City of Carson, CA

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EXHIBIT 3

EXECUTIVE SUMMARY

At the ACTIVE Network, **we power the world's activities and connect people with the things they love, want, and need to do.** Our solutions go beyond software technology to not only help you centralize operations, improve access to participants, increase efficiency with your staff, but also transform your arts organization.

ACTIVE has the experience and resources for long-term viability. We started in 1999 and have grown to be a global company, supporting more than 42,000 organizations across our 13 offices with more than 2,100 employees. At ACTIVE, we strive to help our customers increase participants, manage their programs, and build stronger communities.

Proposed Solution

ACTIVE Net, our proposed fully hosted, web-based Software-as-a-Service (SaaS) solution gives your team on-demand access to your organization's data from any computer with an internet connection. ACTIVE Net supports an unlimited number of workstations, users, and concurrent users within the application. It also supports an unlimited number of online registration sessions so your customers have access to your offering 24/7.

You benefit financially from this offering because there are no software license fees, annual maintenance costs, or online user costs to budget. In addition, there are no additional technical support or upgrade costs, as these are all built into our SaaS pricing model. The only initial costs are for the implementation services outlined in the proposal. The implementation services empower your staff throughout the five stages of implementation so they can operate your organization smoothly after the transition.

Why ACTIVE?

Attract New Participants

An advantage of ACTIVE Net is that all of your programs, memberships, and camps are added to the *ACTIVE.com* portal, so you can extend your reach in your community without any additional cost or effort. Many vendors help their customers manage their data, but what is unique about ACTIVE is our ability to help you **attract participants** through our *ACTIVE.com* and *ACTIVEkids.com* web properties along with integrated marketing tools.

ACTIVE Net allows participants to view and book programs and facilities online. As a result, our clients have seen an average **5% improvement in overall participant registrations** for facilities and registrations

SOLUTION OVERVIEW

Membership Management

Quickly and efficiently fulfill member requests, providing a better member experience

Promote member interaction and retention with customized emails and offers

Provide the convenience of online membership purchases and renewals

Quickly generate detailed membership, demographic, and historical comparison reports

Online Access

Customize your public access website with colors, images, links, and information

Make all activities available to online registration and facilities available for reservation

Communication and Marketing

Build brochures, catalogues, and newsletters with the Catalogue Export tool

Create custom lists based on age, location, history and more to improve targeting

Visit the eMarketing Center for tips, templates and one on one marketing advice

Send text messages for updates and promotions to organized lists instantaneously

Program Registration

Manage registrations, private lessons, withdrawals, and waiting lists

Make faster, better-informed decisions using a variety of automated reports

Point of Sale

Customize your POS interface designs including buttons

Use for drop-in activities, equipment lending, and fines

Resource Reservations

Allow participants to view availability and to request or book online

View area maps and the bookable items nearby (e.g. field)

Schedule courts, meeting rooms, picnic shelters, gyms, lockers, equipment, and more

Set Scheduling Calendars to view multiple facilities at once by day, week or month

League Scheduling and Management

Register players, assign them to teams and securely collect fees online

Track all game results with home and away team scores, ties, and postponement details

Create balanced league schedules with built-in site and team conflict rules

Provide online, text and email updates for parents to keep up with league information

Fund Raising and Development

Create and post an online donation form to securely collect funds 24/7

View progress, top donors, prospects and more through an easy drag and drop builder

Set a goal and automatically update progress through an online graphic

View donor information, goal progress, and financial reports to track results

Child Care

Offer parents the convenience of online enrollment

Track special medical alerts and pick up and drop off authorizations

Set up recurring fees and payments based on child care schedules

Generate attendance lists and enrollment and revenue reports

IMPLEMENTATION, TRAINING AND SUPPORT

ACTIVE offers technical support, 24x7x365 for system critical technical support. We also have a dedicated account management team to help with non-technical needs. Plus, during your upgrade to ACTIVE Net you'll have a dedicated consultant to help you through the entire implementation.

Methodology

ACTIVE Net implementations operate within the framework of the Project Management Body of Knowledge as advocated by the Project Management Institute and leverage industry best practices gained through more than 30 years of market-leading experience.

As part of your implementation, you are provided access to project management software called Basecamp that is used to manage the schedule and associated tasks for the project. Responsibilities are defined clearly by assigning owners to tasks. Basecamp is also the repository for all documentation associated with the project so your team, as well as your consultant, have shared access to information needed by all parties. An orientation to Basecamp as well as login credentials are provided during the project launch meeting.

Implementation and Training

ACTIVE Net implementation provides the users with the greatest overall advantages for learning the system. Effective training allows successful use and desired outputs of any solution. It's through effective training that key persons (those who will be using the system themselves as well as training future staff) become comfortable and confident using it and are able to experience and make use of the full depth and breadth of the product.

Training focuses on the system administration functions specifically related to effectively managing your operations with ACTIVE Net.

Our consultants work with your team to ensure your organization will be ready to take advantage of all ACTIVE Net has to offer through the five phases of implementation.
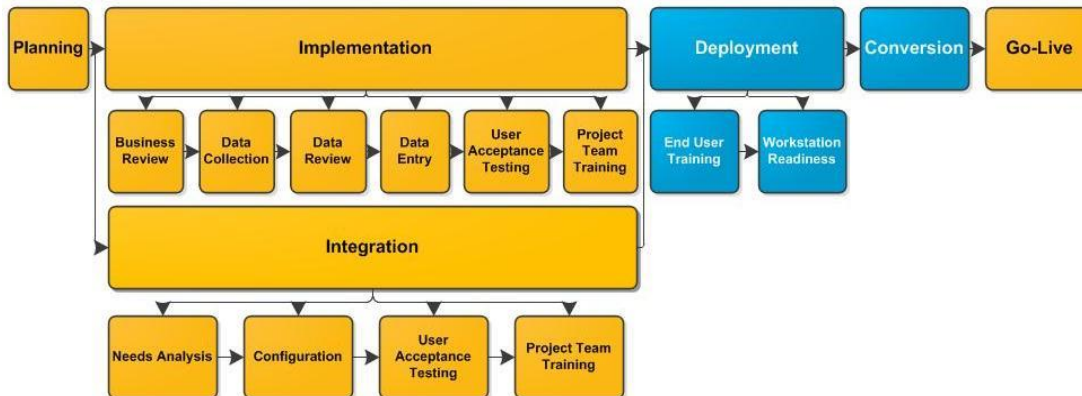
Planning – Discuss objectives, review agenda, refine project scope, identify project team, and address technical requirements.

Implementation – Each phase will be performed with guidance of a consultant

- **Business Review** – Review business rules against industry best practices and prepare for data collection
- **Data Collection** – Capture your organization's inventory in data collection forms
- **Data Review** – Review completed data collection forms with your consultant
- **Data Entry** – Entry of organization's inventory into ACTIVE Net. To be performed by ACTIVE's data analyst team
- **User Testing** – Validate system operations against business needs
- **Project Team Training** – Train project team on full system operation and develop an end user training plan.

Integration – Each phase will be performed with guidance of a technical consultant

- **Needs Analysis** – Assess business requirements
- **Configuration** – Build integration as per business requirements
- **User Testing** – Validate system operations against business requirements
- **Project Team Training** – Train project team on system operation

Deployment – Each phase will be performed by members of your project team

- **End User Training** – Project team trains all end users on system operation

- **Workstation Readiness** – Configure all workstations to ensure readiness with ACTIVE Net system requirements

Go-Live! – Successful use of the ACTIVE Net system as part of your day-to-day business operations

Advanced Service Package

Service level Advanced is reserved for enterprise customers who have a strong desire for onsite services. Service level Advanced consists of:

- **Business Process Review**

  The Business Process Review is a meeting that assesses the accounting and IT aspects of the implementation. A review of the data assessment sheet, a document that contains pertinent questions on current business practices, is also addressed during this meeting

- **Senior consulting services**

  Senior consulting services are delivered by our Enterprise Consulting team. This team represents our most seasoned agents.

- **Bi-weekly two-day engagements**

  Services are conducted as bi-weekly two-day engagements. With this approach the consultant will engage your organization on the same two consecutive days every other week for the duration of the project.

- **Remote and onsite services**

  A combination of remote and onsite services are offered with this service package. Remote services are conducted using conferencing and desktop sharing software. Onsite services are conducted onsite at your premises.

- **Train the trainer services**

  Train the trainer services are delivered by the consultants. Training sessions focus on providing your trainers the knowledge to train staff on system operations.

- **Data entry services**

  The data analyst team delivers data entry services. Data entry includes the entry of all policy controls and inventory items required for Go Live.

- **Training materials**

  Training materials include both quick reference guides and a training manual. Quick reference guides provide step-by-step instructions to guide users on best practices for commonly used functionality. The training manual provides a curriculum on end-user training of ACTIVE Net best

practices.

- **Basecamp login**

  The Basecamp login provides access to an online project management tool that offers a central environment for tracking project activity and storing project artifacts.

- **Go Live Preparation**

  The Go-live Preparation meeting is designed to address any outstanding issues associated with the upcoming go-live as well as prepare the client for the rollout of the ACTIVE Net. Topics include strategies around end user training, deployment and conversion. Key post go-live contacts from ACTIVE such as the Account Manager and Support will also be introduced during this meeting

Based on this proposal and the number of functionalities requested, below is the anticipated schedule for your training.

Schedule		
Initiation	Project Launch	Project Launch
Week 1	Project Launch Review, General Settings Launch	Onsite
Week 3	General Settings Review & Module Launch 1,2&3	Remote
Week 5	Module Launch 4,5,&6	Remote
Week 7	Module ALL Data Sheet Review	Remote
Week 9	Module 1,2&3 UAT	Onsite
Week 11	Module 4,5&6 UAT	Remote
Week 13	Module ALL UAT	Remote
Week 15	Module 1,2&3 Training	Onsite
Week 17	Module 4,5&6 Training	Remote
Week 19	System Training	Remote
Week 21	Go Live Prep	Remote

Available Support

- ACTIVE's customer support analysts accessible via phone, messaging, and email
- Self-service support:
  — Searchable knowledgebase
  — User guides & Online forums
- Online Services Team and eMarketing Center
  — Tips and templates for promoting online registration through email campaigns & website optimization
- Launch Consultants
  — Complimentary one on one engagements to plan your digital marketing strategy and execution
  — Tips and Templates for driving optimal conversion

Account Management

All of our software partners have a dedicated account manager assigned as your main point of contact throughout ACTIVE. Their role is to help support you with market knowledge and as a non-technical point of contact to help with all of your needs.

Support Tiers

At ACTIVE Network, we are committed to helping you drive participation and increase engagement across your community with ACTIVE Net-- our premier recreation and membership management solution. Achieving these goals also requires the best in-class technical support available. Whether you have a quick question or need personalized guidance from a dedicated expert, our support plans are flexible enough to fit your requirements and address any situation.

Choose a support package to fit your needs:

Standard	Advanced	Enterprise	Enterprise-TAM
Self-help at your own pace is made easy through access to the knowledge base and built-in product help	*Resolve issues faster through the support channel that suits your business needs*	*Designed for leading-edge organizations with complex requirements*	*Unparalleled expertise and support for organizations requiring a customized experience*

Features	Standard	Advanced	Enterprise	Enterprise-TAM
Unlimited number of support requests	✓	✓	✓	✓
24/7 access to online customer portal	✓	✓	✓	✓
24/7 emergency phone support	✓	✓	✓	✓
24/7 web/email case submission	✓	✓	✓	✓
Target email response time	24+ hours	24 hours	4 business hours	4 business hours
Learning Management System (# of users)	5	15	50	50
Live phone support during business hours		✓	✓	✓
Priority phone support			✓	✓
Rush event support			✓	✓
Technical Account Manager direct line				✓
Technical Account Manager on site support				✓

SOFTWARE AS A SERVICE

One of the challenges that many organizations face today is doing more with less. That is especially true in today's economy. Our Software as a Service (SaaS) model provides organizations with an affordable way to meet this challenge enabling them to focus their resources on providing their services to their communities.

The key difference between ACTIVE's SaaS model and the traditional software license/maintenance model is that ACTIVE's success is directly tied the success of your organization. Our model ties us to the success of your customers, so we have a much stronger vested interest to your success and supporting your needs.

No License or Support and Maintenance Fees

With ACTIVE's SaaS model, all of the traditional expenses with purchasing software such as the licensing and annual maintenance for technical support and hosting facilities are bundled into a single technology fee. There is no limit to the number of users, workstations, facilities or locations, you can grow into, so the solution will scale with you at no additional cost.

Upgrades are Timely, Seamless and Free

Unlike traditional software, where upgrades happen annually or every six months, ACTIVE continuously pushes new features and updates to our solutions. In addition, having a flexible cloud based solution like ACTIVE Net allows us to release 3-4 full upgrades per year without any additional cost or downtime for you.

Low Cost of Entry

Deployment of a fully web-based solution is faster and more cost effective since there is no infrastructure to maintain, no redundancy measures to plan for and little IT time involved. ACTIVE hosts the application and is responsible for ensuring it is secure and PCI compliant – both of which can be costly to any organization.

Online Registration	Software Licensing & Maintenance	Product Upgrades
ACTIVE will help you with online adoption to ensure your online registration site gets the most traffic possible.	Our software supports unlimited users and locations.	ACTIVE manages all updates and upgrades so there's no additional work for you.
Support	**Infrastructure Costs**	**PCI Compliance**
ACTIVE offers unlimited technical support, 24x7x365 system critical technical support, and a dedicated account management team to help with non-technical needs.	ACTIVE hosts and manages the IT infrastructure in SSAE 16 compliant and top level, tier IV data centers, which means peace of mind and lower costs for you.	ACTIVE maintains PCI Level 1 compliance, taking the responsibility for risk and validation requirements at the point card data is entered into ACTIVE Net.
Payment Processing	**One-Stop Shop**	**Predictable Processing Costs**
ACTIVE Net includes credit card processing for all transactions regardless of brand, rewards, or type used.	ACTIVE provides the application, hosting, and payment processing. Includes all gateway, authorization, 'card-not-present' and interchange fees.	Our rates do not change by the card brand or type used (rewards/affinity programs).

SOFTWARE AS A SERVICE FEES

As a fully-hosted technology, ACTIVE Net virtually eliminates the need for costly software and IT infrastructure investments.

Staff Interface Technology Fees	
Technology Base Fee	2.26%
Additional Fee for Credit Cards	3.00% (5.26% total)
Additional Fee for ECP	0.50% (2.76% total)
Staff Interface CASH / CHECK Transaction Example:	
Class / Program Fee:	$100.00
Standard Technology Fee:	$2.26
Participant Pays:	$100.00
Organization Nets:	$97.74
ACTIVE Collects:	$2.26
Staff Interface CREDIT CARD Transaction Example:	
Class / Program Fee:	$100.00
Standard Technology Fee:	$2.26
Additional Credit Card Fee:	$3.00
Participant Pays:	$100.00
Organization Nets:	$94.74
ACTIVE Collects:	$5.26

Safe, Secure and Fully-Hosted

ACTIVE owns and maintains the entire databases and web server infrastructure hosting your ACTIVE Net solution, meaning low-cost automation for your team. We provide our own merchant account (so you don't have to), securely process all online and offline transaction and safely store your data.

Staff-Interface Transactions (Walk-In, Phone-In, Mail-In)

Each offline transaction (those entered into ACTIVE Net by your staff) is assessed the technology fee.

Public Interface Transactions (Self-Serve Online)

Each Online transaction (entered by your customers through the self-serve Public Access website) is assessed an Online Processing Fee, which is made up of the technology fee and a credit card processing fee. Depending on your community and your organization, there are three (3) ways your customers handle the Online Technology Fee:

1. Pass the processing fee on to the participant
2. Organization absorbs 100% of the processing fee
3. Organization splits processing fees with participant

Public Interface Transaction Fees	
Online Processing Fee:	5.26%
Public Interface Transaction Example:	
Class / Program Fee:	$100.00
Online Processing Fee:	$5.26
Participant Pays:	$105.26
Organization Nets:	$100.00
The ACTIVE Network Collects:	$5.26

QUOTE CONTACT INFORMATION

Company Address	717 North Harwood Street		
	Suite #2500	Created Date	03/27/2019
	Dallas, Texas		
	75201	Quote Number	02640008
	USA	Currency	USD

Prepared By	Jace Fecht
Email	Jace.Fecht@activenetwork.com

Bill To Name	City of Carson, CA		
Bill To Contact	Idris Jassim Al-Oboudi	Ship To Contact	Idris Jassim Al-Oboudi
Bill To Address	22400 Moneta Avenue	Ship To Address	22400 Moneta Avenue
	Carson, CA		Carson, CA
	90745		90745
	United States		United States

PROPOSED SOLUTION

Schedule		
ACTIVE Net - Primary Transportation (to be reimbursed based on actual cost incurred)	Quoted prices for onsite services do not include the costs of transporting Active Network resources onsite. If onsite services are required, economy primary transportation costs (eg. Airfare, train fare, or mileage) will be assessed and invoiced separately. Onsite services are billed in minimum, 8 hour daily increments.	$0.00

ACTIVE Net - Service Package Advanced 6	ACTIVE Net Service Package Advanced 6 consists of the following Services: • onsite business process review • remote functionality review & data collection preparation • remote data collection review • remote data entry (inventory and policy controls) • onsite & remote user testings • onsite & remote train the trainer training • remote Go Live preparation • remote hardware configuration The scope of Services is contained to the 6 functionalities listed below. 50% of total Service costs will be billed at Service initiation, payable within 30 days of the date of invoice. 50% of total Service costs will be billed at Service completion, payable within 30 days of the date of invoice.	$52,100.00

Included Functionalities

Customer Management

Communication – Emailing, Texting, etc.

Public Access (Online Registration)

Marketing/Email Tools

Reporting

Purchased Functionalities

1. Facility Reservation
2. Activity Registration
3. League Scheduling
4. Equipment Lending
5. Memberships
6. Daycare

Technical Services	Quantity	Unit Price	Extended Price
ACTIVE Net - Technical Services: Financial Export	1	1,400.00	$1,400.00
ACTIVE Net - ACH Remittance- Every 2 weeks	1		$0.00
ACTIVE Net - Technical Services: ACH Remittance	1		$0.00

Services Total: $1,400.00

3rd Party Hardware	Quantity	Unit Price	Extended Price
ACTIVE Net - IPP320 Debit Pin Pad	3	$460.00	$1,380.00

Hardware Total: $460.00

SaaS	Fee
ACTIVE Net - Public Interface Fee Set up - absorbed by client	
ACTIVE Net - Staff Interface - Technology Fee	2.26%
ACTIVE Net - Public Interface - Online Transaction Fee	5.26%
ACTIVE Net - Staff Interface - Payment Processing Fee - Credit Card	3.00%
ACTIVE Net - Staff Interface - Payment Processing Fee - Electronic Cheque/Check Processing	0.50%
ACTIVE Net - Support Advanced Package	
ACTIVE Net - (credit card refunds - flat fee)	$0.10

Quote Summary	
Total Services Costs	$52,100.00
Technical Services	$1,400.00
Maintenance Costs	$0.00
Total Third Party Hardware Costs	$1,380.00
Total	$54,880.00

All fees described herein are in consideration of the Software and Services that ACTIVE provides. ACTIVE and Client acknowledge that certain credit card network rules and laws prohibit imposing a surcharge that is based on the type of payment method used (e.g., having a different fee for the use of a credit card vs. debit card), and therefore, each agree not to impose such a surcharge on any end user.

The payment options we offer may include MasterCard, Visa, American Express and Discover.

If your order includes hardware, please note that all hardware orders have a 30-day return policy, and it is recommended that you inspect your purchases upon delivery.

*Sales tax and shipping not included in total price. Sales tax and shipping, where applicable, will be added to your invoice.

THIRD-PARTY HARDWARE

The following is a list of supported peripheral hardware that may be needed by your organization when using the Membership and Point of Sale features of ACTIVE Net. You are welcome to purchase hardware from other sources, however our Support team is only required to answer hardware-related questions if the devices were purchased through ACTIVE.

The only piece of hardware that is required and must be purchased from ACTIVE is the Ingenico IPP320 credit card processing terminal for staff-entered transactions. These devices are encoded specifically for ACTIVE Net to encrypt and protect your customers' information and credit card data. PCI regulations require secure credit card entry devices to maintain the security of cardholder data and PCI compliance.

Unit prices are subject to change.

Credit Card Mechanisms	
Ingenico IPP320 – Pin Pad *EMV – Chip & Pin Credit Card Reader	$460.00

Digital Signature Pad for Waivers	
Electronic Signature Pad Color 5.7 in (Dual Serial / HID USB Backlit) with Software	$597.50
Tilt Stand	$157.50

Membership Hardware	
DataCard SD260 ID Card Printer	$1,395.90
UltraCard PVC Cards, 30mil, 500 count	$46.20
SD 260 – Green Color Ribbon YMCKT 500 cards	$137.50
Datacard Alcohol Cleaning Card Kit 10/pack	$8.80
Metrologic M9520 Barcode Scanner	$174.90
Honeywell Orbital Scanner USB Pass Validation (MK7120-71A38 – USB)	$321.10
Honeywell MK7580 Genesis Imager, 110V Stand build-in, USB *for smartphone scanning	$453.00
MK7580 Cable, USB, Black	$25.00

Microsoft LifeCam HD-3000		$55.00
Microsoft LifeCam		$93.50

Point of Sale Hardware

EPSON T-88V Thermal Receipt Printer	$354.20
Thermal Receipt Paper	$93.50

APG Series 4000 Cash Drawer	
Connects via the Thermal Receipt Printer	$189.20
Connects directly to the workstation	$245.30
Under Counter Mounting Bracket	$38.50

DATA CENTERS AND SECURITY

Maintaining a Software-as-a-Service (SaaS) environment with market leading availability and security is a core strength of ACTIVE, and it's what sets us apart from other vendors. We maintain a private cloud in a state-of-the-art data center and application infrastructure that is supported by a team of highly skilled, highly trained, technology professionals to keep your data always safe, secure and available.

Our primary data center is designed to meet the Uptime Institute's Tier IV data center standards and incorporates multiple, active power and cooling distribution paths, has redundant components, and is fault tolerant; providing 99.995% availability of those functions. In the event of any local/regional blackouts or disaster, the data center would continue to provide uninterrupted access. All of our Datacenters hold a current SSAE16 certificate, which can be provided upon request.

Security

Data center facilities have security guards on site 24x7. Closed circuit surveillance cameras have been installed on the interior and exterior of the buildings, as well as covering each colocation floor of the facilities. Video from these cameras is monitored locally and digitally recorded to disk for later review. The datacenter is monitored around-the-clock by operations staff.

Customers wishing to access their servers must present valid identification (e.g., driver's license) to the security guards at the facility and be on a list that allows their access. Once their identity and access authority has been confirmed, the customer will be given the key to their rack and unescorted access into the colocation section of the facility. Electronic key readers have been installed at every entrance to the facilities. Every cabinet in the data center is locked and access is controlled by the on-site security guard's key management system.

At present, ACTIVE's data centers implement five layers of physical security:

1. Perimeter: Blast walls, locked gates, no clear avenue of approach/entry, and lack of exterior signage.
2. Exterior Walls: Reinforced concrete with a minimum of reinforced, alarmed doors, perimeter video cameras, entry to lobby requires verification against an authorized list.
3. Mantraps: Once inside the lobby, steel mantraps block entry to the data center.
4. Manned Access Control: Access beyond the mantrap requires ID and biometric authentication controlled by 24/7-armed guards. Additional audio and camera surveillance are implemented.

5. Caged Spaces: Within the data center, all ACTIVE Network operated equipment is separated and contained within an individually locked and monitored cage.

Security staff members at our primary datacenter are hired with military and security experience and complete an extensive training period, which includes security system instruction, procedure and policy instruction, and non-lethal weapon training.

Network Security

Digital traffic into and out of the facility goes through multiple layers of firewall and denial-of-service hardware based protection using best-in-class equipment from manufacturers such as Juniper and Cisco. All network communication to the ACTIVE Network equipment is via SSL cryptographic protocol. This ensures information is secured at the transport layer, end-to-end, using 128-bit encryption keys. Application and data servers for each of our environments reside in their own segmented network environment, separated from network access by a DMZ that is protected by our own double layer of enterprise class firewalls.

Our team of Certified Information Systems Security Professionals (CISSP) uses a comprehensive suite of software and hardware tools to inspect network activity, watching for and protecting against any external threats.

Data Security

All customer account information is encrypted in the database and strong passwords are enforced by the application interface. Data access is only allowed through specific service accounts that have server and process specific permissions.

Our integrated application security architecture prevents anyone but the customer from accessing their data. This security model is reapplied with every request and enforced for the entire duration of a user session.

Systems Security

Our information security team is constantly apprised of new vulnerabilities from our technology vendors and security forums. Frequent infrastructure scans also serve to detect and notify staff of potential risks in our environment. Upon discovery, new risks are ranked in accordance to the National Vulnerability Database Common Vulnerability Scoring System. Remediation is prioritized according to the risk and can be fully tested and deployed within a matter of days if needed.

Anti-virus software is used on all company computers and servers and managed via a central management console that continually keeps the software and virus definitions up-to-date.

PCI Compliance

The PCI standards cover everything from network security, to application security, to background screening of our employees. We participate in Visa's Payment Card Industry (PCI) data security standards compliance audit and hold the highest available certification, a Level 1 Payment Processor Certification for all our payment processing.

Operations

Monitoring and Response

All systems required for supporting the application and services are fully monitored by a suite of tools. We perform monitoring, alerting and notification on multiple tiers of the technology architecture.

- Core Infrastructure Monitoring – Our entire technology stack is monitored 24/7.

- **Customer Experience Monitoring** – We implement a separate third party service that continuously tests our web facing products for key functions from a variety of geographic locations, beyond our own data centers. Should error conditions occur in any of our monitoring tools, alerts are immediately forwarded to engineering staff for investigation and resolution.

- **Network Operations Center** – We operate our network operations center (NOC) that is fully staffed 7/24/365.

Data Protection and Recovery

We protect critical customer data contained in the database with backups on a regular basis throughout each day. We replicate both nightly incremental and full backups to a secondary server within the local data center for online storage, and create tape backups for offsite storage. Online storage allows duplication of data to occur in near-real time versus the hours or days it may take to recover from tape-based media only.

All systems and services have the confidence of maximized uptime through the following:

- Fully redundant data center facilities
- Replicated databases, redundant servers as well as offsite data storage
- Production data protected by continual real-time mirroring, replication and digital backup
- Uninterruptible power supplies and generator backup for all production systems
- Back up timing:
  - Transaction Log – Every 10 minutes
  - Incremental Backup – Nightly
  - Full Backup – Weekly
  - Backup Storage – Every 2 months

MINIMUM REQUIREMENTS FOR ACTIVE NET

ACTIVE Net requires the installation of several third-party applications to run optimally. The following applications* are supported for use with ACTIVE Net.

This list is updated as new versions are released and supported. Updates are provided as part of Standard Release Notes for ACTIVE Net.

ACTIVE Net Admin Portal (AUI) – Staff Interface

- **Microsoft Windows**: Windows 7, 8, and 8.1
- **Java**: version 7 update 76, 8 update 45 and 8 update 51
- **Adobe Reader**: 11.0.06 or later
- **Flash**: 12.0.0.44 or later
- **Browsers**:
  — Internet Explorer: 9, 10 or 11 (IE 9 is not supported for digital signature pads, ACTIVE Nets Insights and taking picture in ACTIVE Net.

ACTIVE Net Consumer Portal (CUI) – Public Interface

- **Microsoft Windows**: Windows 7, 8, and 8.1
- **Apple iOS**: Operating system 8.1 (registration module only)
- **Browsers**:
  — **Internet Explorer**: 10 or 11
  — **Google Chrome**: latest version
  — **Apple Safari**: On iOS devices

CONTACT US

Please let us know if you need more detail on anything presented in this proposal or if you have any questions about ACTIVE or our solution, ACTIVE Net. We are always here to help answer questions.

Sincerely,

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Jace.Fecht@activenetwork.com