

Blackbaud Hosting Solutions Description



Hosting Solutions Provided by Blackbaud

Provided your organization (“You,” “Your” or “your organization”) is current in its material obligations Blackbaud will provide Hosting as detailed in this description (“Description”) for the following Blackbaud Solutions, Blackbaud CRM, Blackbaud Direct Marketing, Team Approach, The Raisers Edge, Blackbaud NetCommunity, The Financial Edge, The Education Edge, Blackbaud Student Information System, ResearchPoint, Altru.

Installation: We will install Software purchased by your organization in our Hosting environment with specifications that meet or exceed the system recommendations and third party compatibility information set forth in our Minimum System Requirements published at <https://www.blackbaud.com/systemrequirements>.

[*See Exhibit B for eTapestry Installation details.](#)

Access: We will provide secure access to the latest supported version of hosted Software via the Internet from a Hosting facility (“Hosting Site”) on a 24/7 basis (excluding Scheduled Maintenance).

Maintenance: We are continuously improving Blackbaud Solutions and apply updates to our Solutions from time to time. Except for new features, such updates are typically transparent to You and will not cause an interruption to your Software or Hosting. There are times when We must reset equipment, install or re-install patches that may cause your Software and/or Hosting to be unavailable. For such instances that are a part of planned maintenance, We will post a notice in your Hosting environment in a location visible to You (e.g., prompt upon login, hosting status page, or homepage) at least 72 hours prior to the planned maintenance activity. In the rare instance where We need to update Software and/or hosting with less than 72 hours’ notice, We will provide You with as much notice as reasonably possible.

Availability:

We commit that the production version of Software in the Hosting environment will be Available at least 99.9% of the time calculated on a monthly basis excluding maintenance as stated above. Should You experience a disruption please notify Us as soon as possible. To be eligible for a service credit, the average Availability for the entire prior month must drop below 99.7% and You must notify Us within 30 days of the end of that month so that We can investigate the issue. We will use Our tools to measure and confirm any reported unavailability.

Upon timely notice of unavailability that qualifies for a credit, We will credit Your next invoice as follows:

MONTHLY UPTIME		SERVICE CREDIT (percentage of monthly fees for Subscription)
Minimum	Maximum	
<=99.7%	>=99.5%	10%
<=99.5%	N/A	20%

Monitor: We will monitor performance indicators on the systems and network infrastructure to gauge the overall performance of Hosting and will take reasonable steps to address systems and network infrastructure as required to maintain application performance. We will use an internal system to measure whether Hosting is available, and You agree that this system will be the sole basis for resolution of any dispute that may arise between Us regarding the Availability.

Backup: We will perform fully restorable data backups for your production database as follows:

Backup Type	Retention	Location
Nightly	1 week	Primary and Secondary
Weekly	4 weeks	Primary and Secondary
Monthly	6 months	Primary and Secondary

You may request delivery of one (1) backup copy of Your production database per month by creating a case with Support. Data backups stored at Our secondary location will be made available to you by Customer Support. For an additional fee, You may request that Your backup be delivered to Our secure FTP once per week, to be downloaded and used as Your business needs demand.

[*See Exhibit B for eTapestry Backup details.](#)

Minor Upgrades and Patches: We will install minor upgrades/releases of the Solution, including patches and/or fixes, as they are made available to Our general customer base at no charge. No less than twice per year, You are required to be upgraded to the highest current minor version of the Solution. Delay or failure to upgrade on schedule may cause an increase in your fees. Refusal to upgrade may cause Blackbaud to terminate Hosting.

Major Upgrades: Upgrades to major releases (e.g., 6.x to 7.x) and related conversions require careful planning and data decisions that must be managed jointly between Us. Installation of major releases will be performed by Blackbaud provided You are a current maintenance customer. Additional services related to conversions to major releases (e.g., data conversion, report and customizations, data cleanup, additional hardware) may be required and are outside the scope of services provided herein. We will support the current version and one previous major version of the Solution. Delay or failure to upgrade on schedule may cause an increase in your fees. Refusal to upgrade may cause Blackbaud to terminate Hosting.

[*See Exhibit B for eTapestry Upgrades and Patches details.](#) **Administrator:** We will provide You with a single administrator user account for secure administrator access. We will also make available to the administrator user tools to create other users for access to the Solution.

Configurations: We will support customizations built by Our Professional Services developers which are built specifically for the Solution. Client-built or third party-built configurations are not supported unless certified to be compliant with Our development and security standards. When applicable, configurations must be first deployed to staging for final validation prior to promotion to production.

[*See Exhibit A for Blackbaud CRM Non-Production Environments details.](#)

Email Solutions Provided by Blackbaud

We will provide the following Email Solutions as specified on the applicable Order Form:

- **Bulk Email Service:** An email message that is sent to one or more recipients at a time specified by You. Examples of Bulk Email include newsletters and blasts.
- **Transactional Email Service:** An email message that is sent to one recipient in response to an action initiated by the recipient. Examples of Transactional Email include donation acknowledgements, opt-in confirmations, and event registration confirmations.
- **Email Forwarding Service:** Reception of email to an email address hosted by Blackbaud and automatically forwarding it to a different email address as specified by You. An example of Email Forwarding is where email sent to JohnSmith@alumni.university.edu is received by Blackbaud and forwarded to JohnSmith@hotmail.com.
- **Domain Name Service (DNS) Configuration and Maintenance:** We will configure and maintain all necessary DNS records to ensure proper delivery of email through Our Solutions and will only do so for domains exclusively used for Our Solutions.
- **Blacklist Monitoring:** We will monitor all private and shared IP addresses used for Email Solutions for inclusion on any of the well-known Blacklists. When an IP address is listed on any of the well-known Blacklists We will take appropriate action to get the IP address removed from the Blacklist.

DDoS Solutions Provided by Blackbaud

A denial-of-service (DoS) attack is an attempt to make a machine or network resource unavailable to its intended users by temporarily or indefinitely interrupting or suspending services of a host connected to the Internet. A distributed denial-of-service (DDoS) attack is where incoming traffic comes from more than one - =unique IP address, either from botnets or via various types of reflection attacks.

In the event of a DoS or DDos attack targeting You, We cannot guarantee continuous Availability without the addition of special protective solutions (“Auto-Mitigation”) intended to mitigate the effect of such attacks. In the event of a DoS or DDoS attack on Your specific IP address(es), We will deploy Auto-Mitigation at Our expense for a period of 24 hours, during which time We will notify You of the DoS and DDoS attacks. Following this 24-hour period, You will have the option to take Your website offline or subscribe to continued Auto-Mitigation at Your expense for the duration of the DoS or DDoS attack. Our Auto-Mitigation Solution is designed, but not guaranteed, to minimize the impact of DoS and DDoS attacks on Your infrastructure by catching and re-routing potentially malicious attack traffic before DoS and/or DDoS reaches Your website. Re-routed data is analyzed and scrubbed to remove malicious packets before being forwarded to Your website.

You are responsible for the following:

Maintenance: Purchase and remain current in one of Our support Solutions.

Primary Contact: Identify an appropriate individual as primary contact with whom We should communicate matters regarding Your Solutions, such as maintenance notifications, and who has the authority to make requests including restoration of data, configuration changes, and release of Your data to both of Us.

System Requirements: All applicable system requirements and recommendations for the Solutions purchased.

Administering Security: Security administration within Our Solutions (e.g., the granting of rights to a user for a specific form in the application). You are also responsible for maintaining user desktops and providing users with network access to the Solutions.

Connectivity: Provide connectivity and security to the Internet for its location(s) for purposes of providing adequate access to Solutions at the Hosting Site. We will not be responsible for the reliability, performance or continued availability of the communications lines, or the corresponding security configurations used by You in accessing the Internet to access Solutions

Integration Between Your Site and Blackbaud: Follow industry standard security methods for any integration between Solutions at Your site and Solutions hosted by Us.

Operational Changes: Notify Us of any changes to Your operations, banking relationships, primary contact, or other information that would require a change in the support, operation, or configuration of the Solutions.

BBPS: Establish an account with Blackbaud Payment Services™ for credit card transactions, if applicable.

Email Solutions:

- Delegate to Us the authority to manage DNS configuration for email domains used by our Solutions, except where You choose to use an email domain provided by Us.
- Do not send unsolicited commercial email (UCE) to an individual's email address unless your organization has the prior affirmative consent of the individual to do so (as that term is defined under U.S. Law within CAN-SPAM), or has obtained the prior consent of the individual in a manner compliant with the European Commission Privacy and Electronic Communications Directive.
- Every Bulk Email that your organization sends must include an opportunity for the recipient to unsubscribe from receiving future emails.
- Do not gather email addresses using surreptitious methods (e.g., scraping or harvesting).
- Notify Blackbaud NetCommunity™ support via email five (5) business days in advance of when there will be any changes to your organization's Mail Constructor Service server IP address to coordinate the IP address transition date and time.
- Use all email domains and sub-domains owned by your organization but configured for use for Blackbaud NetCommunity email Solution exclusively for Blackbaud NetCommunity.

Use Restrictions

Email forwarding web services may not be used for bulk transfers of mail from any source. Our Solutions are intended for individual users only and You may not lease your Solution or its capacity to third parties.

Storage Space

A default maximum of storage space, including the backup and off-site storage and tape retention thereof, is available for You as part of Hosting. The default maximum storage space will be the greater of the number listed below or the storage number specified in the applicable Order Form. The default maximum storage calculation will be based on Your production database size. We will monitor disk usage on a regular basis and will increase Your disk space allocation in 5 GB increments, as per the price schedule in the Order Form, when disk utilization exceeds the next pending threshold.

[*See Addendum B.4 for eTapestry Storage Space and User Count details.](#)

Hosted Subscription	Default Maximum Storage Space
Blackbaud CRM™ Blackbaud Direct Marketing™	80 GB
Team Approach®	120 GB
The Raiser's Edge®	10 GB
Blackbaud NetCommunity™	5 GB
The Financial Edge™	5 GB
The Education Edge™ Blackbaud Student Information System™	5 GB
ResearchPoint™	20GB
Altru	20GB
Files Folder	100 MB per user

Changes to this Description

The terms of this Description are subject to change in Blackbaud's sole discretion. In the event of any such change, We will post a revision of this Description at www.blackbaud.com.

To learn more about Blackbaud Hosting Solutions, visit www.blackbaud.com or contact your Blackbaud account representative.

Exhibit A (Blackbaud CRM)

1 - Non-Production Environments

We will provide optional “Non-Production Environment(s)” in addition to a Production Environment for Blackbaud CRM Software purchased by You along with Hosting (“CRM”), in accordance with the specifications detailed in the Order Form. Non-Production Environments provide optional non-production system(s) and database instances on which to train staff and test or stage changes / configurations / customizations / integrations prior to promoting such changes to your production environment of the Software (“Production Environment”).

1.1 - Non-Production Environment: We will install Non-Production Environment(s) running either the same version(s) of CRM or, when applicable, upgraded to the proposed next release or patch supported by Hosting. During normal business hours (8:30am-6pm EDT/EST) Your data will be upgraded in a Non-Production environment to the proposed next release or patch once per version release and configurations will be installed for Your evaluation prior to a production upgrade. Additional upgrades are available for an additional charge.

Each Non-Production Environment will be accompanied by a single database instance.

We will refresh Your Non-Production Environment(s) upon request from the Production Environment, not to exceed more than one (1) request per month.

You will have the same number of concurrent licenses available for each Non-Production Environment as are available for the Production Environment.

1.2 - Development Non-Production Environment: If specified on the Order Form, We will install a single Development Non-Production Environment running the same version of CRM installed in the Production Environment.

We will refresh your Development Non-Production Environment upon request from the Production Environment, not to exceed more than one (1) request per month.

All development must be done in accordance with Blackbaud's published Application Program Interfaces.

We reserve the right to review the functional specifications and code for all configurations developed by You or on Your behalf and have the right to reject such configurations if we determine, in our sole discretion, that they may cause detrimental harm to the Solution or do not meet Blackbaud's compliance requirements including OWASP Top 10, SANS Top 25, and PCI DSS.

Quality assurance and performance impact tests may be coordinated by Us. Deployment of SQL or custom code into either the Non-Production Environments or Production Environments requires written approval from both of US.

Following written approval SQL statements and custom code developed by You will be loaded into the Non-Production Environments or Production Environment on a schedule as agreed between Us, not to exceed five (5) business days from the date of the approval.

1.3 - PCI-DSS: In compliance with Payment Card Industry-Data Security Standards (PCI-DSS), Non-Production Environments are not allowed to test live Primary Account Numbers. Testing must be done using either the “test” or “demo” mode of your merchant account. For more information on these modes, please review the Administrators Guide for Blackbaud CRM.

1.4 - Access: We will provide secure access to all Non-Production Environments with the latest supported version of the Software via the Internet from the Hosting Site on a 24/7 basis (excluding Maintenance). Non-Production Maintenance may be performed during the same Maintenance Windows as Production.

1.5 - Availability: "Non-Production availability" means stable access to the Non-Production Services and Non-Production Solutions without substantial degradation to the Non-Production Services such that the Non-Production Solutions are unusable by You as a result of unreasonable response times. We will provide 99.0% availability to the Non-Production Services calculated on a monthly basis, excluding Maintenance. No service level credits are provided for availability for Non-Production environments.

1.6 - Backups: We will not perform any backups in the Non-Production Environments. If applicable and agreed to in writing by Us Blackbaud will provide a training master copy of the database in Your Non-Production Environment.

1.7 - Configurations: We will install configurations in the Non-Production Environments if (a) the functional specifications of all configurations developed by either of Us have been approved by Blackbaud and (b) the configurations are certified to be compliant with Our development and security standards. Approved configurations developed by You will be loaded into the Non-Production Environments within five (5) business days of approval.

Exhibit B (eTapestry)

1. Installation

eTapestry is an online fundraising and donor management Solution. This Solution includes a browser interface, database server, eTapestry Software, and data storage. We will install the Solution and provide access to it over an Internet connection.

2. Backups

We will perform fully restorable data backups based on the following schedule:

Backup Type	Retention	Location
Nightly	6 months	On-site

3. Upgrades and Patches

We will install upgrades/releases for the Solution, including patches and/or fixes, as they are made available to Our general customer base at no charge. We will announce planned upgrades in accordance your Support Solution.

4. Storage Space and User Count

eTapestry is scalable to meet Your organizational needs for application users. We do not impose a default storage limit and can support an unlimited number of application users.

5. Termination

We are not responsible for storage or retention of data stored in the Solution more than thirty (30) days after termination. If You would like Blackbaud to store Your data protected on our servers without access rights for a stated time period after termination, there will be a fee of ½ of your standard base fee minus all additional user and module fees paid on your normal billing cycle. Upon termination of the Solution it is Your responsibility to download Your data. See the instructions for data export at this URL for more information: [Creating Database Backup](#).