcing records, etc.) they will be provided back to you in their native format (i.e. if the file was uploaded into Contract Insight as a PDF then it will be in PDF format when extracted) and will be sorted into folders where the folder name is the ID of the record the file(s) are associated with. Once the data is extracted CobbleStone will

send a link to download the folder of extracted data and then, in a separate email, will send you the password to extract the data from the downloaded folder. The link to download the data will be available for you to use for approximately 90 days unless you need for it to be available longer or removed before the 90 days is reached.

- Security
 - If the system is hosted by CobbleStone, each client's database and application are segregated into the application and data layer. Each client receives a dedicated web on the IIS web server and dedicated separate MS SQL Database and web application has a segregated application pool to isolate processing. The standard SaaS offering is logically separate and physical equipment is shared; however, CobbleStone also provides Private Cloud options, priced separately.