

ADDENDUM 1
STATEMENT OF WORK
SmartIQ Software as a Service (SaaS) Subscription Renewal

I. Scope of Services

The Department of Water Resources (DWR) is purchasing SmartIQ SaaS licensing for one year, from February 15, 2026, to February 14, 2027. This will support the SmartIQ SaaS solution originally purchased under DWR's Docusign Enterprise Licensing Agreement.

II. State Representative

Contractor Representative

Name:

Telephone:

Email:

Name:

Telephone:

Email:

Representatives may be changed by written notice to the other party.

III. Contractor's Deliverables

One (1) year of the SmartIQ SaaS subscription, including:

A. Part # SmartIQ_001 (Transaction Allowance, SmartIQ Design Users, & SmartIQ Tenancies) includes the following products:

1. Transaction Allowance – Qty: 100,000
2. SmartIQ Design Users – Qty: 5
3. SmartIQ Tenancies – Qty: 4
4. SharePoint Connector
5. SFTP Connector
6. ODATA Connector
7. CMIS Connector
8. Docusign Connector
9. Premium Support (Gold SLAs, 24x7)

IV. Contractor's Tasks and Responsibilities

A. Severity Level Definitions

1. **Severity 1 (System Unavailable):** A catastrophic failure of the Smart Communications solution in the Production environment (*Example: The Smart Communications Product Engine will not process any requests*).
2. **Severity 2 (Severe Impact):** A severe problem with Smart Communications causing serious disruption to customer's use of the solution in a production system (*Example: The Smart Communications production system is unable to process specific document requests, for several important document templates*).
3. **Severity 3 (Moderate Impact):** A moderate problem with the Software which causes the Software not to operate as designed having only a moderate impact on customer's use of software but can be temporarily solved by a workaround

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(Example: The server is processing some requests incorrectly or is causing moderate delays in the processing of production workarounds).

- 4. Severity 4 (Minor Impact):** A minor problem or general query with the solution *(Example: There is an intermittent or low impact issue which is causing problems with the use of the software, such as incorrect formatting on a document).*
- 5. Severity 5 (Question/Enhancement):** A minor problem with the solution which is logged and closed as a request for enhancement to be considered for incorporation in a future release *(Example: A question relating to the configuration and use of the software).*

B. Service Level Commitments

Response Time Objectives (Premium Gold, 24/7/360 Availability)

Severity Level	Response Time	Resolution
Severity 1	1 hour	48 hours
Severity 2	2 hours	10 days
Severity 3	8 hours	30 days
Severity 4	5 days	Future Release
Severity 5	10 days	Future Release

V. Acceptance Criteria

- A. A software system solution that is fully functional, operable, and meets the requirements that DWR has identified.
- B. If service/deliverable is not accepted, DWR shall provide the reason in writing with 2 business days of receipt of the deliverable and the Contractor will verify and make agreed upon adjustments.

VI. State Responsibilities

- A. DWR will provide contacts for licensing and support communications.
- B. DWR will communicate directly with contractor's support teams.

VII. Payment

- A. Payment terms are Net 45 days, in accordance with the California Government Code, Section 927.
- B. License subscriptions will be paid annually during the renewal year.