



## **STATE OF OKLAHOMA STATEWIDE CONTRACT WITH CONCOURSE TECH INC.**

This State of Oklahoma Statewide Contract 1041 - Software Value Added Reseller is entered into between the State of Oklahoma by and through the Office of Management and Enterprise Services and Concourse Tech Inc. (“Supplier”) and is effective as of the date of last signature to this Contract. The initial term of the Contract shall be for one (1) year, with four (4) one-year options to renew.

### **Purpose**

The Contract is awarded as a statewide contract on behalf of the Office of Management and Enterprise Services for software and services to support State agencies and other eligible Oklahoma Interlocal Entities. The Supplier will provide software, training, pre-sales assistance, documentation, installation, maintenance, support, configuration, customization, and license agreement administration. This bid supports both SaaS Cloud Based Solutions and On-Prem Software Solutions. This Contract memorializes the agreement of the parties with respect to the negotiated terms of the Contract that is being awarded to Supplier.

Now, therefore, in consideration of the foregoing and the mutual promises set forth herein, the receipt and sufficiency of which are hereby acknowledged the parties agree as follows:

1. The parties agree that Supplier has not yet begun performance of work under this Contract. Issuance of a purchase order is required prior to payment to a Supplier.
2. The following Contract Documents are attached hereto and incorporated herein:
  - 2.1. Solicitation with Exhibits, Attachment A;
  - 2.2. General Terms, Attachment B;
  - 2.3. Statewide Contract Terms, Attachment C;
  - 2.4. Information Technology Terms, Attachment D;
  - 2.5. Additional Terms, Attachment E-1;
  - 2.6. Master Terms, Attachment E-2;
  - 2.7. Pricing, Attachment E-3;
  - 2.8. Value Added Offering, Attachment E-4;
  - 2.9. Third Party Terms, Attachment E-5;
  - 2.10. Service Level Agreement (SLA), Attachment E-6; and
  - 2.11. Statement of Work (SOW), Attachment E-7.

3. The parties additionally agree:
  - 3.1. Except for information deemed confidential by the State pursuant to applicable law, rule, regulation or policy, the parties agree Contract terms and information are not confidential and are disclosable without further approval of or notice to Supplier.
  - 3.2. All representations made by Supplier in response to the Solicitation regarding specifications and requirements are incorporated herein by reference into this Contract.
  - 3.3. To the extent any term or condition in any Contract Document, including via a hyperlink or uniform resource locator, conflicts with an applicable Oklahoma and/or United States law or regulation, such term or condition is void and unenforceable. By executing any Contract Document which contains a conflicting term or condition, the State or Customer makes no representation or warranty regarding the enforceability of such term or condition and the State or Customer does not waive the applicable Oklahoma and/or United States law or regulation which conflicts with the term or condition.
4. Any reference to a Contract Document refers to such Contract Document as it may have been amended. If and to the extent any provision is in multiple documents and addresses the same or substantially the same subject matter but does not create an actual conflict, the more recent provision is deemed to supersede earlier versions.

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**Signatures**

The undersigned represent and warrant that they are authorized, as representatives of the party on whose behalf they are signing, to sign this Contract and to bind their respective party thereto.

**STATE OF OKLAHOMA  
by and through the  
OFFICE OF MANAGEMENT AND  
ENTERPRISE SERVICES:**

**CONCOURSE TECH INC.**

By:   
Dan Cronin (Sep 5, 2025 11:36:57 CDT)

By:   
Thomas Smyth (Sep 5, 2025 11:07:46 EDT)

Name: Dan Cronin

Name: Thomas Smyth

Title: Chief Information Officer/Chief Transformation Officer

Title: CEO

Date: Sep 5, 2025

Date: Sep 5, 2025

**ATTACHMENT A**  
**SW1041 Software Value Added Reseller**  
**EVENT NO. 00000640**

This Solicitation is a Contract Document and is a request for proposal in connection with the Contract awarded by the Office of Management and Enterprise Services as more particularly described below. Any defined term used herein but not defined herein shall have the meaning ascribed in the General Terms or other Contract Document.

**PURPOSE**

The Contract is awarded as a statewide contract on behalf of the Office of Management and Enterprise Services for software and services to support State agencies and other eligible Oklahoma Interlocal Entities. The Supplier will provide software, training, pre-sales assistance, documentation, installation, maintenance, support, configuration, customization, and license agreement administration. This bid supports both SaaS Cloud Based Solutions and On-Prem Software Solutions.

**1. Contract Term and Renewal Options**

The initial Contract term, which begins on the effective date of the Contract and there will be four (4) annual renewals remaining.

This RFP is a supplemental solicitation to Solicitation 0900000176 to add additional suppliers within scope. **If your company already holds an award under SW1041 you do not need to respond to this solicitation.**



**Exhibit #2 Requirements**  
**SW1041 Software Value Added Reseller**  
**EVENT NO. 00000640**

The Office of Management and Enterprise Services (OMES), Central Purchasing on behalf of Information Services is soliciting proposals from qualified Suppliers for software and services to support State agencies and other eligible Oklahoma Interlocal Entities.

The State of Oklahoma’s objectives are to reduce current expenses with price protected offers while optimizing services to participating agencies and Interlocal Entities. In addition, the State is seeking the highest level of customer service.

The State of Oklahoma seeks Supplier(s) able to provide software, training, pre-sales assistance, documentation, installation, maintenance, support, configuration, customization, and license agreement administration. This bid supports both SaaS Cloud Based Solutions and On-Prem Software Solutions.

OMES wishes to encourage Bidders to submit for all categories of software including business specific, law enforcement, emergency preparedness, productivity, and security products. This list is not exhaustive of all software that Oklahoma may have interest in.

Services will be obtained on a time and materials basis.

**Excluded Software**

This listing is subject to change during the life of the contract.

Oklahoma List of EXCLUDED SOFTWARE *			
Oracle	Microsoft	IBM	Hyland

\*Software is excluded if it is available at the same or better pricing from a current Statewide Contract with the software publisher.

**Number of Awards**

Oklahoma will determine whether it will award Contracts to one or more of the selected Bidders based on a Best Value determination and reasonably expects to award to multiple Suppliers.

**Adding Contractors After Initial Statewide Contract Award**

If, over the life of the Contract, Oklahoma determines that additional Suppliers over and above those initially selected should be added, these may first be drawn from companies that responded to this Solicitation but were not among those initially selected. If necessary to meet the requirements of Oklahoma, the Solicitation may be reopened to obtain additional bids.

**Contract Duration**

The initial term of this Contract will one year with 4 options to renew.

**Estimated Value of the Contract (Including All Options to Renew)**

Oklahoma makes no guarantee that any goods or services will be purchased from any Contract resulting from this Solicitation. Any estimates or past procurement volumes referenced in this Solicitation are included only for the convenience of Bidders and are not to be relied upon as any indication of future purchase levels.

The historical annual sales under the contract to be awarded as a result of this RFP are:

Oklahoma FY21	\$22,196,972.00
Oklahoma FY22	\$19,028,378.00

Estimated 5-year contract value	\$103,063,375.00
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## **Minimum Requirements**

### **Experience**

Bidders must provide a brief written narrative describing experience as a Supplier for software products, cloud products and associated services for all areas that the Bidder is responding with. The narrative should be no longer than 2 pages in length.

### **Renewal Process**

Bidder must provide a brief written narrative describing the company's processes for renewal notifications. Please explain what is included in the services and what value-added services can be included.

### **Performance and Escalation**

Bidder must provide a brief written narrative describing the company's performance levels and outlining the escalation process.

The authorized Bidder shall meet customer service expectations, including but not limited to dedicated representation and timely response, problem escalation, providing service level performance standards, etc.

### **Preferred Documentation**

Any Bid should include, as applicable, hosting provisions, Service Level Agreements (SLA's), Billing Information, Documentation, Training, Account Team/Support Provision, Escalation Process and Pricing for each service. Such provisions, Statements of Work (SOW's), SLA's and other information are subject to negotiation and additional provisions related to hosting services and SLA's may be required prior to any award being issued.

- A Service Level Agreement (SLA) outlines the minimum service that a customer may expect for services, warranties and support. The SLA should include an example performance report and a matrix for service credits that relate to the Suppliers performance under the SLA.
- Billing Information outlines what information is provided in billing and how it is delivered.
- Documentation outlines how detailed documents of services that are provided to entities on an on-going basis to include services by location and account information can be obtained.
- Training outlines the general requirements for providing training for implementing and using the solution at the End-User level and at Administrative/Operational Personnel levels.
- Account Team and Support Provisions outline the Suppliers capabilities of providing world class support and account service.
- Statement of Work Template provides an outline of the how the Supplier will provide and execute project-based requirements.

### **Cost Savings**

The Bidder will work in the best interest of the state and its customers to leverage volume or enterprise license agreements and maximize cost savings through better pricing, publisher's promotions, or other savings opportunities.

### **References**

Provide a total of three (3) references from government and/or private companies of comparable size and spend.

References provided shall contain a contact person with full contact information (i.e., current employer, telephone number, mailing address, and e-mail address). OMES is not responsible for references that do not respond.

### **Value-Added Services**

Bidder should provide information on value-add services that include but are not limited to product installation, maintenance and support, managed services, professional services and product training. Any Bidder offering product-related services must submit a description of those services and the related pricing in the Excel spreadsheet attached as Exhibit 1

In addition to the Value Added services OMES directly associated with the sales of software, such as related maintenance and support agreements for new and previously purchased software, the Bidder would provide, at no additional cost, management services to include, but not be limited to, providing price quotes, tracking licenses (new and existing), management of licenses, monitoring volume levels and opportunities for cost savings, training, installation/de-installation/implementation support, and software advisement to OMES and/or OMES Customers. Bidders would be expected to provide, at no additional cost, assistive and support services regarding the software that is representative of the State's interest and best value.

### **Pricing**

Pricing should be provided in Excel format using Exhibit 1 for each software publisher you are proposing to provide under this contract.

Pricing should be provided as a discount off-list price, or a cost-plus mark-up model.

Professional Services categories should be identified by types and should be provided as an hourly not-to-exceed cost.

Price increases, as subject to review at annual renewal, shall be capped at 3% per year.

### **Deliverables**

- Point by point response to bid requirements
- References
- Documentation
- Pricing response
- Security Assessment, if chosen for award

## ATTACHMENT B

### STATE OF OKLAHOMA GENERAL TERMS

This State of Oklahoma General Terms ("General Terms") is a Contract document in connection with the Contract awarded by the State of Oklahoma by and through the Office of Management and Enterprise Services.

In addition to other terms contained in an applicable Contract document, Supplier and State agree to the following General Terms:

#### **1 Scope and Contract Renewal**

- 1.1** Supplier may not add products or services to its offerings under the Contract without the State's prior written approval. Such request may require a competitive bid of the additional products or services. If the need arises for goods or services outside the scope of the Contract, Supplier shall contact the State.
- 1.2** At no time during the performance of the Contract shall the Supplier have the authority to obligate any Customer for payment for any products or services (a) when a corresponding encumbering document is not signed or (b) over and above an awarded Contract amount. Likewise, Supplier is not entitled to compensation for a product or service provided by or on behalf of Supplier that is neither requested nor accepted as satisfactory.
- 1.3** If applicable, prior to any Contract renewal, the State shall subjectively consider the value of the Contract to the State, the Supplier's performance under the Contract, and shall review certain other factors, including but not limited to the: a) terms and conditions of Contract documents to determine validity with current State and other applicable statutes and rules; b) current pricing and discounts offered by Supplier; and c) current products, services and support offered by Supplier. If the State determines changes to the Contract are required as a condition precedent to renewal, the State and Supplier will cooperate in good faith to evidence such required changes in an Amendment. Further, any request for a price increase in connection with a renewal or otherwise will be conditioned on the Supplier providing appropriate documentation supporting the request.
- 1.4** The State may extend the Contract for ninety (90) days beyond a final renewal term at the Contract compensation rate for the extended period. If the State exercises such option to extend ninety (90) days, the State shall notify the Supplier in writing prior to Contract end date. The State, at its sole option and to the extent allowable by law, may choose to exercise subsequent ninety (90) day extensions at the Contract

pricing rate, to facilitate the finalization of related terms and conditions of a new award or as needed for transition to a new Supplier.

- 1.5 Supplier understands that supplier registration expires annually and, pursuant to OAC 260:115-3-3, Supplier shall maintain its supplier registration with the State as a precondition to a renewal of the Contract.

## **2 Contract Effectiveness and Order of Priority**

- 2.1 Unless specifically agreed in writing otherwise, the Contract is effective upon the date last signed by the parties. Supplier shall not commence work, commit funds, incur costs, or in any way act to obligate the State until the Contract is effective.

- 2.2 Contract documents shall be read to be consistent and complementary. Any conflict among the Contract documents shall be resolved by giving priority to Contract documents in the following order of precedence:

- A. any Amendment;
- B. terms contained in this Contract document
- C. any Contract-specific State terms including, without limitation, information technology terms and terms specific to a statewide Contract or a State agency Contract;
- D. any applicable Solicitation;
- E. any successful Bid as may be amended through negotiation and to the extent the Bid does not otherwise conflict with the Solicitation or applicable law;
- F. any statement of work, work order, or other mutually agreed Contract documents.

- 2.3 If there is a conflict between the terms contained in this Contract document or in Contract-specific terms and an agreement provided by or on behalf of Supplier including but not limited to linked or supplemental documents which alter or diminish the rights of Customer or the State, the conflicting terms provided by Supplier shall not take priority over this Contract document or Acquisition-specific terms. In no event will any linked document alter or override such referenced terms except as specifically agreed in an Amendment.

- 2.4 Any Contract document shall be legibly written in ink or typed. All Contract

transactions, and any Contract document related thereto, may be conducted by electronic means pursuant to the Oklahoma Uniform Electronic Transactions Act.

### **3 Modification of Contract Terms and Contract documents**

- 3.1** The Contract may only be modified, amended, or expanded by an Amendment. Any change to the Contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials made unilaterally by the Supplier, is a material breach of the Contract. Unless otherwise specified by applicable law or rules, such changes, including without limitation, any unauthorized written Contract modification, shall be void and without effect and the Supplier shall not be entitled to any claim under the Contract based on those changes. No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in the Contract.
- 3.2** Any additional terms on an ordering document provided by Supplier are of no effect and are void unless mutually executed. OMES bears no liability for performance, payment or failure thereof by the Supplier or by a Customer other than OMES in connection with an Acquisition.
- 3.3** Except for information deemed confidential by the State pursuant to applicable law, rule, regulation, or policy, the parties agree Contract terms and information are not confidential and are disclosable without further approval of or notice to Supplier.
- 3.4** Unless mutually agreed to in writing by the State of Oklahoma by and through the Office of Management and Enterprise Services, no Contract document or other terms and conditions or clauses, including via a hyperlink or uniform resource locator, shall supersede or conflict with the terms of this Contract or expand the State's or Customer's liability or reduce the rights of Customer or the State. If Supplier is acting as a reseller, any third-party terms provided are also subject to the foregoing.
- 3.5** To the extent any term or condition in any Contract document, including via a hyperlink or uniform resource locator, conflicts with an applicable Oklahoma and/or United States law or regulation, such term or condition is void and unenforceable. By executing any Contract document which contains a conflicting term or condition, the State or Customer makes no representation or warranty regarding the enforceability of such term or condition and the State or Customer does not waive the applicable Oklahoma and/or United States law or regulation which conflicts with the term or condition.

## 4 Definitions

In addition to any defined terms set forth elsewhere in the Contract, the Oklahoma Central Purchasing Act and the Oklahoma Administrative Code, Title 260, the parties agree that, when used in the Contract, the following terms are defined as set forth below and may be used in the singular or plural form:

- 4.1 **Acquisition** means items, products, materials, supplies, services and equipment acquired by purchase, lease purchase, lease with option to purchase, value provided or rental under the Contract.
- 4.2 **Amendment** means a mutually executed, written modification to a Contract document.
- 4.3 **Bid** means an offer a Bidder submits in response to the Solicitation.
- 4.4 **Bidder** means an individual or business entity that submits a Bid in response to the Solicitation.
- 4.5 **Contract** means the written, mutually agreed and binding legal relationship resulting from the Contract documents and an appropriate encumbering document as may be amended from time to time, which evidences the final agreement between the parties with respect to the subject matter of the Contract.
- 4.6 **Customer** means the governmental entity receiving goods or services contemplated by the Contract.
- 4.7 **Debarment** means action taken by a debarring official under federal or state law or regulations to exclude any business entity from inclusion on the Supplier list; bidding; offering to bid; providing a quote; receiving an award of contract with the State and may also result in cancellation of existing contracts with the State.
- 4.8 **Destination** means delivered to the receiving dock or other point specified in the applicable Contract document.
- 4.9 **Governmental Entity** means any governmental entity specified as a political subdivision of the State pursuant to the Governmental Tort Claim Act including any associated institution, instrumentality, board, commission, committee, department, or other entity designated to act on behalf of the state.

- 4.10 Indemnified Parties** means the State and Customer and/or its officers, directors, agents, employees, representatives, contractors, assignees, and designees thereof.
- 4.11 Inspection** means examining and testing an Acquisition (including, when appropriate, raw materials, components, and intermediate assemblies) to determine whether the Acquisition meets Contract requirements.
- 4.12 Moral Rights** means any and all rights of paternity or integrity of the Work Product and the right to object to any modification, translation or use of the Work Product and any similar rights existing under the judicial or statutory law of any country in the world or under any treaty, regardless of whether or not such right is denominated or referred to as a moral right.
- 4.13 OAC** means the Oklahoma Administrative Code.
- 4.14 OMES** means the Office of Management and Enterprise Services.
- 4.15 Solicitation** means the document inviting Bids for the Acquisition referenced in the Contract and any amendments thereto.
- 4.16 State** means the government of the state of Oklahoma, its employees and authorized representatives, including without limitation any department, agency, or other unit of the government of the state of Oklahoma.
- 4.17 Supplier** means the Bidder with whom the State enters into the Contract awarded pursuant to the Solicitation or the business entity or individual that is a party to the Contract with the State.
- 4.18 Suspension** means action taken by a suspending official under federal or state law or regulations to suspend a Supplier from inclusion on the Supplier list; be eligible to submit Bids to State agencies and be awarded a contract by a State agency subject to the Central Purchasing Act.
- 4.19 Supplier Confidential Information** means certain confidential and proprietary information of Supplier that is clearly marked as confidential and agreed by the State Purchasing Director or Customer, as applicable, but does not include information excluded from confidentiality in provisions of the Contract or the Oklahoma Open Records Act.
- 4.20 Work Product** means any and all deliverables produced by Supplier under a statement of work or similar Contract document issued pursuant to this Contract,

including any and all tangible or intangible items or things that have been or will be prepared, created, developed, invented or conceived at any time following the Contract effective date including but not limited to any (i) works of authorship (such as manuals, instructions, printed material, graphics, artwork, images, illustrations, photographs, computer programs, computer software, scripts, object code, source code or other programming code, HTML code, flow charts, notes, outlines, lists, compilations, manuscripts, writings, pictorial materials, schematics, formulae, processes, algorithms, data, information, multimedia files, text web pages or web sites, other written or machine readable expression of such works fixed in any tangible media, and all other copyrightable works), (ii) trademarks, service marks, trade dress, trade names, logos, or other indicia of source or origin, (iii) ideas, designs, concepts, personality rights, methods, processes, techniques, apparatuses, inventions, formulas, discoveries, or improvements, including any patents, trade secrets and know-how, (iv) domain names, (v) any copies, and similar or derivative works to any of the foregoing, (vi) all documentation and materials related to any of the foregoing, (vii) all other goods, services or deliverables to be provided by or on behalf of Supplier under the Contract and (viii) all Intellectual Property Rights in any of the foregoing, and which are or were created, prepared, developed, invented or conceived for the use of benefit of Customer in connection with this Contract or with funds appropriated by or for Customer or Customer's benefit (a) by any Supplier personnel or Customer personnel or (b) any Customer personnel who then became personnel to Supplier or any of its affiliates or subcontractors, where, although creation or reduction-to-practice is completed while the person is affiliated with Supplier or its personnel, any portion of same was created, invented or conceived by such person while affiliated with Customer.

## **5 Pricing**

- 5.1** Pursuant to 68 O.S. §§ 1352, 1356, and 1404, State agencies are exempt from the assessment of State sales, use, and excise taxes. Further, State agencies and political subdivisions of the State are exempt from Federal Excise Taxes pursuant to Title 26 of the United States Code. Any taxes of any nature whatsoever payable by the Supplier shall not be reimbursed.
- 5.2** Pursuant to 74 O. S. § 85.40, all travel expenses of Supplier must be included in the total Acquisition price.
- 5.3** The price of a product offered under the Contract shall include and Supplier shall prepay all shipping, packaging, delivery and handling fees. All product deliveries will be free on-board Customer's Destination. No additional fees shall be charged by Supplier for standard shipping and handling. If Customer

requests expedited or special delivery, Customer may be responsible for any charges for expedited or special delivery.

## **6 Ordering, Inspection, and Acceptance**

**6.1** Any product or service furnished under the Contract shall be ordered by issuance of a valid purchase order or other appropriate payment mechanism, including a pre-encumbrance, or by use of a valid Purchase Card. All orders and transactions are governed by the terms and conditions of the Contract. Any purchase order or other applicable payment mechanism dated prior to termination or expiration of the Contract shall be performed unless mutually agreed in writing otherwise.

**6.2** Services will be performed in accordance with industry best practices and are subject to acceptance by the Customer. Notwithstanding any other provision in the Contract, deemed acceptance of a service or associated deliverable shall not apply automatically upon receipt of a deliverable or upon provision of a service. Supplier warrants and represents that a product or deliverable furnished by or through the Supplier shall individually, and where specified by Supplier to perform as a system, be substantially uninterrupted and error-free in operation and guaranteed against faulty material and workmanship for a warranty period of the greater of ninety (90) days from the date of acceptance or the maximum allowed by the manufacturer. A defect in a product or deliverable furnished by or through the Supplier shall be repaired or replaced by Supplier at no additional cost or expense to the Customer if such defect occurs during the warranty period.

Any product to be delivered pursuant to the Contract shall be subject to final inspection and acceptance by the Customer at Destination. The Customer assumes no responsibility for a product until accepted by the Customer. Title and risk of loss or damage to a product shall be the responsibility of the Supplier until accepted. The Supplier shall be responsible for filing, processing, and collecting any and all damage claims accruing prior to acceptance.

Pursuant to OAC 260:115-9-1, payment for an Acquisition does not constitute final acceptance of the Acquisition. If subsequent inspection affirms that the Acquisition does not meet or exceed the specifications of the order or that the Acquisition has a latent defect, the Supplier shall be notified as soon as is reasonably practicable. The Supplier shall retrieve and replace the Acquisition at Supplier's expense or, if unable to replace, shall issue a refund to Customer. Refund under this section shall not be an exclusive remedy.

**6.3** Supplier shall deliver products and services on or before the required date specified in a Contract document. Failure to deliver timely may result in liquidated damages

as set forth in the applicable Contract document. Deviations, substitutions, or changes in a product or service, including changes of personnel directly providing services, shall not be made unless expressly authorized in writing by the Customer. Any substitution of personnel directly providing services shall be a person of comparable or greater skills, education and experience for performing the services as the person being replaced. Additionally, Supplier shall provide staff sufficiently experienced and able to perform with respect to any transitional services provided by Supplier in connection with termination or expiration of the Contract.

- 6.4** Product warranty and return policies and terms provided under any Contract document will not be more restrictive or more costly than warranty and return policies and terms for other similarly situated customers for a like product.

## **7 Invoices and Payment**

- 7.1** Supplier shall be paid upon submission of a proper invoice(s) at the prices stipulated in the Contract in accordance with 74 O.S. §85.44B which requires that payment be made only after products have been provided and accepted or services rendered and accepted.

The following terms additionally apply:

- A.** An invoice shall contain the purchase order number, description of products or services provided and the dates of such provision.
- B.** Failure to provide a timely and proper invoice may result in delay of processing the invoice for payment. Proper invoice is defined at OAC 260:10-1-2.
- C.** Payment of all fees under the Contract shall be due NET 45 days. Payment and interest on late payments are governed by 62 O.S. §34.72. Such interest is the sole and exclusive remedy for late payments by a State agency and no other late fees are authorized to be assessed pursuant to Oklahoma law.
- D.** The date from which an applicable early payment discount time is calculated shall be from the receipt date of a proper invoice. There is no obligation, however, to utilize an early payment discount.
- E.** If an overpayment or underpayment has been made to Supplier any subsequent payments to Supplier under the Contract may be adjusted to correct the account. A written explanation of the adjustment will be issued to Supplier.

- F. Supplier shall have no right of setoff.
- G. Because funds are typically dedicated to a particular fiscal year, an invoice will be paid only when timely submitted, which shall in no instance be later than six (6) months after the end of the fiscal year in which the goods are provided or services performed.
- H. The Supplier shall accept payment by Purchase Card as allowed by Oklahoma law.

## **8 Maintenance of Insurance, Payment of Taxes, and Workers' Compensation**

**8.1** As a condition of this Contract, Supplier shall procure at its own expense, and provide proof of, insurance coverage with the applicable liability limits set forth below and any approved subcontractor of Supplier shall procure and provide proof of the same coverage. The required insurance shall be underwritten by an insurance carrier with an A.M. Best rating of A- or better. Such proof of coverage shall additionally be provided to the Customer if services will be provided by any of Supplier's employees, agents or subcontractors at any Customer premises and/or employer vehicles will be used in connection with performance of Supplier's obligations under the Contract. Supplier may not commence performance hereunder until such proof has been provided. Additionally, Supplier shall ensure each insurance policy includes a notice of cancellation and includes the State and its agencies as certificate holder and shall promptly provide proof to the State of any renewals, additions, or changes to such insurance coverage. Supplier's obligation to maintain insurance coverage under the Contract is a continuing obligation until Supplier has no further obligation under the Contract. Any combination of primary and excess or umbrella insurance may be used to satisfy the limits of coverage for Commercial General Liability, Auto Liability and Employers' Liability. Unless agreed between the parties and approved by the State Purchasing Director, the minimum acceptable insurance limits of liability are as follows:

- A. Workers' Compensation and Employer's Liability Insurance in accordance with and to the extent required by applicable law;
- B. Commercial General Liability Insurance covering the risks of personal injury, bodily injury (including death) and property damage, including coverage for contractual liability, with a limit of liability of not less than 2,000,000 per occurrence;
- C. Automobile Liability Insurance with limits of liability of not less than \$2,000,000 combined single limit each accident;

- D. If the Supplier will access, process, or store state data, then Security and Privacy Liability insurance, including coverage for failure to protect confidential information and failure of the security of Supplier's computer systems that results in unauthorized access to Customer data with a limit of not less than \$5,000,000 per occurrence; and
- E. Additional coverage required in writing in connection with a particular Acquisition.

**8.2** Supplier shall be entirely responsible during the existence of the Contract for the liability and payment of taxes payable by or assessed to Supplier or Supplier's employees, agents and subcontractors of whatever kind, in connection with the Contract. Supplier further agrees to comply with all state and federal laws applicable to any such persons, including laws regarding wages, taxes, insurance, and Workers' Compensation. Neither Customer nor the State shall be liable to the Supplier, Supplier's employees, agents, or others for the payment of taxes or the provision of unemployment insurance and/or Workers' Compensation or any benefit available to a State or Customer employee.

**8.3** Supplier agrees to indemnify Customer, the State, and its employees, agents, representatives, contractors, and assignees for any and all liability, actions, claims, demands, or suits, and all related costs and expenses (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) relating to tax liability, unemployment insurance and/or Workers' Compensation in connection with its performance under the Contract.

## 9 Compliance With Applicable Laws

- 9.1 As long as Supplier has an obligation under the terms of the Contract and in connection with performance of its obligations, the Supplier represents its present compliance, and shall have an ongoing obligation to comply, with all applicable federal, State, and local laws, rules, regulations, ordinances, and orders, as amended, including but not limited to the following:
- A. Drug-Free Workplace Act of 1988 set forth at 41 U.S.C. §81.
  - B. Section 306 of the Clean Air Act, Section 508 of the Clean Water Act, Executive Order 11738, and Environmental Protection Agency Regulations which prohibit the use of facilities included on the EPA List of Violating Facilities under nonexempt federal contracts, grants or loans;
  - C. Prospective participant requirements set at 2 C.F.R. part 376 in connection with Debarment, Suspension and other responsibility matters;
  - D. 1964 Civil Rights Act, Title IX of the Education Amendment of 1972, Section 504 of the Rehabilitation Act of 1973, and Americans with Disabilities Act of 1990;
  - E. Anti-Lobbying Law set forth at 31 U.S.C. §1325 and as implemented at 45 C.F.R. part 93;
  - F. Requirements of Internal Revenue Service Publication 1075 regarding use, access and disclosure of Federal Tax Information (as defined therein);
  - G. Obtaining certified independent audits conducted in accordance with Government Auditing Standards and Office of Management and Budget Uniform Guidance, 2 CFR 200 Subpart F §200.500 et seq. with approval and work paper examination rights of the applicable procuring entity;
  - H. Requirements of the Oklahoma Taxpayer and Citizen Protection Act of 2007, 25 O.S. § 1312 and applicable federal immigration laws and regulations and be registered and participate in the Status Verification System. The Status Verification System is defined at 25 O.S. § 1312, includes but is not limited to the free Employment Verification Program (E-Verify) through the Department of Homeland Security, and is available at [e-verify.gov](http://e-verify.gov).

- I. Requirements of the Health Insurance Portability and Accountability Act of 1996; Health Information Technology for Economic and Clinical Health Act; Payment Card Industry Security Standards; Criminal Justice Information System Security Policy and Security Addendum; and Family Educational Rights and Privacy Act; and
  - J. Be registered as a business entity licensed to do business in the State, have obtained a sales tax permit, and be current on franchise tax payments to the State, as applicable.
- 9.2 The Supplier's employees, agents and subcontractors shall adhere to applicable Customer policies including, but not limited to acceptable use of Internet and electronic mail, facility and data security, press releases, and public relations. As applicable, the Supplier shall adhere to the State Information Security Policy, Procedures, Guidelines set forth at [e-verify.gov](http://e-verify.gov). Supplier is responsible for reviewing and relaying such policies covering the above to the Supplier's employees, agents and subcontractors.
- 9.3 At no additional cost to Customer, the Supplier shall maintain all applicable licenses and permits required in association with its obligations under the Contract.
- 9.4 In addition to compliance under subsection 9.1 above, Supplier shall have a continuing obligation to comply with applicable Customer-specific mandatory contract provisions required in connection with the receipt of federal funds or other funding source.
- 9.5 The Supplier is responsible to review and inform its employees, agents, and subcontractors who provide a product or perform a service under the Contract of the Supplier's obligations under the Contract and Supplier certifies that its employees and each such subcontractor shall comply with minimum requirements and applicable provisions of the Contract. At the request of the State, Supplier shall promptly provide adequate evidence that such persons are its employees, agents or approved subcontractors and have been informed of their obligations under the Contract.
- 9.6 As applicable, Supplier agrees to comply with the Governor's Executive Orders related to the use of any tobacco product, electronic cigarette or vaping device on any and all properties owned, leased, or contracted for use by the State, including but not limited to all buildings, land and vehicles owned, leased, or contracted for use by agencies or instrumentalities of the State.

- 9.7** The execution, delivery and performance of the Contract and any ancillary documents by Supplier will not, to the best of Supplier's knowledge, violate, conflict with, or result in a breach of any provision of, or constitute a default (or an event which, with notice or lapse of time or both, would constitute a default) under, or result in the termination of, any written contract or other instrument between Supplier and any third party.
- 9.8** Supplier represents that it has the ability to pay its debts when due and it does not anticipate the filing of a voluntary or involuntary bankruptcy petition or appointment of a receiver, liquidator or trustee.
- 9.9** Supplier represents that, to the best of its knowledge, any litigation or claim or any threat thereof involving Supplier has been disclosed in writing to the State and Supplier is not aware of any other litigation, claim or threat thereof.
- 9.10** If services provided by Supplier include delivery of an electronic communication, Supplier shall ensure such communication and any associated support documents are compliant with Section 508 of the Federal Rehabilitation Act and with State standards regarding accessibility. Should any communication or associated support documents be non-compliant, Supplier shall correct and re-deliver such communication immediately upon discovery or notice, at no additional cost to the State. Additionally, as part of compliance with accessibility requirements where documents are only provided in non- electronic format, Supplier shall promptly provide such communication and any associated support documents in an alternate format usable by individuals with disabilities upon request and at no additional cost, which may originate from an intended recipient or from the State.

## **10 Audits and Records Clause**

- 10.1** As used in this clause and pursuant to 67 O.S. §203, "record" includes a document, book, paper, photograph, microfilm, computer tape, disk, record, sound recording, film recording, video record, accounting procedures and practices, and other data, regardless of type and regardless of whether such items are in written form, in the form of computer data, or in any other form. Supplier agrees any pertinent federal or State agency or governing entity of a Customer shall have the right to examine and audit, at no additional cost to a Customer, all records relevant to the execution and performance of the Contract except, unless otherwise agreed, costs of Supplier that comprise pricing under the Contract.
- 10.2** The Supplier is required to retain records relative to the Contract for the duration of the Contract and for a period of seven (7) years following completion or termination of

an Acquisition unless otherwise indicated in the Contract terms. If a claim, audit, litigation or other action involving such records is started before the end of the seven-year period, the records are required to be maintained for two (2) years from the date that all issues arising out of the action are resolved, or until the end of the seven (7) year retention period, whichever is later.

- 10.3** Pursuant to 74 O.S. § 85.41, if professional services are provided hereunder, all items of the Supplier that relate to the professional services are subject to examination by the State agency, State Auditor and Inspector and the State Purchasing Director.

## **11 Confidentiality**

- 11.1** The Supplier shall maintain strict security of all State and citizen data and records entrusted to it or to which the Supplier gains access, in accordance with and subject to applicable federal and State laws, rules, regulations, and policies and shall use any such data and records only as necessary for Supplier to perform its obligations under the Contract. The Supplier further agrees to evidence such confidentiality obligation in a separate writing if required under such applicable federal or State laws, rules and regulations. The Supplier warrants and represents that such information shall not be sold, assigned, conveyed, provided, released, disseminated or otherwise disclosed by Supplier, its employees, officers, directors, subsidiaries, affiliates, agents, representatives, assigns, subcontractors, independent contractors, successor or any other persons or entities without Customer's prior express written permission. Supplier shall instruct all such persons and entities that the confidential information shall not be disclosed or used without the Customer's prior express written approval except as necessary for Supplier to render services under the Contract. The Supplier further warrants that it has a tested and proven system in effect designed to protect all confidential information.
- 11.2** Supplier shall establish, maintain and enforce agreements with all such persons and entities that have access to State and citizen data and records to fulfill Supplier's duties and obligations under the Contract and to specifically prohibit any sale, assignment, conveyance, provision, release, dissemination or other disclosure of any State or citizen data or records except as required by law or allowed by written prior approval of the Customer.
- 11.3** Supplier shall immediately report to the Customer any and all unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of any State or citizen data or records of which it

or its parent company, subsidiaries, affiliates, employees, officers, directors, assignees, agents, representatives, independent contractors, and subcontractors is aware or have knowledge or reasonably should have knowledge. The Supplier shall also promptly furnish to Customer full details of the unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination, or attempt thereof, and use its best efforts to assist the Customer in investigating or preventing the reoccurrence of such event in the future. The Supplier shall cooperate with the Customer in connection with any litigation and investigation deemed necessary by the Customer to protect any State or citizen data and records and shall bear all costs associated with the investigation, response and recovery in connection with any breach of State or citizen data or records including but not limited to credit monitoring services with a term of at least three (3) years, all notice-related costs and toll free telephone call center services.

- 11.4** Supplier further agrees to promptly prevent a reoccurrence of any unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of State or citizen data and records.
- 11.5** Supplier acknowledges that any improper use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of any State data or records to others may cause immediate and irreparable harm to the Customer and certain beneficiaries and may violate state or federal laws and regulations. If the Supplier or its affiliates, parent company, subsidiaries, employees, officers, directors, assignees, agents, representatives, independent contractors, and subcontractors improperly use, appropriate, sell, assign, convey, provide, release, access, acquire, disclose or otherwise disseminate such confidential information to any person or entity in violation of the Contract, the Customer will immediately be entitled to injunctive relief and/or any other rights or remedies available under this Contract, at equity or pursuant to applicable statutory, regulatory, and common law without a cure period.
- 11.6** The Supplier shall immediately forward to the State Purchasing Director, and any other applicable person listed in the Notices section(s) of the Contract, any request by a third party for data or records in the possession of the Supplier or any subcontractor or to which the Supplier or subcontractor has access and Supplier shall fully cooperate with all efforts to protect the security and confidentiality of such data or records in response to a third party request.
- 11.7** Customer may be provided access to Supplier's Confidential Information. State agencies are subject to the Oklahoma Open Records Act and Supplier

acknowledges information marked confidential information will be disclosed to the extent permitted under the Open Records Act and in accordance with this Contract.

- 11.8** Except for information deemed confidential by the State pursuant to applicable law, rule, regulation, or policy, the parties agree Contract terms and information are not confidential and are disclosable without further approval of or notice to the Supplier.

## **12 Conflict of Interest**

In addition to any requirement of law or of a professional code of ethics or conduct, the Supplier, its employees, agents and subcontractors are required to disclose any outside activity or interest that conflicts or may conflict with the best interest of the State. Prompt disclosure is required under this section if the activity or interest is related, directly or indirectly, to any person or entity currently under contract with or seeking to do business with the State, its employees or any other third-party individual or entity awarded a contract with the State. Further, as long as the Supplier has an obligation under the Contract, any plan, preparation or engagement in any such activity or interest shall not occur without prior written approval of the State. Any conflict of interest shall, at the sole discretion of the State, be grounds for partial or whole termination of the Contract.

## **13 Assignment and Permitted Subcontractors**

- 13.1** Supplier's obligations under the Contract may not be assigned or transferred to any other person or entity without the prior written consent of the State which may be withheld at the State's sole discretion. Should Supplier assign its rights to payment, in whole or in part, under the Contract, Supplier shall provide the State and all affected Customers with written notice of the assignment. Such written notice shall be delivered timely and contain details sufficient for affected Customers to perform payment obligations without any delay caused by the assignment.

- 13.2** Notwithstanding the foregoing, the Contract may be assigned by Supplier to any corporation or other entity in connection with a merger, consolidation, sale of all equity interests of the Supplier, or a sale of all or substantially all of the assets of the Supplier to which the Contract relates. In any such case, said corporation or other entity shall by operation of law or expressly in writing assume all obligations of the Supplier as fully as if it had been originally made a party to the Contract. Supplier shall give the State and all affected Customers

prior written notice of said assignment. Any assignment or delegation in violation of this subsection shall be void.

- 13.3** If the Supplier is permitted to utilize subcontractors in support of the Contract, the Supplier shall remain solely responsible for its obligations under the terms of the Contract, for its actions and omissions and those of its agents, employees and subcontractors and for payments to such persons or entities. Prior to a subcontractor being utilized by the Supplier, the Supplier shall obtain written approval of the State of such subcontractor and each employee, as applicable to a particular Acquisition, of such subcontractor proposed for use by the Supplier. Such approval is within the sole discretion of the State. Any proposed subcontractor shall be identified by entity name, and by employee name, if required by the particular Acquisition, in the applicable proposal and shall include the nature of the services to be performed. As part of the approval request, the Supplier shall provide a copy of a written agreement executed by the Supplier and subcontractor setting forth that such subcontractor is bound by and agrees, as applicable, to perform the same covenants and be subject to the same conditions and make identical certifications to the same facts and criteria, as the Supplier under the terms of all applicable Contract documents. Supplier agrees that maintaining such agreement with any subcontractor and obtaining prior written approval by the State of any subcontractor and associated employees shall be a continuing obligation. The State further reserves the right to revoke approval of a subcontractor or an employee thereof in instances of poor performance, misconduct or for other similar reasons.
- 13.4** All payments under the Contract shall be made directly to the Supplier, except as provided in 13.1 above regarding the Supplier's assignment of payment. No payment shall be made to the Supplier for performance by unapproved or disapproved employees of the Supplier or a subcontractor.
- 13.5** Rights and obligations of the State or a Customer under the terms of this Contract may be assigned or transferred, at no additional cost, to other Customer entities.

## **14 Background Checks and Criminal History Investigations**

Prior to the commencement of any services, background checks and criminal history investigations of the Supplier's employees and subcontractors who will be providing services may be required and, if so, the required information shall be provided to the State in a timely manner. Supplier's access to facilities, data and information may be withheld prior to completion of background verification acceptable to the State. The

costs of additional background checks beyond Supplier's normal hiring practices shall be the responsibility of the Customer unless such additional background checks are required solely because Supplier will not provide results of its otherwise acceptable normal background checks; in such an instance, Supplier shall pay for the additional background checks. Supplier will coordinate with the State and its employees to complete the necessary background checks and criminal history investigations. Should any employee or subcontractor of the Supplier who will be providing services under the Contract not be acceptable as a result of the background check or criminal history investigation, the Customer may require replacement of the employee or subcontractor in question and, if no suitable replacement is made within a reasonable time, terminate the purchase order or other payment mechanism associated with the project or service.

## **15 Patents and Copyrights**

Without exception, a product or deliverable price shall include all royalties or costs owed by the Supplier to any third party arising from the use of a patent, intellectual property, copyright or other property right held by such third party. Should any third party threaten or make a claim that any portion of a product or service provided by Supplier under the Contract infringes that party's patent, intellectual property, copyright or other property right, Supplier shall enable each affected Customer to legally continue to use, or modify for use, the portion of the product or service at issue or replace such potentially infringing product, or re-perform or redeliver in the case of a service, with at least a functional non-infringing equivalent. Supplier's duty under this section shall extend to include any other product or service rendered materially unusable as intended due to replacement or modification of the product or service at issue. If the Supplier determines that none of these alternatives are reasonably available, the State shall return such portion of the product or deliverable at issue to the Supplier, upon written request, in exchange for a refund of the price paid for such returned goods as well as a refund or reimbursement, if applicable, of the cost of any other product or deliverable rendered materially unusable as intended due to removal of the portion of product or deliverable at issue. Any remedy provided under this section is not an exclusive remedy and is not intended to operate as a waiver of legal or equitable remedies because of acceptance of relief provided by Supplier.

## **16 Indemnification**

### **16.1 State Shall Not Indemnify**

The State of Oklahoma cannot lawfully agree to indemnify a private contractor. The credit of the State shall not be given, pledged, or loaned to any individual, company, corporation, or association, municipality, or political subdivision of the State

pursuant to Oklahoma Constitution article 10, Section 15, OAC 260:115-7-32(k)(3)(A) and Attorney General Opinion 2012-18.

## **16.2 Acts or Omissions**

- A.** Supplier shall defend and indemnify the Indemnified Parties, as applicable, for any and all liability, claims, damages, losses, costs, expenses, demands, suits and actions of third parties (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) arising out of, or resulting from any action or claim for bodily injury, death, or property damage brought against any of the Indemnified parties to the extent arising from any negligent act or omission or willful misconduct of the Supplier or its agents, employees, or subcontractors in the execution or performance of the Contract.
  
- B.** To the extent Supplier is found liable for loss, damage, or destruction of any property of Customer due to negligence, misconduct, wrongful act, or omission on the part of the Supplier, its employees, agents, representatives, or subcontractors, the Supplier and Customer shall use best efforts to mutually negotiate an equitable settlement amount to repair or replace the property unless such loss, damage or destruction is of such a magnitude that repair or replacement is not a reasonable option. Such amount shall be invoiced to, and is payable by Supplier sixty (60) calendar days after the date of Supplier's receipt of an invoice for the negotiated settlement amount.

## **16.3 Infringement**

Supplier shall indemnify the Indemnified Parties, as applicable, for all liability, claims, damages, losses, costs, expenses, demands, suits and actions of third parties (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) arising from or in connection with Supplier's breach of its representations and warranties in the Contract or alleged infringement of any patent, intellectual property, copyright or other property right in connection with a product or service provided under the Contract. Supplier's duty under this section is reduced to the extent a claimed infringement results from: (a) a Customer's or user's content; (b) modifications by Customer or third party to a product delivered under the Contract or combinations of the product with any non-Supplier-provided services or products unless Supplier recommended or participated in such modification or combination; (c) use of a product or service by Customer in violation of the Contract unless done so at the direction of Supplier, or

(d) a non-Supplier product that has not been provided to the State by, through or on behalf of Supplier as opposed to its combination with products Supplier provides to or develops for the State or a Customer as a system.

#### **16.4 Notice and Cooperation**

In connection with indemnification obligations under the Contract, the parties agree to furnish prompt written notice to each other of any third-party claim. Any Customer affected by the claim will reasonably cooperate with Supplier and defense of the claim to the extent its interests are aligned with Supplier. Supplier shall use counsel reasonably experienced in the subject matter at issue and will not settle a claim without the written consent of the party being defended, which consent will not be unreasonably withheld or delayed, except that no consent will be required to settle a claim against Indemnified Parties that are not a State agency, where relief against the Indemnified Parties is limited to monetary damages that are paid by the defending party under indemnification provisions of the Contract.

#### **16.5 Coordination of Defense**

In connection with indemnification obligations under the Contract, when a State agency is a named defendant in any filed or threatened lawsuit, the defense of the State agency shall be coordinated by the Attorney General of Oklahoma, or the Attorney General may authorize the Supplier to control the defense and any related settlement negotiations; provided, however, Supplier shall not agree to any settlement of claims against the State without obtaining advance written concurrence from the Attorney General. If the Attorney General does not authorize sole control of the defense and settlement negotiations to Supplier, Supplier shall have authorization to equally participate in any proceeding related to the indemnity obligation under the Contract and shall remain responsible to indemnify the applicable Indemnified Parties.

#### **16.6 Limitation of Liability**

A. With respect to any claim or cause of action arising under or related to the Contract, neither the State nor any Customer shall be liable to Supplier for lost profits, lost sales or business expenditures, investments, or commitments in connection with any business, loss of any goodwill, or for any other indirect, incidental, punitive, special or consequential damages, even if advised of the possibility of such damages.

- B. Notwithstanding anything to the contrary in the Contract, no provision shall limit damages, expenses, costs, actions, claims, and liabilities arising from or related to property damage, bodily injury or death caused by Supplier or its employees, agents or subcontractors; indemnity, security or confidentiality obligations under the Contract; the bad faith, negligence, intentional misconduct or other acts for which applicable law does not allow exemption from liability of Supplier or its employees, agents or subcontractors.
  
- C. The limitation of liability and disclaimers set forth in the Contract will apply regardless of whether Customer has accepted a product or service. The parties agree that Supplier has set its fees and entered into the Contract in reliance on the disclaimers and limitations set forth herein, that the same reflect an allocation of risk between the parties and form an essential basis of the bargain between the parties. These limitations shall apply notwithstanding any failure of essential purpose of any limited remedy.

## **17 Termination for Funding Insufficiency**

- 17.1 Notwithstanding anything to the contrary in any Contract document, the State may terminate the Contract in whole or in part if funds sufficient to pay obligations under the Contract are not appropriated or received from an intended third-party funding source. In the event of such insufficiency, Supplier will be provided at least fifteen (15) calendar days' written notice of termination. Any partial termination of the Contract under this section shall not be construed as a waiver of, and shall not affect, the rights and obligations of any party regarding portions of the Contract that are not terminated. The determination by the State of insufficient funding shall be accepted by, and shall be final and binding on, the Supplier.
  
- 17.2 Upon receipt of notice of a termination, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to the effective date of termination, the termination does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract or for any damages or other amounts caused by or associated with such termination. Any amount paid to Supplier in the form of prepaid fees that are unused when the Contract or certain obligations are terminated shall be refunded.

**17.3** The State's exercise of its right to terminate the Contract under this section shall not be considered a default or breach under the Contract or relieve the Supplier of any liability for claims arising under the Contract.

## **18 Termination for Cause**

**18.1** Supplier may terminate the Contract if (i) it has provided the State with written notice of material breach and (ii) the State fails to cure such material breach within thirty (30) days of receipt of written notice. If there is more than one Customer, material breach by a Customer does not give rise to a claim of material breach as grounds for termination by Supplier of the Contract as a whole. The State may terminate the Contract in whole or in part if (i) it has provided Supplier with written notice of material breach, and (ii) Supplier fails to cure such material breach within thirty (30) days of receipt of written notice. Any partial termination of the Contract under this section shall not be construed as a waiver of, and shall not affect, the rights and obligations of any party regarding portions of the Contract that are not terminated.

**18.2** The State may terminate the Contract in whole or in part immediately without a thirty (30) day written notice to Supplier if (i) Supplier fails to comply with confidentiality, privacy, security, environmental or safety requirements applicable to Supplier's performance or obligations under the Contract; (ii) Supplier's material breach is reasonably determined to be an impediment to the function of the State and detrimental to the State or to cause a condition precluding the thirty (30) day notice or (iii) when the State determines that an administrative error in connection with award of the Contract occurred prior to Contract performance.

**18.3** The State may terminate the Contract if the scope includes PR Vendor services and the Supplier, or Supplier's employee, violate the lobbying clause. PR Vendor services is defined to include a contract for public relations (PR), marketing or communication services. The State may immediately terminate the Contract with no more than 10-days notice under this section.

**18.4** Upon receipt of notice of a termination, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to the effective date of termination, the termination does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract or for any damages or other amounts caused by or

associated with such termination. Such termination is not an exclusive remedy but is in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees that are unused when the Contract or certain obligations are terminated shall be refunded. Termination of the Contract under this section, in whole or in part, shall not relieve the Supplier of liability for claims arising under the Contract.

- 18.5** The Supplier's repeated failure to provide an acceptable product or service; Supplier's unilateral revision of linked or supplemental terms that have a materially adverse impact on a Customer's rights or obligations under the Contract (except as required by a governmental authority); actual or anticipated failure of Supplier to perform its obligations under the Contract; Supplier's inability to pay its debts when due; assignment for the benefit of Supplier's creditors; or voluntary or involuntary appointment of a receiver or filing of bankruptcy of Supplier shall constitute a material breach of the Supplier's obligations, which may result in partial or whole termination of the Contract. This subsection is not intended as an exhaustive list of material breach conditions. Termination may also result from other instances of failure to adhere to the Contract provisions and for other reasons provided for by applicable law, rules or regulations; without limitation, OAC 260:115-9-1 is an example.

## **19 Termination for Convenience**

- 19.1** The State may terminate the Contract, in whole or in part, for convenience if it is determined that termination is in the State's best interest. In the event of a termination for convenience, Supplier will be provided at least thirty (30) days written notice of termination. Any partial termination of the Contract shall not be construed as a waiver of, and shall not affect, the rights and obligations of any party regarding portions of the Contract that remain in effect.
- 19.2** Upon receipt of notice of such termination, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory nor to the effective date of termination, the termination does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract or for any damages or other amounts caused by or associated with such termination. Such termination shall not be an exclusive remedy but shall be in addition to any other rights and remedies

provided for by law. Any amount paid to Supplier in the form of prepaid fees that are unused when the Contract or certain obligations are terminated shall be refunded. Termination of the Contract under this section, in whole or in part, shall not relieve the Supplier of liability for claims arising under the Contract.

## **20 Suspension of Supplier**

**20.1** Supplier may be subject to Suspension without advance notice and may additionally be suspended from activities under the Contract if Supplier fails to comply with confidentiality, privacy, security, environmental or safety requirements applicable to Supplier's performance or obligations under the Contract.

**20.2** Upon receipt of a notice pursuant to this section, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to receipt of notice by Supplier, the Suspension does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract during a period of Suspension or suspended activity or for any damages or other amounts caused by or associated with such Suspension or suspended activity. A right exercised under this section shall not be an exclusive remedy but shall be in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees attributable to a period of Suspension or suspended activity shall be refunded.

**20.3** Such Suspension may be removed, or suspended activity may resume, at the earlier of such time as a formal notice is issued that authorizes the resumption of performance under the Contract or at such time as a purchase order or other appropriate encumbrance document is issued. This subsection is not intended to operate as an affirmative statement that such a resumption will occur.

## **21 Certification Regarding Debarment, Suspension, and Other Responsibility Matters**

The certification made by Supplier with respect to Debarment, Suspension, certain indictments, convictions, civil judgments and terminated public contracts is a material representation of fact upon which reliance was placed when entering into the Contract. A determination that Supplier knowingly rendered an erroneous certification, in addition to other available remedies, may result in whole or partial termination of the Contract for Supplier's default. Additionally, Supplier shall promptly provide written

notice to the State Purchasing Director if the certification becomes erroneous due to changed circumstances.

## **22 Certification Regarding State Employees Prohibition From Fulfilling Services**

Pursuant to 74 O.S. § 85.42, the Supplier certifies that no person involved in any manner in development of the Contract employed by the State shall be employed to fulfill any services provided under the Contract.

## **23 Force Majeure**

**23.1** Either party shall be temporarily excused from performance to the extent delayed as a result of unforeseen causes beyond its reasonable control including fire or other similar casualty, act of God, strike or labor dispute, war or other violence, or any law, order or requirement of any governmental agency or authority provided the party experiencing the force majeure event has prudently and promptly acted to take any and all steps within the party's control to ensure continued performance and to shorten duration of the event. If a party's performance of its obligations is materially hindered as a result of a force majeure event, such party shall promptly notify the other party of its best reasonable assessment of the nature and duration of the force majeure event and steps it is taking, and plans to take, to mitigate the effects of the force majeure event. The party shall use commercially reasonable best efforts to continue performance to the extent possible during such event and resume full performance as soon as reasonably practicable.

**23.2** Subject to the conditions set forth above, non-performance as a result of a force majeure event shall not be deemed a default. However, a purchase order or other payment mechanism may be terminated if Supplier cannot cause delivery of a product or service in a timely manner to meet the business needs of Customer. Supplier is not entitled to payment for products or services not received and, therefore, amounts payable to Supplier during the force majeure event shall be equitably adjusted downward.

**23.3** Notwithstanding the foregoing or any other provision in the Contract, (i) the following are not a force majeure event under the Contract: (a) shutdowns, disruptions or malfunctions in Supplier's system or any of Supplier's telecommunication or internet services other than as a result of general and widespread internet or telecommunications failures that are not limited to Supplier's systems or (b) the delay or failure of Supplier or subcontractor personnel to perform any obligation of Supplier hereunder unless such delay or failure to perform is itself

by reason of a force majeure event and (ii) no force majeure event modifies or excuses Supplier's obligations related to confidentiality, indemnification, data security or breach notification obligations set forth herein.

## **24 Security of Property and Personnel**

In connection with Supplier's performance under the Contract, Supplier may have access to Customer personnel, premises, data, records, equipment and other property. Supplier shall use commercially reasonable best efforts to preserve the safety and security of such personnel, premises, data, records, equipment, and other property of Customer. Supplier shall be responsible for damage to such property to the extent such damage is caused by its employees or subcontractors and shall be responsible for loss of Customer property in its possession, regardless of cause. If Supplier fails to comply with Customer's security requirements, Supplier is subject to immediate suspension of work as well as termination of the associated purchase order or other payment mechanism.

## **25 Notices**

All notices, approvals or requests allowed or required by the terms of any Contract document shall be in writing, reference the Contract with specificity and deemed delivered upon receipt or upon refusal of the intended party to accept receipt of the notice. In addition to other notice requirements in the Contract and the designated Supplier contact provided in a successful Bid, notices shall be sent to the State at the physical address set forth below. Notice information may be updated in writing to the other party as necessary. Notwithstanding any other provision of the Contract, confidentiality, breach and termination-related notices shall not be delivered solely via e-mail.

### **If Sent to the State:**

State Purchasing Director  
2401 N. Lincoln Blvd., Second Floor Oklahoma City, OK 73105

### **With a copy, which shall not constitute notice, to:**

OMES Central Purchasing, Attn: Deputy General Counsel, 2401 N. Lincoln Blvd., Second Floor Oklahoma City, OK 73105

## **26 Miscellaneous**

### **26.1 Choice of Law and Venue**

Any claim, dispute, or litigation relating to the Contract documents, in the singular or in the aggregate, shall be governed by the laws of the State without regard to application of choice of law principles. Pursuant to 74 O.S. § 85.7(F), where federal granted funds

are involved, applicable federal laws, rules and regulations shall govern to the extent necessary to insure benefit of such federal funds to the State. Venue for any action, claim, dispute, or litigation relating in any way to the Contract documents, shall be in Oklahoma County, Oklahoma. The State expressly declines any terms that minimize its rights under Oklahoma law, including but not limited to, Statutes of Limitations.

## **26.2 Employment Relationship**

The Contract does not create an employment relationship. Individuals providing products or performing services pursuant to the Contract are not employees of the State or Customer and, accordingly are not eligible for any rights or benefits whatsoever accruing to such employees.

## **26.3 Transition Services**

If transition services are needed at the time of Contract expiration or termination, Supplier shall provide such services on a month-to-month basis, at the contract rate or other mutually agreed rate. Supplier shall provide a proposed transition plan, upon request, and cooperate with any successor supplier and with establishing a mutually agreeable transition plan. Failure to cooperate may be documented as poor performance of Supplier.

## **26.4 Publicity**

The existence of the Contract or any Acquisition is in no way an endorsement of Supplier, the products or services and shall not be so construed by Supplier in any advertising or publicity materials. Supplier agrees to submit to the State all advertising, sales, promotion, and other publicity matters relating to the Contract wherein the name of the State or any Customer is mentioned or language used from which, in the State's judgment, an endorsement may be inferred or implied. Supplier further agrees not to publish or use such advertising, sales promotion, or publicity matter or release any informational pamphlets, notices, press releases, research reports, or similar public notices concerning the Contract or any Acquisition hereunder without obtaining the prior written approval of the State.

## **26.5 Open Records Act**

Supplier acknowledges that all State agencies and certain other Customers are subject to the Oklahoma Open Records Act set forth at 51 O.S. § 24A-1 et seq. Supplier also acknowledges that compliance with the Oklahoma Open Records Act and all opinions of the Oklahoma Attorney General concerning the Act is required. Nothing herein is intended to waive the State Purchasing Director's authority under OAC 260:115-3-9 in connection with Bid information requested to be held confidential by a Bidder. Notwithstanding the foregoing, Supplier Confidential Information shall not include information that: (i) is or becomes generally known or available by public disclosure, commercial use or otherwise and is not in contravention of this Contract; (ii) is known and has been reduced to tangible form by the receiving party before the time of disclosure for the first time under this Contract and without other obligations of confidentiality; (iii) is independently developed without the use of any of Supplier Confidential Information; (iv) is lawfully obtained from a third party (without any confidentiality obligation) who has the right to make such disclosure or (v) pricing provided to the State. In addition, the obligations in this section shall not apply to the extent that the applicable law or regulation requires disclosure of Supplier Confidential Information, provided that the Customer provides reasonable written notice, pursuant to Contract notice provisions, to the Supplier so that the Supplier may promptly seek a protective order or other appropriate remedy.

## **26.6 Failure to Enforce**

Failure by the State or a Customer at any time to enforce a provision of, or exercise a right under, the Contract shall not be construed as a waiver of any such provision. Such failure to enforce or exercise shall not affect the validity of any Contract document, or any part thereof, or the right of the State or a Customer to enforce any provision of, or exercise any right under, the Contract at any time in accordance with its terms. Likewise, a waiver of a breach of any provision of a Contract document shall not affect or waive a subsequent breach of the same provision or a breach of any other provision in the Contract.

## **26.7 Mutual Responsibilities**

- A.** No party to the Contract grants the other the right to use any trademarks, trade names, other designations in any promotion or publication without the express written consent by the other party.
- B.** The Contract is a non-exclusive contract and each party is free to enter into similar agreements with others.

- C. The Customer and Supplier each grant the other only the licenses and rights specified in the Contract and all other rights and interests are expressly reserved.
- D. The Customer and Supplier shall reasonably cooperate with each other and any Supplier to which the provision of a product and/or service under the Contract may be transitioned after termination or expiration of the Contract.
- E. Except as otherwise set forth herein, where approval, acceptance, consent, or similar action by a party is required under the Contract, such action shall not be unreasonably delayed or withheld.

## **26.8 Invalid Term or Condition**

To the extent any term or condition in the Contract conflicts with a compulsory applicable State or United States law or regulation, such Contract term or condition is void and unenforceable. By executing any Contract document which contains a conflicting term or condition, no representation or warranty is made regarding the enforceability of such term or condition. Likewise, any applicable State or federal law or regulation which conflicts with the Contract or any non-conflicting applicable State or federal law or regulation is not waived.

## **26.9 Severability**

If any provision of a Contract document, or the application of any term or condition to any party or circumstances, is held invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable and the application of such provision to other parties or circumstances shall remain valid and in full force and effect. If a court finds that any provision of this contract is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

## **26.10 Section Headings**

The headings used in any Contract document are for convenience only and do not constitute terms of the Contract.

### **26.11 Sovereign Immunity**

Notwithstanding any provision in the Contract, the Contract is entered into subject to the State's Constitution, statutes, common law, regulations, and the doctrine of sovereign immunity, none of which are waived by the State nor any other right or defense available to the State.

### **26.12 Survival**

As applicable, performance under all license, subscription, service agreements, statements of work, transition plans and other similar Contract documents entered into between the parties under the terms of the Contract shall survive Contract expiration. Additionally, rights and obligations under the Contract which by their nature should survive including, without limitation, certain payment obligations invoiced prior to expiration or termination; confidentiality obligations; security incident and data breach obligations and indemnification obligations, remain in effect after expiration or termination of the Contract.

### **26.13 Entire Agreement**

The Contract documents taken together as a whole constitute the entire agreement between the parties. No statement, promise, condition, understanding, inducement or representation, oral or written, expressed or implied, which is not contained in a Contract document shall be binding or valid. The Supplier's representations and certifications, including any completed electronically, are incorporated by reference into the Contract.

### **26.14 Gratuities**

The Contract may be immediately terminated, in whole or in part, by written notice if it is determined that the Supplier, its employee, agent, or another representative violated any federal, State or local law, rule or ordinance by offering or giving a gratuity to any State employee directly involved in the Contract. In addition, Suspension or Debarment of the Supplier may result from such a violation.

### **26.15 Import/Export Controls**

Neither party will use, distribute, transfer or transmit any equipment, services, software or technical information provided under the Contract (even if incorporated into other products) except in compliance with all applicable import and export laws, conventions and regulations.

## **ATTACHMENT C**

### **OKLAHOMA STATEWIDE CONTRACT TERMS**

#### **1. Statewide Contract Type**

- 1.1** The Contract is a non-mandatory statewide contract for use by State agencies. Additionally, the Contract may be used by any governmental entity specified as a political subdivision of the State pursuant to the Governmental Tort Claims Act including any associated institution, instrumentality, board, commission, committee, department or other entity designated to act on behalf of the political subdivision; a state, county or local governmental entity in its state of origin; and entities authorized to utilize contracts by the State via a multistate or multigovernmental contract.
- 1.2** The Contract is a firm, fixed price contract for indefinite delivery and quantity for the Acquisitions available under the Contract.

#### **2. Orders and Addendums**

- 2.1** Unless mutually agreed in writing otherwise, orders shall be placed directly with the Supplier by issuance of written purchase orders or by Purchase Card by state agencies and other authorized entities. All orders are subject to the Contract terms and any order dated prior to Contract expiration shall be performed. Delivery to multiple destinations may be required.
- 2.2** Any ordering document shall be effective between Supplier and the Customer only and shall not be an Addendum to the Contract in its entirety or apply to any Acquisition by another Customer.
- 2.3** Additional terms added to a Contract Document by a Customer shall be effective if the additional terms do not conflict with the General Terms and are acceptable to Supplier. However, an Addendum to the Contract shall be signed by the State Purchasing Director or designee. Regarding information technology and telecommunications contracts, pursuant to 62 O.S., §34.11.1, the Chief Information Officer acts as the Information Technology and Telecommunications Purchasing Director.

#### **3. Termination for Funding Insufficiency**

In addition to Contract terms relating to termination due to insufficient funding, a Customer may terminate any purchase order or other payment mechanism if funds sufficient to pay obligations under the Contract are not appropriated or received from an intended third-party funding source. The determination by the Customer of insufficient funding shall be accepted by, and shall be final and binding on, the Supplier.

#### **4. Termination for Cause**

In addition to Contract terms relating to termination for cause, a customer may terminate its obligations, in whole or in part, to Supplier if it has provided Supplier with written notice of material breach and Supplier fails to cure such material breach within thirty (30) days of receipt of written notice. The Customer may also terminate a purchase order or other payment mechanism or Supplier's activities under the Contract immediately without a thirty (30) day written notice to Supplier, if Supplier fails to comply with confidentiality, privacy, security, environmental or safety requirements if such non-compliance relates or may relate to Supplier provision of products or services to the Customer or if Supplier's material breach is reasonably determined (i) to be an impediment to the function of the Customer and detrimental to the Customer, or (ii) when conditions preclude the thirty (30) day notice.

#### **5. Termination for Convenience**

In addition to any termination for convenience provisions in the Contract, a Customer may terminate a purchase order or other payment mechanism for convenience if it is determined that termination is in the Customer's best interest. Supplier will be provided at least thirty (30) days' written notice of termination.

#### **6. Contract Management Fee and Usage Report**

**6.1** Pursuant to 74 O.S. § 85.33A, the State assesses a contract management fee on all transactions under a statewide contract. The payment of such fee will be calculated for all transactions, net of returns and the Supplier has no right of setoff against such fee regardless of the payment status of any Customer or any aggregate accounts receivable percentage. Supplier acknowledges and agrees that all prices quoted under any statewide contract shall include the contract management fee and the contract management fee shall not be reflected as a separate line item in Supplier's billing. The State reserves the

right to change this fee upward or downward upon sixty (60) calendar days' written notice to Supplier without further requirement for an Addendum.

**6.2** While Supplier is the awardee of a statewide contract, transactions that occur under the terms of the statewide contract are subject to a one percent (1%) contract management fee to be paid by Supplier. Supplier shall submit a Contract Usage Report on a quarterly basis for each contract using a form provided by the State and such report shall include applicable information for each transaction. Reports shall include usage of the statewide contract by every Customer during the applicable quarter. A singular report provided late will not be considered a breach of the statewide contract; provided, however, repeated failure to submit accurate quarterly usage reports and submit timely payments may result in suspension or termination, in whole or in part, of the Contract.

**6.3** All Contract Usage Reports shall meet the following criteria:

- i.** Electronic submission in Microsoft Excel format to [strategic.sourcing@omes.ok.gov](mailto:strategic.sourcing@omes.ok.gov);
- ii.** Quarterly submission regardless of whether there were transactions under the Contract during the applicable quarterly reporting period;
- iii.** Submission no later than forty-five (45) days following the end of each calendar quarter;
- iv.** Contract quarterly reporting periods shall be as follows:
  - a.** January 01 through March 31;
  - b.** April 01 through June 30;
  - c.** July 01 through September 30; and
  - d.** October 01 through December 31.
- v.** Reports must include the following information:
  - a.** Procuring entity;
  - b.** Order date;

- c. Purchase Order number or note that the transaction was paid by Purchase Card;
- d. City in which products or services were received or specific office or subdivision title;
- e. Product manufacturer or type of service;
- f. Manufacturer item number, if applicable;
- g. Product description;
- h. General product category, if applicable;
- i. Quantity;
- j. Unit list price or MSRP, as applicable;
- k. Unit price charged to the purchasing entity; and
- l. Other Contract usage information requested by the State.

**6.4** Payment of the contract management fee shall be delivered to the following address within forty-five (45) calendar days after the end of each quarterly reporting period:

State of Oklahoma  
Office of Management and Enterprise Services, Central Purchasing  
2401 North Lincoln Boulevard, Suite 116  
Oklahoma City, Oklahoma 73105

To ensure payment is properly accounted for, Supplier shall provide the following information with payment: (i) reference to the applicable Contract Usage Report and quarterly reporting period and (ii) the applicable statewide contract number(s) and the amount of the contract management fee being paid for each contract number.

## ATTACHMENT D

### STATE OF OKLAHOMA INFORMATION TECHNOLOGY TERMS

The parties further agree to the following terms (“Information Technology Terms”), as applicable, for any Acquisition of products or services with an information technology or telecommunication component. Pursuant to the Oklahoma Information Technology Consolidation and Coordination Act, OMES-Information Services (“OMES-IS”) is designated to purchase information technology and telecommunication products and services on behalf of the State. The Act directs OMES-IS to acquire necessary hardware, software and services and to authorize the use by other State agencies. OMES, as the owner of information technology and telecommunication assets and contracts on behalf of the State, allows other State agencies to use the assets while retaining ownership and the right to reassign the assets, at no additional cost, upon written notification to Supplier. OMES-IS is the data custodian for State agency data; however, such data is owned by the respective State agency.

#### Definitions

- 1.1 **COTS** means software that is commercial off the shelf.
- 1.2 **Customer Data** means all data supplied by or on behalf of a Customer in connection with the Contract, excluding any confidential information of Supplier.
- 1.3 **Data Breach** means the unauthorized access by an unauthorized person that results in the use, disclosure or theft of Customer Data.
- 1.4 **Host** includes the terms **Hosted** or **Hosting** and means the accessing, processing or storing of Customer Data.
- 1.5 **Intellectual Property Rights** means the worldwide legal rights or interests evidenced by or embodied in any idea, design, concept, personality right, method, process, technique, apparatus, invention, discovery or improvement including any patents, trade secrets and know-how; any work of authorship including any copyrights, Moral Rights or neighboring rights; any trademark, service mark, trade dress, trade name or other indicia of source or origin; domain name registrations; and any other proprietary or similar rights. Intellectual Property Rights of a party also includes all worldwide legal rights or interests that the party may have acquired by assignment or license with the right to grant sublicenses.
- 1.6 **Moral Rights** means any and all rights of paternity or integrity of the Work Product and the right to object to any modification, translation or use of the Work Product and any similar rights existing under the judicial or statutory law of any country in the world or under any treaty, regardless of whether or not such right is denominated or referred to as a moral right.

- 1.7 Non-Public Data** means Customer Data, other than Personal Data, that is not subject to distribution to the public as public information. It is deemed to be sensitive and confidential by Customer because it contains information that is exempt by statute, ordinance or administrative rule from access by the general public as public information. Non-Public Data includes any data deemed confidential pursuant to the Contract, otherwise identified by Customer as Non-Public Data, or that a reasonable person would deem confidential.
- 1.8 Personal Data** means Customer Data that contains 1) any combination of an individual's name, social security numbers, driver's license, state/federal identification number, account number, credit or debit card number and/or 2) data subject to protection under a federal, state or local law, rule, regulation or ordinance.
- 1.9 Security Incident** means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with the Hosted environment used to perform the services.
- 1.10 State CIO** means the State Chief Information Officer or authorized designee.
- 1.11 Supplier Intellectual Property** means all tangible or intangible items or things, including the Intellectual Property Rights therein, created or developed by Supplier and identified in writing as such (a) prior to providing any services or Work Product to Customer and prior to receiving any documents, materials, information or funding from or on behalf of a Customer relating to the services or Work Product, or (b) after the effective date of the Contract if such tangible or intangible items or things were independently developed by Supplier outside Supplier's provision of services or Work Product for Customer under the Contract and were not created, prepared, developed, invented or conceived by any Customer personnel who then became personnel to Supplier or any of its affiliates or subcontractors, where, although creation or reduction-to-practice is completed while the person is affiliated with Supplier or its personnel, any portion of same was created, invented or conceived by such person while affiliated with Customer.
- 1.12 Third Party Intellectual Property** means the Intellectual Property Rights of any third party that is not a party to the Contract, and that is not directly or indirectly providing any goods or services to a Customer under the Contract.
- 1.13 Work Product** means any and all deliverables produced by Supplier for Customer under a statement of work issued pursuant to the Contract, including any and all tangible or intangible items or things that have been or will be prepared, created, developed, invented or conceived at any time following the effective date of the Contract, including but not limited to any (i) works of authorship (such as manuals, instructions, printed material, graphics, artwork, images, illustrations, photographs, computer programs, computer software, scripts, object code, source code or other

programming code, HTML code, flow charts, notes, outlines, lists, compilations, manuscripts, writings, pictorial materials, schematics, formulae, processes, algorithms, data, information, multimedia files, text web pages or web sites, other written or machine readable expression of such works fixed in any tangible media, and all other copyrightable works), (i) trademarks, service marks, trade dress, trade names, logos, or other indicia of source or origin, (iii) ideas, designs, concepts, personality rights, methods, processes, techniques, apparatuses, inventions, formulas, discoveries, or improvements, including any patents, trade secrets and know-how, (iv) domain names, (v) any copies, and similar or derivative works to any of the foregoing, (vi) all documentation and materials related to any of the foregoing, (vii) all other goods, services or deliverables to be provided to Customer under the Contract or statement of work, and (viii) all Intellectual Property Rights in any of the foregoing, and which are or were created, prepared, developed, invented or conceived for the use of benefit of Customer in connection with this Contract or a statement of work, or with funds appropriated by or for Customer or Customer's benefit: (a) by any Supplier personnel or Customer personnel, or (b) any Customer personnel who then became personnel to Supplier or any of its affiliates or subcontractors, where, although creation or reduction-to-practice is completed while the person is affiliated with Supplier or its personnel, any portion of same was created, invented or conceived by such person while affiliated with Customer.

## **2 Termination of Maintenance and Support Services**

Customer may terminate maintenance or support services without an adjustment charge, provided any of the following circumstances occur:

- 2.1** Customer removes the product for which the services are provided, from productive use or;
- 2.2** The location at which the services are provided is no longer controlled by Customer (for example, because of statutory or regulatory changes or the sale or closing of a facility).

If Customer chooses to renew maintenance or support after maintenance has lapsed, Customer may choose to pay the additional fee, if any, associated with renewing a license after such maintenance or support has lapsed, or to purchase a new license. Any amount paid to Supplier in the form of prepaid fees that are unused when services under the Contract or purchase order are terminated shall be refunded to Customer.

## **3 Compliance and Electronic and Information Technology Accessibility**

State procurement of information technology is subject to certain federal and State laws, rules and regulations related to information technology accessibility, including but not limited to Oklahoma Information Technology Accessibility Standards ("Standards") set

forth at [https://omes.ok.gov/sites/g/files/gmc316/f/isd\\_itas.pdf](https://omes.ok.gov/sites/g/files/gmc316/f/isd_itas.pdf). Supplier shall provide a Voluntary Product Accessibility Template (“VPAT”) describing accessibility compliance via a URL linking to the VPAT and shall update the VPAT as necessary in order to allow a Customer to obtain current VPAT information as required by State law. If products require development or customization, additional requirements and documentation may be required and compliance shall be necessary by Supplier. Such requirements may be stated in appropriate documents including but not limited to a statement of work, riders, agreement, purchase order or Addendum.

All representations contained in the VPAT provided will be relied upon by the State or a Customer, as applicable, for accessibility compliance purposes.

#### **4 Media Ownership (Disk Drive and/or Memory Chip Ownership)**

**4.1** Any disk drives and memory cards purchased with or included for use in leased or purchased products under the Contract remain the property of the Customer.

**4.2** Personal information may be retained within electronic media devices and components; therefore, electronic media shall not be released either between Customers or for the resale, of refurbished equipment that has been in use by a Customer, by the Supplier to the general public or other entities. This provision applies to replacement devices and components, whether purchased or leased, supplied by Supplier, its agents or subcontractors during the downtime (repair) of products purchased or leased through the Contract. If a device is removed from a location for repairs, the Customer shall have sole discretion, prior to removal, to determine and implement sufficient safeguards (such as a record of hard drive serial numbers) to protect personal information that may be stored within the hard drive or memory of the device.

#### **5 Offshore Services**

No offshore services are provided for under the Contract. State data shall not be used or accessed internationally for troubleshooting or any other use not specifically provided for herein without the prior written permission, which may be withheld in the State’s sole discretion, from the appropriate authorized representative of the State. Notwithstanding the above, back office administrative functions of the Supplier may be located offshore and the follow-the-sun support model may be used by the Supplier to the extent allowed by law applicable to any Customer data being accessed or used.

#### **6 Compliance with Technology Policies**

**6.1** The Supplier agrees to adhere to the State of Oklahoma “Information Security Policy, Procedures, and Guidelines” available at [https://omes.ok.gov/s/g/files/gmc316/f/InfoSecPPG\\_0.pdf](https://omes.ok.gov/s/g/files/gmc316/f/InfoSecPPG_0.pdf).

Supplier's employees and subcontractors shall adhere to the applicable State IT Standard Methodologies and Templates including but not limited to Project Management, Business Analysis, System Analysis, Enterprise and IT Architecture, Quality, Application and Security Methodologies and Templates as set forth at <http://eclipse.omes.ok.gov>.

**6.2** Supplier shall comply with applicable Federal Information Processing Standards including, without limitation, FIPS 200, FIPS 140-2 or successor standards and all recommendations from the National Institute of Standards and Technology. The confidentiality of Customer Data shall be protected and maintained in accordance with these standards as well as other applicable Customer standards.

**6.3** Supplier shall comply with the CJIS Security Policy as more particularly described at Appendix 2 attached hereto and incorporated herein.

## **7 Emerging Technologies**

The State of Oklahoma reserves the right to enter into an Addendum to the Contract at any time to allow for emerging technologies not identified elsewhere in the Contract Documents if there are repeated requests for such emerging technology or the State determines it is warranted to add such technology.

## **8 Extension Right**

In addition to extension rights of the State set forth in the Contract, the State CIO reserves the right to extend any Contract if the State CIO determines such extension to be in the best interest of the State.

## **9 Source Code Escrow**

Pursuant to 62 O.S. § 34.31, if customized computer software is developed or modified exclusively for a State agency, the Supplier has a continuing obligation to comply with such law and place the source code for such software and any modifications thereto into escrow with an independent third party escrow agent. Supplier shall pay all fees charged by the escrow agent and enter into an escrow agreement, the terms of which are subject to the prior written approval of the State, including terms that provide the State receives ownership of all escrowed source code upon the occurrence of any of the following:

**9.1** A bona fide material default of the obligations of the Supplier under the agreement with the applicable Customer;

**9.2** An assignment by the Supplier for the benefit of its creditors;

**9.3** A failure by the Supplier to pay, or an admission by the Supplier of its inability to pay, its debts as they mature;

- 9.4 The filing of a petition in bankruptcy by or against the Supplier when such petition is not dismissed within sixty (60) days of the filing date;
- 9.5 The appointment of a receiver, liquidator or trustee appointed for any substantial part of the Supplier's property;
- 9.6 The inability or unwillingness of the Supplier to provide the maintenance and support services in accordance with the agreement with the agency;
- 9.7 Supplier's ceasing of maintenance and support of the software; or
- 9.8 Such other condition as may be statutorily imposed by the future amendment or enactment of applicable Oklahoma law.

## **10 Commercial Off The Shelf Software**

If Supplier specifies terms and conditions or clauses in an electronic license, subscription, maintenance, support or similar agreement that conflict with the terms of this Contract, the additional terms and conditions or conflicting clauses shall not be binding on the State and the provisions of this Contract shall prevail.

## **11 Ownership Rights**

Any software developed by the Supplier under the terms of the Contract is for the sole and exclusive use of the State including but not limited to the right to use, reproduce, re-use, alter, modify, edit, or change the software as it sees fit and for any purpose. Moreover, except with regard to any deliverable based on Supplier Intellectual Property, the State shall be deemed the sole and exclusive owner of all right, title, and interest therein, including but not limited to all source data, information and materials furnished to the State, together with all plans, system analysis, and design specifications and drawings, completed programs and documentation thereof, reports and listing, all data and test procedures and all other items pertaining to the work and services to be performed pursuant to this Contract including all copyright and proprietary rights relating thereto. With respect to Supplier Intellectual Property, the Supplier grants the State, for no additional consideration, a perpetual, irrevocable, royalty-free license, solely for the internal business use of the State, to use, copy, modify, display, perform, transmit and prepare derivative works of Supplier Intellectual Property embodied in or delivered to the State in conjunction with the products.

Except for any Supplier Intellectual Property, all work performed by the Supplier of developing, modifying or customizing software and any related supporting documentation shall be considered as Work for Hire (as defined under the U.S. copyright laws) and, as such, shall be owned by and for the benefit of State.

In the event that it should be determined that any portion of such software or related supporting documentation does not qualify as "Work Made for Hire", Supplier hereby irrevocably grants to the State, for no additional consideration, a non-exclusive,

irrevocable, royalty-free license to use, copy, modify, display, perform, transmit and prepare derivative works of any such software and any Supplier Intellectual Property embodied in or delivered to the State in conjunction with the products.

Supplier shall assist the State and its agents, upon request, in preparing U.S. and foreign copyright, trademark, and/or patent applications covering software developed, modified or customized for the State. Supplier shall sign any such applications, upon request, and deliver them to the State. The State shall bear all expenses that incurred in connection with such copyright, trademark, and/or patent applications.

If any Acquisition pursuant to this Contract is funded wholly or in part with federal funds, the source code and all associated software and related documentation owned by the State may be shared with other publicly funded agencies at the discretion of the State without permission from or additional compensation to the Supplier.

## **12 Intellectual Property Ownership**

The following terms apply to ownership and rights related to Intellectual Property:

- 12.1** As between Supplier and Customer, the Work Product and Intellectual Property Rights therein are and shall be owned exclusively by Customer, and not Supplier. Supplier specifically agrees that the Work Product shall be considered “works made for hire” and that the Work Product shall, upon creation, be owned exclusively by Customer. To the extent that the Work Product, under applicable law, may not be considered works made for hire, Supplier hereby agrees that all right, title and interest in and to all ownership rights and all Intellectual Property Rights in the Work Product is hereby effectively transferred, granted, conveyed, assigned and relinquished exclusively to Customer, without the necessity of any further consideration, and Customer shall be entitled to obtain and hold in its own name all Intellectual Property Rights in and to the Work Product. Supplier acknowledges that Supplier and Customer do not intend Supplier to be a joint author of the Work Product within the meaning of the Copyright Act of 1976. Customer shall have access, during normal business hours (Monday through Friday, 8:00 a.m. to 5:00 p.m.) and upon reasonable prior notice to Supplier, to all Supplier materials, premises and computer files containing the Work Product. Supplier and Customer, as appropriate, will cooperate with one another and execute such other documents as may be reasonably appropriate to achieve the objectives herein. No license or other right is granted under the Contract to any Third Party Intellectual Property, except as may be incorporated in the Work Product by Supplier.
- 12.2** Supplier, upon request and without further consideration, shall perform any acts that may be deemed reasonably necessary or desirable by Customer to evidence more fully the transfer of ownership and/or registration of all Intellectual Property Rights in all Work Product to Customer to the fullest extent possible including, but not limited to, the execution, acknowledgement and delivery of such further

documents in a form determined by Customer. In the event Customer shall be unable to obtain Supplier's signature due to the dissolution of Supplier or Supplier's failure to respond to Customer's repeated requests for such signature on any document reasonably necessary for any purpose set forth in the foregoing sentence, Supplier hereby irrevocably designates and appoints Customer and its duly authorized officers and agents as Supplier's agent and Supplier's attorney-in-fact to act for and in Supplier's behalf and stead to execute and file any such document and to do all other lawfully permitted acts to further any such purpose with the same force and effect as if executed and delivered by Supplier, provided however that no such grant of right to Customer is applicable if Supplier fails to execute any document due to a good faith dispute by Supplier with respect to such document. It is understood that such power is coupled with an interest and is therefore irrevocable. Customer shall have the full and sole power to prosecute such applications and to take all other action concerning the Work Product, and Supplier shall cooperate, at Customer's sole expense, in the preparation and prosecution of all such applications and in any legal actions and proceedings concerning the Work Product.

- 12.3** Supplier hereby irrevocably and forever waives, and agrees never to assert, any Moral Rights in or to the Work Product which Supplier may now have or which may accrue to Supplier's benefit under U.S. or foreign copyright or other laws and any and all other residual rights and benefits which arise under any other applicable law now in force or hereafter enacted. Supplier acknowledges the receipt of equitable compensation for its assignment and waiver of such Moral Rights.
- 12.4** All documents, information and materials forwarded to Supplier by Customer for use in and preparation of the Work Product shall be deemed the confidential information of Customer, subject to the license granted by Customer to Supplier hereunder. Supplier shall not otherwise use, disclose, or permit any third party to use or obtain the Work Product, or any portion thereof, in any manner without the prior written approval of Customer.
- 12.5** These provisions are intended to protect Customer's proprietary rights pertaining to the Work Product and the Intellectual Property Rights therein and any misuse of such rights would cause substantial and irreparable harm to Customer's business. Therefore, Supplier acknowledges and stipulates that a court of competent jurisdiction may immediately enjoin a material breach of the Supplier's obligations with respect to confidentiality provisions of the Contract and the Work Product and a Customer's Intellectual Property Rights, upon a request by Customer, without requiring proof of irreparable injury, as same is presumed.
- 12.6** Upon the request of Customer, but in any event upon termination or expiration of this Contract or a statement of work, Supplier shall surrender to Customer all documents and things pertaining to the Work Product, generated or developed by Supplier or furnished by Customer to Supplier, including all materials embodying

the Work Product, any Customer confidential information and Intellectual Property Rights in such Work Product, regardless of whether complete or incomplete. This section is intended to apply to all Work Product as well as to all documents and things furnished to Supplier by Customer or by anyone else that pertains to the Work Product.

- 12.7** Customer hereby grants to Supplier a non-transferable, non-exclusive, royalty-free, fully paid license to use any Work Product solely as necessary to provide services to Customer. Except as provided in this section, neither Supplier nor any subcontractor shall have the right to use the Work Product in connection with the provision of services to its other customers without the prior written consent of Customer, which consent may be withheld in Customer's sole discretion.
- 12.8** To the extent that any Third Party Intellectual Property is embodied or reflected in the Work Product or is necessary to provide services, Supplier shall obtain from the applicable third party for the Customer's benefit, an irrevocable, perpetual, non-exclusive, worldwide, royalty-free license, solely for Customer's internal business purposes; likewise, with respect to any Supplier Intellectual Property embodied or reflected in the Work Product or necessary to provide services, Supplier grants to Customer an irrevocable, perpetual, non-exclusive, worldwide, royalty-free license, solely for the Customer's internal business purposes. Each such license shall allow the applicable Customer to (i) use, copy, modify, display, perform (by any means), transmit and prepare derivative works of any Third Party Intellectual Property or Supplier Intellectual Property embodied in or delivered to Customer in conjunction with the Work Product and (ii) authorize others to do any or all of the foregoing. Supplier agrees to notify Customer on delivery of the Work Product or services if such materials include any Third Party Intellectual Property. The foregoing license includes the right to sublicense third parties, solely for the purpose of engaging such third parties to assist or carry out Customer's internal business use of the Work Product. Except for the preceding license, all rights in Supplier Intellectual Property remain in Supplier. On request, Supplier shall provide Customer with documentation indicating a third party's written approval for Supplier to use any Third Party Intellectual Property that may be embodied or reflected in the Work Product.
- 12.9** Supplier agrees that it shall have written agreement(s) that are consistent with the provisions hereof related to Work Product and Intellectual Property Rights with any employees, agents, consultants, contractors or subcontractors providing services or Work Product pursuant to the Contract, prior to the provision of such services or Work Product and that it shall maintain such written agreements at all times during performance of this Contract which are sufficient to support all performance and grants of rights by Supplier. Copies of such agreements shall be provided to the Customer promptly upon request.

**12.10** To the extent not inconsistent with Customer's rights in the Work Product or other provisions, nothing in this Contract shall preclude Supplier from developing for itself, or for others, materials which are competitive with those produced as a result of the services provided under the Contract, provided that no Work Product is utilized, and no Intellectual Property Rights of Customer therein are infringed by such competitive materials. To the extent that Supplier wishes to use the Work Product or acquire licensed rights in certain Intellectual Property Rights of Customer therein in order to offer competitive goods or services to third parties, Supplier and Customer agree to negotiate in good faith regarding an appropriate license and royalty agreement to allow for such.

**12.11** If any Acquisition pursuant to the Contract is funded wholly or in part with federal funds, the source code and all associated software and related documentation and materials owned by a Customer may be shared with other publicly funded agencies at the discretion of such Customer without permission from or additional compensation to the Supplier.

### **13 Hosting Services**

**13.1** If Supplier or its subcontractor, affiliate or any other person or entity providing products or services under the Contract Hosts Customer Data in connection with an Acquisition, the provisions of Appendix 1, attached hereto and incorporated herein, apply to such Acquisition.

**13.2** If the Hosting of Customer Data by Supplier or its subcontractor, affiliate or any other person or entity providing products or services under the Contract contributes to or directly causes a Data Breach, Supplier shall be responsible for the obligations set forth in Appendix 1 related to breach reporting requirements and associated costs. Likewise if such Hosting contributes to or directly causes a Security Incident, Supplier shall be responsible for the obligations set forth in Appendix 1, as applicable.

### **14 Change Management**

When a scheduled change is made to products or services provided to a Customer that impacts the Customer's system related to such product or service, Supplier shall provide two (2) weeks' prior written notice of such change. When the change is an emergency change, Supplier shall provide twenty-four (24) hours' prior written notice of the change. Repeated failure to provide such notice may be an evaluation factor (as indicative of Supplier's past performance) upon renewal or if future bids submitted by Supplier are evaluated by the State.

### **15 Service Level Deficiency**

In addition to other terms of the Contract, in instances of the Supplier's repeated failure to provide an acceptable level of service or meet service level agreement metrics, service credits shall be provided by Supplier and may be used as an offset to payment due.

## **16 Notices**

In addition to notice requirements under the terms of the Contract otherwise, the following individuals shall also be provided the request, approval or notice, as applicable:

Chief Information Officer  
3115 N. Lincoln Blvd  
Oklahoma City, OK 73105

**With a copy, which shall not constitute notice, to:**

Information Services Deputy Counsel  
3115 North Lincoln Boulevard  
Oklahoma City, Oklahoma 73105

## **Appendix 1 to State of Oklahoma Information Technology Terms**

The parties agree to the following provisions in connection with any Customer Data accessed, processed or stored by or on behalf of the Supplier and the obligations, representations and warranties set forth below shall continue as long as the Supplier has an obligation under the Contract

### **A. Customer Data**

1. Customer will be responsible for the accuracy and completeness of all Customer Data provided to Supplier by Customer. Customer shall retain exclusive ownership of all Customer Data. Non-Public Data and Personal Data shall be deemed to be Customer's confidential information. Supplier shall restrict access to Customer Data to their employees with a need to know (and advise such employees of the confidentiality and non-disclosure obligations assumed herein).
2. Supplier shall promptly notify the Customer upon receipt of any requests from unauthorized third parties which in any way might reasonably require access to Customer Data or Customer's use of the Hosted environment. Supplier shall notify the Customer by the fastest means available and also in writing pursuant to Contract notice provisions and the notice provision herein. Except to the extent required by law, Supplier shall not respond to subpoenas, service or process, Freedom of Information Act or other open records requests, and other legal request related to Customer without first notifying the Customer and obtaining the Customer's prior approval, which shall not be unreasonably withheld, of Supplier's proposed responses. Supplier agrees to provide its completed responses to the Customer with adequate time for Customer review, revision and approval.
3. Supplier will use commercially reasonable efforts to prevent the loss of or damage to Customer Data in its possession and will maintain commercially reasonable back-up procedures and copies to facilitate the reconstruction of any Customer Data that may be lost or damaged by Supplier. Supplier will promptly notify Customer of any loss, damage to, or unauthorized access of Customer Data. Supplier will use commercially reasonable efforts to reconstruct any Customer Data that has been lost or damaged by Supplier as a result of its negligence or willful misconduct. If Customer Data is lost or damaged for reasons other than as a result of Supplier's negligence or willful misconduct, Supplier, at the Customer's expense, will, at the request of the State, use commercially reasonable efforts to reconstruct any Customer Data lost or damaged.

### **B. Data Security**

1. Supplier will use commercially reasonable efforts, consistent with industry standards, to provide security for the Hosted environment and Customer Data and to protect against both unauthorized access to the Hosting environment, and

unauthorized communications between the Hosting environment and the Customer's browser. Supplier shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of Personal Data and Non-Public Data. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the service provider applies to its own personal data and non-public data of similar kind.

2. All Personal Data and Non-public Data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the service provider is responsible for encryption of Personal Data.
3. Supplier represents and warrants to the Customer that the Hosting equipment and environment will be routinely checked with a commercially available, industry standard software application with up-to-date virus definitions. Supplier will regularly update the virus definitions to ensure that the definitions are as up-to-date as is commercially reasonable. Supplier will promptly purge all viruses discovered during virus checks. If there is a reasonable basis to believe that a virus may have been transmitted to Customer by Supplier, Supplier will promptly notify Customer of such possibility in a writing that states the nature of the virus, the date on which transmission may have occurred, and the means Supplier has used to remediate the virus. Should the virus propagate to Customer's IT infrastructure, Supplier is responsible for costs incurred by Customer for Customer to remediate the virus.
4. Supplier shall provide its services to Customer and its users solely from data centers in the U.S. Storage of Customer Data at rest shall be located solely in data centers in the U.S. Supplier shall not allow its personnel or contractors to store Customer Data on portable devices, including personal computers, except for devices that are used and kept only at its U.S. data centers. Supplier shall permit its personnel and contractors to access Customer Data remotely only as required to fulfill Supplier's obligations under the Contract.
5. Supplier shall allow the Customer to audit conformance to the Contract terms. The Customer may perform this audit or contract with a third party at its discretion and at Customer's expense.
6. Supplier shall perform an independent audit of its data centers at least annually at its expense, and provide a redacted version of the audit report upon request. Supplier may remove its proprietary information from the redacted version. A Service Organization Control (SOC) 2 audit report or approved equivalent sets the minimum level of a third-party audit.
7. Any remedies provided in this Appendix are not exclusive and are in addition to other rights and remedies available under the terms of the Contract, at law or in equity.

### C. Security Assessment

1. The State requires any entity or third-party Supplier Hosting Oklahoma Customer Data to submit to a State Certification and Accreditation Review process to assess initial security risk. Supplier submitted to the review and met the State's minimum security standards at time the Contract was executed. Failure to maintain the State's minimum security standards during the term of the contract, including renewals, constitutes a material breach. Upon request, the Supplier shall provide updated data security information in connection with a potential renewal. If information provided in the security risk assessment changes, Supplier shall promptly notify the State and include in such notification the updated information; provided, however, Supplier shall make no change that results in lessened data protection or increased data security risk. Failure to provide the notice required by this section or maintain the level of security required in the Contract constitutes a material breach by Supplier and may result in a whole or partial termination of the Contract.
2. Any Hosting entity change must be approved in writing prior to such change. To the extent Supplier requests a different sub-contractor than the third-party Hosting Supplier already approved by the State, the different sub-contractor is subject to the State's approval. Supplier agrees not to migrate State's data or otherwise utilize the different third-party Hosting Supplier in connection with key business functions that are Supplier's obligations under the contract until the State approves the third-party Hosting Supplier's State Certification and Accreditation Review, which approval shall not be unreasonably withheld or delayed. In the event the third-party Hosting Supplier does not meet the State's requirements under the State Certification and Accreditation Review, Supplier acknowledges and agrees it will not utilize the third-party Supplier in connection with key business functions that are Supplier's obligations under the contract, until such third party meets such requirements.

### D. Security Incident or Data Breach Notification: Supplier shall inform Customer of any Security Incident or Data Breach.

1. Supplier may need to communicate with outside parties regarding a Security Incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as mutually agreed upon, defined by law or contained in the Contract. If a Security Incident involves Customer Data, Supplier will coordinate with Customer prior to any such communication.
2. Supplier shall report a Security Incident to the Customer identified contact set forth herein within five (5) days of discovery of the Security Incident or within a shorter notice period required by applicable law or regulation (i.e. HIPAA requires notice to be provided within 24 hours).
3. Supplier shall:

1. Maintain processes and procedures to identify, respond to and analyze Security Incidents;
  2. Make summary information regarding such procedures available to Customer at Customer's request;
  3. Mitigate, to the extent practicable, harmful effects of Security Incidents that are known to Supplier; and
  4. Document all Security Incidents and their outcomes.
4. If Supplier has reasonable belief or actual knowledge of a Data Breach, Supplier shall (1) promptly notify the appropriate Customer identified contact set forth herein within 24 hours or sooner, unless shorter time is required by applicable law, and (2) take commercially reasonable measures to address the Data Breach in a timely manner.

**E. Breach Responsibilities:** This section only applies when a Data Breach occurs with respect to Personal Data or Non-Public Data within the possession or control of Supplier.

1. Supplier shall (1) cooperate with Customer as reasonably requested by Customer to investigate and resolve the Data Breach, (2) promptly implement necessary remedial measures, if necessary, and (3) document responsive actions taken related to the Data Breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.
2. Unless otherwise stipulated, if a Data Breach is a direct result of Supplier's breach of its obligation to encrypt Personal data and Non-Public Data or otherwise prevent its release, Supplier shall bear the costs associated with (1) the investigation and resolution of the Data Breach; (2) notifications to individuals, regulators or others required by state law; (3) credit monitoring services required by state or federal law; (4) a website or toll-free numbers and call center for affected individuals required by state law – all not to exceed the agency per record per person cost calculated for data breaches in the United States on the most recent Cost of Data breach Study: Global Analysis published by the Ponemon Institute at the time of the data breach; and (5) complete all corrective actions as reasonably determined by Supplier based on root cause.
3. If a Data Breach is a direct result of Supplier's breach of its obligations to encrypt Personal Data and Non-Public Data or otherwise prevent its release, Supplier shall indemnify and hold harmless the Customer against all penalties assessed to Indemnified Parties by governmental authorities in connection with the Data Breach.

**F. Notices**

In addition to notice requirements under the terms of the Contract and those set forth above, a request, an approval or a notice in connection with this Appendix provided by Supplier shall be provided to:

Chief Information Security Officer  
3115 N. Lincoln Blvd  
Oklahoma City, OK 73105

and

servicedesk@omes.ok.gov.

## **G. Supplier Representations and Warranties**

Supplier represents and warrants the following:

1. The product and services provided in connection with Hosting services do not infringe a third party's patent or copyright or other intellectual property rights.
2. Supplier will protect Customer's Non-Public Data and Personal Data from unauthorized dissemination and use with the same degree of care that each such party uses to protect its own confidential information and, in any event, will use no less than a reasonable degree of care in protecting such confidential information.
3. The execution, delivery and performance of the Contract and any ancillary documents and the consummation of the transactions contemplated by the Contract or any ancillary documents by Supplier will not violate, conflict with, or result in a breach of any provision of, or constitute a default (or an event which, with notice or lapse of time or both, would constitute a default) under, or result in the termination of, any written contract or other instrument between Supplier and any third parties retained or utilized by Supplier to provide goods or services for the benefit of the Customer.
4. Supplier shall not knowingly upload, store, post, e-mail or otherwise transmit, distribute, publish or disseminate to or through the Hosting environment any material that contains software viruses, malware or other surreptitious code designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment or circumvent any "copy-protected" devices, or any other harmful or disruptive program.

## **H. Indemnity**

Supplier agrees to defend, indemnify and hold the State, its officers, directors, employees, and agents harmless from all liabilities, claims, damages, losses, costs, expenses, demands, suits and actions (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification), excluding damages that are the sole fault of

Customer, arising from or in connection with Supplier's breach of its express representations and warranties in these Information Technology Terms and the Contract. If a third party claims that any portion of the products or services provided by Supplier under the terms of another Contract Document or these Information Technology Terms infringes that party's patent or copyright, Supplier shall defend, indemnify and hold harmless the State and Customer against the claim at Supplier's expense and pay all related costs, damages, and attorney's fees incurred by or assessed to, the State and/or Customer. The State and/or Customer shall promptly notify Supplier of any third party claims and to the extent authorized by the Attorney General of the State, allow Supplier to control the defense and any related settlement negotiations. If the Attorney General of the State does not authorize sole control of the defense and settlement negotiations to Supplier, Supplier shall be granted authorization to equally participate in any proceeding related to this section but Supplier shall remain responsible to indemnify Customer and the State for all associated costs, damages and fees incurred by or assessed to the State and/or Customer. Should the software become, or in Supplier's opinion, be likely to become the subject of a claim or an injunction preventing its use as contemplated in connection with Hosting services, Supplier may, at its option (i) procure for the State the right to continue using the software or (ii) replace or modify the software with a like or similar product so that it becomes non-infringing.

#### **I. Termination, Expiration and Suspension of Service**

1. During any period of service suspension, Supplier shall not take any action to intentionally disclose, alter or erase any Customer Data.
2. In the event of a termination or expiration of the Contract, the parties further agree:  
  
Supplier shall implement an orderly return of Customer Data in a format specified by the Customer and, as determined by the Customer:
  - a. return the Customer Data to Customer at no additional cost, at a time agreed to by the parties and the subsequent secure disposal of State Data;
  - b. transitioned to a different Supplier at a mutually agreed cost and in accordance with a mutually agreed data transition plan and the subsequent secure disposal of State Data or
  - c. a combination of the two immediately preceding options.
3. Supplier shall not take any action to intentionally erase any Customer Data for a period of:
  - a. 10 days after the effective date of termination, if the termination is in accordance with the contract period;

- b.** 30 days after the effective date of termination, if the termination is for convenience; or
- c.** 60 days after the effective date of termination, if the termination is for cause.

After such period, Supplier shall, unless legally prohibited or otherwise stipulated, delete all Customer Data in its systems or otherwise in its possession or under its control.

- 4.** The State shall be entitled to any post termination or expiration assistance generally made available with respect to the services.
- 5.** Disposal by Supplier of Customer Data in all of its forms, such as disk, CD/DVD, backup tape and paper, when requested by the Customer, shall be performed in a secure manner. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods. Certificates of destruction shall be provided to Customer within thirty (30) calendar day of its request for disposal of data.

## Appendix 2 to State of Oklahoma Information Technology Terms

### INTRODUCTION

The use and maintenance of all items of software or equipment offered for purchase herein must be in compliance with the most current version of the U.S. Department of Justice, Federal Bureau of Investigation (“FBI”), Criminal Justice Information Services (CJIS) Division’s CJIS Security Policy (“CJIS Security Policy” or “Security Policy” herein).

The Entity or Affiliate acquiring the data or system is hereby ultimately responsible for compliance with the CJIS Security Policy and will be subject to an audit by the State of Oklahoma CJIS Systems Officer (“CSO”) and the FBI CJIS Division’s Audit Staff.

### CJIS SECURITY POLICY REQUIREMENTS GENERALLY

The CJIS Security Policy outlines a number of administrative, procedural, and technical controls agencies must have in place to protect Criminal Justice Information (“CJI”). Our experience is that agencies will generally have many of the administrative and procedural controls in place but will need to implement additional technical safeguards in order to be in complete compliance with the mandate. A Criminal Justice Agency (“CJA”) and certain other governmental agencies procuring technology equipment and services that could be used in hosting or connecting or transmitting or receiving CJI data may need to use the check list herein to make sure that the software, equipment, location, security, and persons having the ability to access CJI will meet the CJIS requirements per the then current CJIS Security Policy. A completed Appendix H to said Security Policy will need to be signed by Vendor or a 3<sup>rd</sup> party if it has access to CJI, such as incident to the maintenance or support of the purchased hardware or software within which resides CJI. **Per Appendix “A” to said Security Policy, “access to CJI is the physical or logical (electronic) ability, right or privilege to view, modify or make use of CJI.”**

### DIRECTIVE CONCERNING ACCESS TO CRIMINAL JUSTICE INFORMATION AND TO HARDWARE OR SOFTWARE WHICH INTERACTS WITH CJI and CERTIFICATION

The FBI CJIS Division provides state-of-the-art identification and information services to the local, state, tribal, federal, and international criminal justice communities for criminal justice purposes, as well as the noncriminal justice communities for noncriminal justice purposes.

**This Directive primarily concerns access to CJI and access to hardware and software in the use, retention, transmission, reception, and hosting of CJI for criminal justice purposes and not for noncriminal justice purposes.** In that regard, this Directive is not only applicable to such data, but also to the hardware and software interacting with such data, their location(s), and persons having the ability to access such data. The CJIS data applicable to the Security Policy is the data described as such in said Policy **plus all data transmitted over the Oklahoma Law Enforcement Telecommunications System (“OLETS”) which is operated by DPS.**

In order to have access to CJI or to the aforesaid hardware or software, the vendor must be familiar with the FBI CJIS Security Policy, including but not limited to the following portions of said Security Policy:

1. the Definitions and Acronyms in §3 & Appendices “A” & “B”;
2. the general policies in §4;

3. the Policies in §5;
4. the appropriate forms in Appendices “D”, “E”, “F” & “H”; and
5. the Supplemental Guidance in Appendices “J” & “K”.

This FBI Security Policy is located and may be downloaded at: <https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center>.

By executing the Contract to which this Directive is attached, the vendor hereby CERTIFIES that the foregoing directive has and will be followed, including but not limited to full compliance with the FBI CJIS Security Policy, as amended and as applicable.

## Policy Requirement Checklist

## Compliance checklist –

Policy Area 1	Information Exchange Agreements
Policy Area 2	Security Awareness Training
Policy Area 3	Incident Response
Policy Area 4	Auditing and Accountability
Policy Area 5	Access Control
Policy Area 6	Identification and Authentication
Policy Area 7	Configuration Management
Policy Area 8	Media Protection
Policy Area 9	Physical Protection
Policy Area 10	Systems and Communications Protection and Information Integrity
Policy Area 11	Formal Audits
Policy Area 12	Personnel Security

**ATTACHMENT E1**

**ADDITIONAL TERMS**

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**ATTACHMENT E2**

**MASTER TERMS**

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## ATTACHMENT E-3 PRICING

**SW1041 Software-Supplemental**

**Exhibit 1**

Vendor:

**Coquina Labs Inc.**

<b>Software Publishers</b>		
Description	Maximum Cost + % Markup	% off List Price
10ZIG TECHNOLOGY		2.00%
1Kosmos		2.00%
3CLogic		2.00%
443 Technologies		2.00%
7SIGNAL Solutions, Inc		2.00%
Aavenir		2.00%
ABBYY USA Software House, Inc.		2.00%
Abnormal Security		2.00%
Absolute Software Inc.		2.00%
Acalvio Technologies		2.00%
Accela		2.00%
Accuvant Inc.		2.00%
Achievelt		2.00%
Achievelt Online, LLC		2.00%
Acis Tek Corporation		2.00%
Aclima		2.00%
Acquia		2.00%
Actsoft		2.00%
Acuity Risk Management		2.00%
Adaptus		2.00%
ADF Solutions		2.00%
Adlumin		2.00%
Adobe		2.00%
Adobe Cegis		2.00%
Adobe Enterprise 9.00%		9.00%
Adobe Connect 4.00%		4.00%
Adobe Desktop 2.00%		2.00%
Advologix		0.50%
AECOM		2.00%
AeroCloud Systems		2.00%
Agate Software		2.00%
Agilet Solutions		2.00%
Aisera		0.50%
Akamai		2.00%
Akatia		2.00%
AlertEnterprise		2.00%
Alfresco		2.00%
Alteryx		2.00%

ALTR Solutions Inc		2.00%
Amazon Web Services		2.00%
AMIICUSS LLC		2.00%
amp Tech		2.00%
AmpliFund		2.00%
Anaconda		2.00%
Analytics Quotient		2.00%
Anaplan		2.00%
ANCHORE		2.00%
Anjuna		2.00%
ANOMALI		2.00%
Aperio		2.00%
APIsec.ai		2.00%
Apollo Information Systems		2.00%
AppBuddy		2.00%
Appian Corporation		2.00%
Appinium		2.00%
Applied Buisness Software		2.00%
Applied Frameworks		2.00%
AppOmni		2.00%
Apporto		2.00%
APPTIO		0.90%
APPVIEWX		1.70%
AQUA SECURITY SOFTWARE LTD		3.00%
Aquera		2.00%
Aquifer		2.00%
Arbola, Inc.		2.00%
Arcadus		2.00%
Archer		2.00%
Archive360, Inc		2.00%
archTIS		2.00%
Arctic Wolf		2.00%
Ardoq, Inc		2.00%
Ardoq, Inc.		2.00%
Area 1 Security		2.00%
ARInspect		2.00%
Arista		2.00%
Armada		2.00%
Armis, Inc.		2.00%
Armored Things		2.00%
ArmorText		2.00%
Arqit Quantum		2.00%
Arria NLG (USA) Inc		2.00%
Asana		2.00%
Ascent Solutions		0.50%
ASG Technologies		2.00%

Asite		2.00%
AspireHR		2.00%
AssetOptics		2.00%
Assima		2.00%
Assured Data Protection, Inc.		2.00%
Astronomer		2.00%
Attestiv		2.00%
Attivo Networks, Inc.		2.00%
Authenticiti		2.00%
Autodesk		2.00%
Automated Office Solutions		2.00%
Automize A/S		2.00%
Automox		2.00%
Automox, Inc.		2.00%
AutoRabit		2.00%
AutoReturn		2.00%
Avaap USA LLC		2.00%
Avela, Inc		2.00%
Avenue Insights & Analytics		2.00%
AvePoint Public Sector, Inc.		2.00%
Aviatrix		2.00%
Avisare		2.00%
AXON ENTERPRISE, INC.		1.00%
Axonius		2.00%
AXWAY		2.00%
Babel Street		2.00%
Backblaze		2.00%
Bamboo Health		2.00%
BASIS TECHNOLOGY		2.00%
BASTILLE		2.00%
Bay-InfoTech		2.00%
Beaufort 12 Ltd		0.50%
BEINCOURT		2.00%
BEM Systems		2.00%
Benefitfocus.com, Inc.		2.00%
Bentley		2.00%
Bentley Systems		2.00%
Bentley Systems Inc		2.00%
Bento Biology Platforms		2.00%
BetterUp		2.00%
BeyondTrust		2.00%
Big Compass		2.00%
BigID		2.00%
BigPanda		2.00%
Biniti, Inc		2.00%
Binti		2.00%

BishopFox		2.00%
Blackberry		2.00%
Blackthorn		0.50%
Blancco Technology Group		2.00%
Bloc Power		2.00%
Blocksi, Inc		2.00%
Blue Fusion Technologies		2.00%
Bluescape Software		2.00%
BlueVector		2.00%
BlueVoyant		2.00%
Blynscy, Inc.		2.00%
Bonfire		0.50%
Bonterra Tech		2.00%
Boomi		2.00%
BotCopy		2.00%
Box		14.95%
Brainstorm		2.00%
Bravium Consulting Inc.		2.00%
Brazen Technologies, Inc.		2.00%
BridgeCare		2.00%
BroadbandLab		2.00%
Bromium		2.00%
Bryq		2.00%
Bucher+Suter		2.00%
BurstIQ		2.00%
Burst, Inc.		2.00%
Byos		2.00%
C2 Labs Inc.		2.00%
C3.ai, Inc		2.00%
CA Technologies		2.00%
Call Tower		2.00%
Callinize, INc. dba Tenfold		2.00%
CallTower		2.00%
CalypsoAI Corp.		2.00%
Campus Kaizen		2.00%
Canto		2.00%
Cardinal Path LLC		2.00%
Cardinality AI		2.00%
Care Systems Inc		2.00%
CareAR		2.00%
CarePortal LLC		2.00%
CARTO		2.00%
Cascade Strategy		2.00%
Casebook PBC		2.00%
Casepoint		2.00%
Catch Intelligence		2.00%

CBI Secure		2.00%
Cellebrite		2.00%
Celonis		2.00%
CelWell Services		2.00%
Censys		2.00%
Center for Internet Security		2.00%
Centrics IT		2.00%
CEPTES Software		2.00%
Cerna Solutions		2.00%
Certes Networks		2.00%
Certifical		2.00%
CERTIPATH		2.00%
Certus Group		2.00%
Chainalysis		2.00%
Change and Innovation Agency		2.00%
ChargePoint, Inc.		2.00%
Check Point Software Technologies		2.00%
Checkpoint Services Inc.		2.00%
Chooch Intelligence Technologies Co.		2.00%
Chorus Intelligence		2.00%
Chronicle		2.00%
Ciena		2.00%
Circle Systems		2.00%
CIS		2.00%
Cision		2.00%
Citibot		2.00%
Citrix		2.00%
City Innovate		2.00%
CityBase		0.50%
Clango		2.00%
Clarifai		2.00%
Clariti Cloud, Inc.		0.50%
Claroty		2.00%
Class Technologies, Inc		2.00%
Clear Skye		2.00%
ClearCube		2.00%
Cloud Academy, Inc.		2.00%
Cloud Range		2.00%
Cloud SynApps Inc.		2.00%
Cloud Warriors		2.00%
CloudBees, Inc.		2.00%
Cloudbolt		2.00%
CloudBudget		2.00%
CloudBurst		2.00%
CloudCover		2.00%
CloudCheckr LLC		2.00%

Cloudera Government Solutions Inc.		2.00%
Cloudframe		2.00%
Cloudnine		2.00%
Cloudnomics		2.00%
CloudPareto LLC dba Bidscale		2.00%
cloudPWR		2.00%
CloudSaver		2.00%
CMA Technology Solutions		2.00%
Cobwebs		2.00%
Code 42		2.00%
CodeLock		2.00%
Codescience, Inc.		2.00%
Codoxo		2.00%
Cofense		2.00%
CogAbility, Inc.		2.00%
Cohesity		2.00%
COLLABNET		2.00%
CollabraLink Technologies DBA Groundswell		2.00%
Collabware		2.00%
Collibra Inc		2.00%
Community Connect Labs		2.00%
CommunityCX		2.00%
Commvault		2.00%
Compart		2.00%
CompassCom		2.00%
ComplianceQuest		0.50%
CompuNet Inc.		2.00%
ConcernCenter		2.00%
CONFLUENT, INC.		1.75%
Conga		2.00%
Connecting Point		2.00%
Connecting Software		2.00%
Contraforce		2.00%
CONTRAST SECURITY		2.00%
Conveyal LLC		2.00%
Copado		0.50%
CORAScloud		2.00%
Corelight		2.00%
Corellium, Inc.		2.00%
CoreView USA		2.00%
Cornea		2.00%
Cosi Consulting		2.00%
CostQuest Associates Inc.		2.00%
CounterCraft		2.00%
Coursera		2.00%
Crashplan group		2.00%

Crave.io		2.00%
Crayon Software Experts LLC		2.00%
Cribl		2.00%
CrisisGo		2.00%
CriticalStart		2.00%
Cronos Consulting Group		2.00%
CrowdAI		2.00%
Crowdstrike		2.00%
Culture Partners		2.00%
Custom Computer Specialists		2.00%
Customertimes Corp.		2.00%
Cvent Inc.		2.00%
CyanGate		2.00%
Cyara		2.00%
Cyber-Ark		2.00%
Cyberbit		2.00%
CyberReef		2.00%
CyberSixGill		2.00%
Cybrary		2.00%
Cycognito		2.00%
CyGlass		2.00%
Cylance		2.00%
Cynerio		2.00%
Cytellix		2.00%
D2L		2.00%
Dantex		2.00%
Daric		2.00%
DartPoints		2.00%
Darzin Software		2.00%
Databricks Inc.		2.00%
Datadog		2.00%
DataLocker		2.00%
Datalogz		2.00%
Dataminr		2.00%
DataRobot		2.00%
DataShapes		2.00%
Datamate		2.00%
Decision Lens, Inc.		2.00%
Deep Instinct		2.00%
Defend3D		2.00%
Delasoft		2.00%
Delinea Inc.		2.00%
Dell		2.00%
Deloitte		2.00%
Deloitte Transactions and Business Analytics LLP		2.00%
Delphix		2.00%

Deltek		2.00%
Denodo		2.00%
DigEplan		2.00%
DIGITAL MAP PRODUCTS		1.70%
Digital Quotient		2.00%
DigitalBlue Software		2.00%
DigitalXForce		2.00%
DigitSec Inc.		2.00%
Diona		2.00%
DISCOVER TECHNOLOGIES LLC		3.00%
Do Process		2.00%
Docebo		2.00%
Doctums		2.00%
DocuSign		2.00%
Dragos Inc		2.00%
Drawloop		2.00%
Dremio Corporation		2.00%
Druva		2.00%
DSA Technologies		2.00%
Dun & Bradstreet, Inc.		2.00%
Dynatrace LLC		2.00%
Easyvista		2.00%
eCivis		0.50%
Eclypsium, Inc.		2.00%
EcolInteractive		2.00%
Edbrix		2.00%
Edge Systems		2.00%
Eduworks Corporation		2.00%
Edvera		2.00%
eHawk Solutions		2.00%
Elastic		2.00%
Elasticsearch Inc.		2.00%
ElectrifAi		2.00%
Element34		2.00%
Elemental Cognition		2.00%
Elements		2.00%
Ellucian Company L.P.		2.00%
e-Magic		2.00%
EMC		2.00%
EMS LINQ		2.00%
Enhanced Voting		2.00%
Entara Corporation		2.00%
ENTERPRISEDB		2.00%
Entrust Corporation		2.00%
Envisio		2.00%
EPAY		2.00%

e-PlanSoft		2.00%
Equinix		2.00%
Ernst & Young		2.00%
Esper Regulatory Technologies		2.00%
EVAN360		2.00%
Everbridge		2.00%
Everlaw		2.00%
EvidencelQ		2.00%
EvolveWare Inc.		2.00%
Exabeam		2.00%
Exclaimer		2.00%
Exiger		2.00%
Expanse		2.00%
Experian		2.00%
Exterro Inc		3.00%
ExtraHop		2.00%
F3 Technology Partners		2.00%
F5 Cloud (XaaS)		2.00%
F5 Hardware Appliances		4.00%
F5 Software		4.00%
F5 Maintenance		4.00%
FastDial		2.00%
Federated Wireless		2.00%
FedStore		2.00%
Fend Incorporated		2.00%
Ferretly		2.00%
FI Consulting		2.00%
Fidelis Security		2.00%
Field2Base, Inc		2.00%
FireEye		2.00%
FiscalNote, Inc.		2.00%
Five9		2.00%
Fivetran		2.00%
Flashpoint		2.00%
Flexera		1.00%
Flosum		0.50%
Flowtrac		2.00%
Fluence		2.00%
Fluid Mobility		2.00%
FM Systems		2.00%
ForceBrain.com, Inc.		2.00%
Forcelution Apps B.V.		2.00%
ForcePoint		2.00%
Forensic Logic		2.00%
Forescout Technologies		2.00%
ForgeRock		2.00%

FormAssembly		2.00%
Fornetix, LLC		2.00%
Fortified Health Security		2.00%
Fortinet		1.00%
Fortra		2.00%
Forward Networks		2.00%
Frameable		2.00%
FulcrumApp		2.00%
Fusion Health		2.00%
Fusion Risk Management		2.00%
FutureFit AI		2.00%
Gainwell Technologies		2.00%
Gallus Communications		2.00%
Gallus Communications LLC dba TASSTA Americas		2.00%
GCOM Software		2.00%
GDS		2.00%
Genesys		0.50%
GeoSolutions USA Corp		2.00%
GigaKOM		2.00%
Gigamon		5.00%
Gimmel		2.00%
GitLab		2.00%
GL Suite, Inc. dba GL Solutions		2.00%
Glance		2.00%
Global Business Consulting Services Inc.		2.00%
Global IDs		2.00%
Go Deed		2.00%
Gold Bridge Partners		2.00%
Gold Systems		2.00%
Gold Systems, Inc.		2.00%
GoldComet		2.00%
Golden Recursion		2.00%
Google		1.00%
GoSecure Inc		2.00%
Gov2Biz		2.00%
Govini		2.00%
Gravel Road Data Labs, LLC		2.00%
Gray Quarter		2.00%
Great Northern Consulting Services		2.00%
Green Diamond		2.00%
GreenAppy, LLC		2.00%
Greenlight Technologies		2.00%
GreyMatter.io		2.00%
GreyNoise		2.00%
Greystones Group		2.00%
Gridless Power Corporation		2.00%

GTY Holdings		2.00%
Guardian Score		2.00%
Guidehouse		2.00%
Gyst Technologies		2.00%
H2O.ai		2.00%
HackerOne		2.00%
Halcyon		2.00%
HashiCorp		2.00%
Hayes		2.00%
Headlight Technologies INC.		2.00%
HealthTech Solutions LLC		2.00%
Healthy Together		2.00%
Heimdall Data		2.00%
Hello Lamp Post		2.00%
Hewlett Packard Enterprise (HPE)		2.00%
Hexalytics Inc		2.00%
HHS Tech Group		2.00%
Hike2 LLC		2.00%
HiPER Solutions, LLC		2.00%
HipLink		2.00%
Hippa Vault		2.00%
Hootsuite		0.05%
Horizon3.ai		2.00%
HYAS Infosec		2.00%
HYCU, Inc.		2.00%
Hyland LLC		2.00%
Hypori		2.00%
IBM		2.00%
iboss		2.00%
Icertis		2.00%
Ideal Integrations		2.00%
Idemia		2.00%
IDEMIA Identity & Security USA		2.00%
Identity Automation		2.00%
IEM		2.00%
iLAB		2.00%
Illumio		2.00%
Image Access Corporation		2.00%
Imagine Solutions llc		2.00%
Imajion		2.00%
Imperva		2.00%
Imprivata		2.00%
Incapsulate		2.00%
Incode		2.00%
Indigov		2.00%
Industrial Defender		2.00%

Infinite Blue		2.00%
Infoblox		2.00%
Infocyte, Inc.		2.00%
Informatica		2.00%
Informatix, Inc.		2.00%
Infosec (previously Infosec Institute)		2.00%
Inframappa		2.00%
Innive Inc		2.00%
InSource		2.00%
ins-pi GmbH		2.00%
Instabase		2.00%
Insystech Inc		2.00%
Intact Partners Inc		2.00%
Intel		2.00%
Intelinair		2.00%
Intellective 1		2.00%
Interact		2.00%
Interactive Data		2.00%
Interactive Data, LLC		2.00%
Interos		2.00%
Intratem		2.00%
Intrusion Inc.		2.00%
Invictus App		2.00%
Invictus Apps		2.00%
Invita Healthcare Technologies		2.00%
IP Pathways, LLC		2.00%
IPC Global Services		2.00%
Iron Mountain		2.00%
IronNet Cybersecurity		2.00%
Ispheres		2.00%
ITS Delivers		2.00%
Ivanti, Inc.		2.00%
Jama Software		2.00%
Jetdocs		2.00%
John Snow Labs		2.00%
Jotform		2.00%
JSMpros		2.00%
JSMpros Inc		2.00%
Juniper		2.00%
JusticeText		2.00%
Kahua		2.00%
Kapalya Inc.		2.00%
Kaseware, Inc.		2.00%
Keeper Security, Inc.		2.00%
Keralia		2.00%
Keyavi Data Corp		2.00%

Keyser Consulting Group, LLC		2.00%
Kinetica DB Inc.		2.00%
Kinney Group		2.00%
Kion		2.00%
KIRO Group		2.00%
Kiteworks		2.00%
Kiteworks		2.00%
Klaunch		2.00%
KloudGin		2.00%
Know Who		2.00%
KnowledgeLake		2.00%
Kodak Alaris		2.00%
Kofax		2.00%
Kokomo24/7		2.00%
Konverge Digital Solutions		2.00%
Kore.ai		2.00%
KPMG		2.00%
Kurt Lennartsson Consulting, LLC		2.00%
Kwizcom Corporation		2.00%
Kyndi		2.00%
Kyriba		2.00%
Lacuna Technologies Inc.		2.00%
LaunchPad		2.00%
Leadership Connect		2.00%
Leankor		2.00%
Leaptree Limited		2.00%
LeaseAccelerator		2.00%
LeGuard, Inc.		2.00%
LEIDIT LLC		2.00%
Level Access, Inc.		2.00%
LexisNexis Risk Holdings		2.00%
Liferay		2.00%
Lightbend		2.00%
LinkedIn		1.00%
Liqid, Inc.		2.00%
Liquidware		2.00%
LiveAction		2.00%
Livestream Learning Studio		2.00%
LNB Solutions		2.00%
Locality Media		0.50%
LogicManager		2.00%
LogicMonitor		2.00%
Logikcull		2.00%
Logitech		2.00%
Looker Data Sciences, Inc.		2.00%
Lookout Inc.		2.00%

Lovelytics		2.00%
Lucid		2.00%
Lullabot		2.00%
Luminare		2.00%
LUMU Technologies		2.00%
MAD Security		1.00%
MaeTech Inc.		1.00%
Magnet Forensics		1.00%
Magnus Dx		1.00%
Mandiant		1.00%
MangoApps		1.00%
Mango Technologies, Inc, DBA ClickUp		2.00%
MapAnything		1.00%
Mark43, Inc.		1.00%
Markforged		1.00%
MarkLogic		1.00%
Mastercard/Ekata		2.00%
Material Security		1.00%
Mathematica		1.00%
Matillion		1.00%
Maverick Quantum Inc.		0.50%
Mazars USA LLP		1.00%
Mazda Computing		1.00%
McKinsey & Company		2.00%
Measure UAS, Inc.		1.00%
MedTrainer		1.00%
Megaport		1.00%
Menlo Security		1.00%
Merative		1.00%
Mercurio Analytics, Inc.		1.00%
Mercury Storage		1.00%
Merlin International		1.00%
Metopio		1.00%
Metrc		1.00%
Micro Focus		1.00%
Microsoft Azure		2.50%
Microsoft Corporation		1.00%
MIDL		1.00%
Millsapps, Ballinger & Associates (MBA Outcome)		1.00%
Mimecast		1.00%
Mindbase		1.00%
Mission Essentials LLC		1.00%
Mitratach		1.00%
MixMode		1.00%
MobileMind Technologies		1.00%
MongoDB		1.00%

Moove.ai		1.00%
Mossé Security		1.00%
Motimatic		1.00%
Moveworks Inc		1.00%
Moxfive		1.00%
MS2 (Midwestern Software Solutions)		1.00%
MST Solutions		1.00%
MTX Group Inc.		1.00%
Muck Rack		1.00%
MuleSoft		2.00%
MURAL		2.00%
MV VeriSol		1.00%
mxHero		1.00%
My Emma		1.00%
Nally Ventures		1.00%
NaphCare, Inc		1.00%
Nasuni Corporation		1.00%
NCS Analytics		1.00%
NEOGO		2.00%
Nerdery, LLC		1.00%
Nerdio Inc.		1.00%
Net Abstraction		1.00%
NetApp		1.00%
Netcraftsmen		1.00%
NetDocuments		2.00%
NetFoundry		1.00%
NetImpact Strategies, Inc		1.00%
Netrise		1.00%
Netskope		1.00%
NetSmart Technologies, Inc.		1.00%
NetSPI		1.00%
NetThunder		1.00%
Network As a Service Subscription		1.00%
Netwrix		1.00%
Netwrix Corporation		1.00%
NetX		1.00%
New Relic		3.00%
Next Chapter Technology		2.00%
NexTalk, Inc.		1.00%
NICE		2.00%
Nicus		1.00%
Nile Global Inc.		1.00%
Ninja One		1.00%
Nintex		0.50%
Nlyten Corp		1.00%
NNData		1.00%

Noname Public Sector LLC		1.00%
Northpoint Solutions LLC		1.00%
Northwoods Consulting Partners, Inc.		1.00%
Novacoast		1.00%
NowSecure		2.00%
nsKnox Technologies		1.00%
Ntrepid		2.00%
NTT DATA		1.00%
NU Borders		1.00%
Nuance		2.00%
Nucleus Security, Inc.		1.00%
NuHarbor		1.00%
Nutanix		5.00%
Nuvolo Technologies		1.00%
NWO.ai INC		1.00%
NYWired		1.00%
Oak Innovation Limited		1.00%
Occuspace		1.00%
Ocient		1.00%
Odaseva		1.00%
Offensive Security Services		1.00%
Okta		1.74%
Omnibond		1.00%
On Point Technology		1.00%
On2It		1.00%
OnCorps		1.00%
Onspring GovCloud		1.00%
Open Storage Solutions		1.00%
OpenCounter		0.50%
OpenGov		1.00%
OpenText		2.00%
OPEXUS		2.00%
OPSWAT, Inc.		1.00%
Optezo, Inc.		1.00%
Optum		1.00%
Oracle		2.00%
Orbital Insight, Inc.		1.00%
Orca Security		1.00%
Orijin		1.00%
Otava		1.00%
Outlier Technologies, Inc.		1.00%
Outpost Security		1.00%
Outreach Solutions as a Service LLC		1.00%
OutSystems		1.00%
oVIO		1.00%
Own Company		0.50%

OxBow		1.00%
Oxford Consulting Group		1.00%
PacketViper		1.00%
Palo Alto Networks		5.00%
Panther International, LLC		1.00%
Paperless Innovations, Inc.		1.00%
Pathlock		1.00%
Patreo		1.00%
Paxera Health		1.00%
PaymentWorks		1.00%
PayScale, Inc.		1.00%
PC Matic, Inc.		1.00%
PCI Pal		1.00%
Peak Performance Solutions		1.00%
PencilData		1.00%
PeopleGoal		1.00%
Percipient.AI		1.00%
Peregrine Technologies		1.00%
Permuta Technologies, Inc.		1.00%
Persado		1.00%
Phishfirewall, Inc.		1.00%
PhoneLiveStreaming		1.00%
Photon Medical Communications, Inc.		1.00%
Phylum		1.00%
Pick Cloud		1.00%
Ping Identity Corporation		1.00%
Planergy		1.00%
Planet Technologies		1.00%
PlatCore		1.00%
Playground		1.00%
Plotly		1.00%
Plum Identity, Inc.		1.00%
Poly		1.00%
Pondera Solutions		1.00%
Pondurance, LLC		1.00%
Precisio Business Solutions, Corp.		1.00%
Preservica		1.00%
Procore Technologies Inc		1.00%
Procore Technologies Inc.		1.00%
Proficio		1.00%
Project Hosts, Inc.		1.00%
Promise Network, Inc.		1.00%
Proofpoint		3.00%
proofV Inc.		1.00%
ProSymmetry		1.00%
Protech Solutions		1.00%

Proven Optics LLC		1.00%
Provisions Group LLC		1.00%
PublicInput.com		1.00%
PulseLight		10.00%
Puppet		2.00%
Pyramid Analytics		1.00%
Qii.AI		1.00%
Qlik		1.00%
QlikTech Inc		1.00%
Qmulos, LLC		1.00%
QTS Realty Trust, Inc		1.00%
Qualtrics		1.00%
quantiFind		1.00%
Quantiphi Inc		1.00%
Quantropi Inc.		1.00%
Quantum		1.00%
Queue-it		2.00%
Questica		0.50%
Quickbase		1.00%
Quicko Technosoft Labs Pvt. Ltd.		1.00%
QuintessenceLabs Pty		1.00%
Quova, Inc.		1.00%
QuSecure		1.00%
Quzara		1.00%
R2 Unified Technologies		1.00%
R4		2.00%
Radiant Logic, Inc.		1.00%
Ram Mounts		1.00%
RangeForce		1.00%
Rapid7		1.00%
Ratio PBC, Inc.		1.00%
Readspeaker		2.00%
Ready.net		2.00%
ReadyWorks		1.00%
Recite Me		1.00%
Recorded Future		1.00%
Red Canary		1.00%
Red Hat		1.00%
Redapt Inc		1.00%
Reframe Solutions		1.00%
REI Systems		1.00%
Relativity ODA LLC		1.00%
RelishIQ		1.00%
Remix Technologies		1.00%
Rendered.AI		1.00%
Resiliant		1.00%

Resilienci.ia		1.00%
ResourceX		1.00%
RESTNSX		2.00%
Reva		1.00%
Reva Solutions		1.00%
Revir Technologies, Inc.		1.00%
Rhino Health		1.00%
Rhondos		1.00%
RideAmigos		1.00%
Right-Hand Cybersecurity		1.00%
Ripcord Inc.		1.00%
Risklens		1.00%
RiskSense		1.00%
Riverbed Technology		1.00%
R-MOR LLC		1.00%
Rocket Software		1.00%
Rocket.Chat		1.00%
ROK Technologies		1.00%
Roundtrip		1.00%
RSA		2.00%
RSA Archer		2.00%
RSA NetWitness		2.00%
Rubrik		2.00%
Ruckus Wireless		1.00%
Run Consultants		1.00%
Run:AI		1.00%
runZero		1.00%
R-Zero Systems		1.00%
S Nimbus, LLC		1.00%
Saasyan		1.00%
SaferWatch, LLC		1.00%
sailpoint		1.00%
SAINAPSE Inc		1.00%
SalesIntel		1.00%
Salesforce		2.00%
Salty Cloud, PBC		1.00%
Samsara		1.00%
Sanborn Map Company		1.00%
SandboxAQ		1.00%
SAP		1.00%
SAP (Qualtrics)		2.70%
SAP NS2		1.00%
SaraWorks		1.00%
Saviynt		1.00%
Scale AI		1.00%
SchoolBanks, Inc		1.00%

SDGblue, LLC		1.00%
S-Docs		2.00%
Secured Communications		1.00%
Secureworks		2.00%
Securin		1.00%
Security Scorecard		1.00%
SecZetta		1.00%
Selfhelp Community Services		1.00%
Semarchy, Inc.		1.00%
Semperis		1.00%
SentinelOne		2.00%
ServiceNow		0.75%
sFiles		1.00%
ShadowDragon Federal		1.00%
Sherpa		0.50%
Shield		2.00%
Shiftsmart		2.00%
Shmoop		2.00%
SigBee		2.00%
SightCall, Inc.		2.00%
Silverback Learning Solutions dba EdPower		2.00%
Silverfort, Inc.		2.00%
SimpliGov		2.00%
Simpplr		2.00%
SimSpace		2.00%
Singlewire		2.00%
Singlewire Software		2.00%
Siren.io		2.00%
Sitracker		2.00%
Sixteen Labs		2.00%
Skedulo		2.00%
Skuid, Inc.		2.00%
Skydio		2.00%
Skyline Technology Solutions		2.00%
SkyPlanner LLC		2.00%
Smartcat Platform		2.00%
Smartsheet		2.00%
SMX		2.00%
Snow Software		2.00%
Snowflake Inc.		2.00%
Socrata, Inc.		2.00%
Socure		2.00%
Sodales Solutions		2.00%
Softdocs SC, LLC		2.00%
Software Information Resource Corp (SIRC)		2.00%
Solace Health		2.00%

SolarWinds		2.00%
Sonitum Inc. dba SonicCloud		2.00%
SoundThinking		2.00%
Southwest Research Institute		2.00%
Spare Labs		2.00%
Spatial Data Logic		2.00%
Spatialitics, LLC		2.00%
Spectrallogic		2.00%
Sphere Technology Solutions		2.00%
Splunk		1.26%
SportGait		2.00%
Spot.AI		2.00%
SpringCM		2.00%
SpringML		2.00%
Sprinklr		2.00%
Stage2Data		2.00%
Stave		2.00%
Steady Platform		2.00%
SteadyIQ		2.00%
Stealthbits		2.00%
Stony Point		2.00%
Stralto Inc.		2.00%
StrongDM		2.00%
Submittable		2.00%
SuccessKPI Inc.		2.00%
Suggestion Ox		2.00%
Sumo Logic		5.00%
Sun Management		2.00%
SurePassID		2.00%
Swiftly, Inc.		2.00%
Sylabs		2.00%
Symantec		2.00%
Symmetry Systems		2.00%
Syncsort		2.00%
Synergist Technologies		2.00%
Synergy SKY		2.00%
Syntasa		2.00%
Synthesis		2.00%
System Automation Corporation		0.50%
Tableau		0.75%
TAG Infosphere		2.00%
Talend Inc.		2.00%
Talkdesk		2.00%
Talon Tactical		2.00%
TAMR		2.00%
Tanium Inc.		2.00%

Taqtile		2.00%
TCFD / IFRS S2 reporting support		2.00%
Team Cymru		2.00%
Team IA		2.00%
TeamWorx Security		2.00%
Tecnics Consulting Inc.		2.00%
Tek Advisory Group, LLC		2.00%
TEKriver		2.00%
TeleMessage		2.00%
Telligen		2.00%
Telos Corporation		2.00%
Tenable		2.00%
Tensor Networks		2.00%
Teradata		2.00%
Terrascope		2.00%
Tessian		2.00%
The Infosoft Group LLC dba Circa		2.00%
The NewPush LLC		2.00%
Theiagen Genomics		2.00%
Thentia		2.00%
Thomson Reuters		2.00%
ThoughtSpan		2.00%
ThoughtSpot, Inc.		2.00%
Threatblockr		2.00%
Thunderyard		2.00%
TIAG		2.00%
Tintri		2.00%
Titan Technologies		2.00%
To A Finish		2.00%
TonicAI		2.00%
TrackIt Project Management Systems, Inc.		2.00%
Traction on Demand		2.00%
TRADS		2.00%
TranslateLive		2.00%
TransUnion		2.00%
Trellis Data USA INC.		2.00%
Trellix		2.00%
Tricentis Americas, Inc.		2.00%
Tricentis USA Corp		2.00%
Trimble		2.00%
Trinity Cyber LLC		2.00%
Trinity Education Group, Inc.		2.00%
True Zero Technologies Inc.		2.00%
truED Consulting		2.00%
Trusona		2.00%
TrustLayer		2.00%

Trustwave		2.00%
Tufin		2.00%
Turbonomic		2.00%
TVU Networks		2.00%
Twenty Labs		2.00%
Twilio		2.00%
Tyler Technologies, Inc.		2.00%
Udacity, Inc.		2.00%
UiPath		2.00%
Unit4		2.00%
Unite Us		2.00%
Unite USA		2.00%
Unite USA Inc		2.00%
UniVoIP		2.00%
Unqork		2.00%
UserWay		2.00%
Valimail		2.00%
Varonis		3.00%
VarsityTutors		2.00%
Varuna		2.00%
VAST Data		2.00%
Vector Zero		2.00%
Vectra		2.00%
Veeam Software Corp.		2.00%
Velaro		2.00%
Veracode		2.00%
Verato		2.00%
Verge Technology Solutions		2.00%
Veritas		15.00%
Veritone, Inc.		2.00%
Verizon		2.00%
Verkada		2.00%
VersaFile		2.00%
Versaterm		2.00%
Vertiba		2.00%
Vertiv		2.00%
Vexcel Group		2.00%
Via Science, Inc		2.00%
Vibronyx		2.00%
Vigilance		2.00%
VIQ Solutions		2.00%
Virsec		2.00%
Virtru Corporation		2.00%
Virtualz Computing Corporation		2.00%
Virtustream		2.00%
Vision Point Systems		2.00%

Vision-e		2.00%
Visium Technologies		2.00%
Vivi		2.00%
VividCharts		2.00%
Vlocity		2.00%
Vmware		3.50%
Voyager Analytics Inc		2.00%
VulnCheck		2.00%
Vyopta		2.00%
Wabbi		2.00%
Walacor Corporation		2.00%
WalkMe		0.50%
Wasabi Technologies, Inc.		2.00%
Washington Abstract		2.00%
Webauthor.com, LLC		2.00%
WellHive		2.00%
WellSky		2.00%
West Publishing Corporation		2.00%
Whispir		2.00%
Whistic		2.00%
WhiteHawk		2.00%
Winn Solutions		2.00%
WireScreen		2.00%
WireSpring Technologies, Inc.		2.00%
WithSecure		2.00%
Wiz		2.00%
WizeHive, Inc.		2.00%
Wonderschool Inc.		2.00%
Wolters Kluwer		2.00%
Workforce Software		2.00%
Workfront, Inc.		2.00%
Workiva		2.00%
XeoMatrix		2.00%
Yansa Labs		2.00%
Yarnlab		2.00%
YellowSchedule		2.00%
Yext, Inc		1.00%
Yubico, Inc.		2.00%
ZenCase		2.00%
ZenCity		0.50%
ZenLedger		2.00%
Zentera		2.00%
Zeroeyes		2.00%
Zerto		2.00%
Zimperium		2.00%
Zoobean, Inc.		2.00%

Zoom		2.00%
Zscaler		1.74%
Other Value Add Products and Services		
Description	Maximum Cost + % Markup	% off List Price
MeetingOne		0% to 15%
Coquina Professional Services		3.00%

<b>Professional Services - Hourly Not-to-Exceed Rates</b>		
Description	List Price	Discounted Hourly Rates
SR PRINCIPAL CONSULTANT (On Customer Premises)	\$390.00	2.29%
SR PROJECT MANAGER (On Customer Premises)	\$345.00	2.29%
PRINCIPAL CONSULTANT (On Customer Premises)	\$345.00	2.29%
PROJECT MANAGER (On Customer Premises)	\$305.00	2.29%
BLENDED (On Customer Premises)	\$295.00	2.29%
SR CONSULTANT (On Customer Premises)	\$295.00	2.29%
CONSULTANT (On Customer Premises)	\$255.00	2.29%
ASSOC CONSULTANT (On Customer Premises)	\$205.00	2.29%
SR PRINCIPAL CONSULTANT (Adobe Hosted)	\$390.00	2.29%
SR PROJECT MANAGER (Adobe Hosted)	\$345.00	2.29%
PRINCIPAL CONSULTANT (Adobe Hosted)	\$345.00	2.29%
PROJECT MANAGER (Adobe Hosted)	\$305.00	2.29%
BLENDED (Adobe Hosted)	\$295.00	2.29%
SR CONSULTANT (Adobe Hosted)	\$295.00	2.29%
CONSULTANT (Adobe Hosted)	\$255.00	2.29%
ASSOC CONSULTANT (Adobe Hosted)	\$205.00	2.29%

## ATTACHMENT E-4

### VALUE ADD OFFERINGS

Concourse Tech Inc. provides a comprehensive suite of value-added services at no additional cost to OMES and OMES Customers, delivering significant operational benefits beyond standard software resale:

- License Management Services: Concourse Tech Inc. provides complete tracking of both new and existing licenses, monitors volume levels to identify cost-saving opportunities, and delivers ongoing license management services to ensure compliance and optimal utilization.
- Advisory & Consultation Services: Our team offers software advisement services representing the State's interests, ensuring best value and identifying emerging technologies that can solve specific public sector challenges.
- Implementation Support: We provide installation, de-installation, and implementation support for all software and cloud solutions, leveraging our technical expertise to ensure smooth deployments.
- Training & Knowledge Transfer: Concourse Tech Inc. offers training services to maximize the value of software investments, ensuring agency staff can fully utilize purchased solutions.
- Dedicated Account Management: Each OMES customer receives a dedicated account manager who serves as a single point of contact for all software-related needs, facilitating streamlined communication and rapid issue resolution.

These value-added services are provided at no additional cost as part of our commitment to making procurement teams' lives easier every day. Our intelligent workflows and real-time analytics deliver time savings and reduced complexity that extend well beyond the initial software purchase. Additional product-related services such as extended maintenance, managed services, and professional services packages are detailed in our pricing spreadsheet in Exhibit 1.

**ATTACHMENT E5**

**THIRD PARTY TERMS**

Intentionally left blank.

# ATTACHMENT E-6

## SERVICE LEVEL AGREEMENT (SLA)

Between **Concourse Tech Inc.** ("Supplier") and **[CLIENT NAME]** ("Client")

**Effective Date:** [DATE]

### 1. INTRODUCTION

This Service Level Agreement ("SLA") defines the terms and conditions under which Concourse Tech Inc. will provide service, support, and maintenance for the software and technology solutions provided to the Client. This SLA establishes performance measurements, remedies, and mutual responsibilities.

### 2. SERVICE AVAILABILITY

#### 2.1 System Uptime

Concourse Tech Inc. guarantees 99.9% uptime for all hosted services and applications, measured monthly, excluding scheduled maintenance windows.

Service Level	Performance Metric	Target
Critical Systems	System Availability	99.9%
Standard Systems	System Availability	99.5%
Non-Production Systems	System Availability	99.0%

#### 2.2 Scheduled Maintenance

Supplier will perform routine maintenance during off-peak hours. Scheduled maintenance will be communicated to Client at least five (5) business days in advance. Scheduled maintenance windows do not count against system availability calculations. Maintenance performed by Supplier's third-party vendors or publishers that impacts the service will be treated as scheduled maintenance on the same terms (including notice and timing) and likewise excluded from availability calculations.

## 2.3 Emergency Maintenance

“Emergency Maintenance” means unplanned maintenance required to address conditions that, if not immediately remedied, are reasonably likely to cause or extend a service outage, significant performance degradation, or security exposure. Supplier will provide as much advance notice as practicable (email and portal notice) and will target a duration of no more than two (2) hours per event, except where a longer duration is strictly necessary to restore stability or security. Emergency maintenance time counts toward the monthly limit stated in Section 7 (Exclusions).

## 3. INCIDENT RESPONSE & RESOLUTION

### 3.1 Incident Classification

Severity Level	Definition	Response Time	Resolution Time
P1 - Critical	Complete system outage or critical functionality unavailable to all users	30 minutes	4 hours
P2 - High	Major system component unavailable affecting multiple users	1 hour	8 hours
P3 - Medium	Non-critical issue affecting limited functionality or a small group of users	4 hours	24 hours
P4 - Low	Minor issue with minimal impact, cosmetic issues	8 hours	3 business days

### 3.2 Support Hours

**Standard Support:** Monday through Friday, **8:00 AM to 8:00 PM Central Time** (excluding holidays)

**Holiday Coverage:** On U.S. federal holidays, Standard Support is unavailable; Emergency Support remains available 24/7. Supplier can provide a custom holiday schedule by mutual agreement in an Order Form.

**Extended Support:** Available through additional service packages

**Emergency Support: 24/7 for Critical (P1) and High (P2) incidents**, including nights, weekends, and holidays

### **3.3 Security Incident Response**

For any actual or suspected security incident affecting confidentiality, integrity, or availability of Client data or systems: (a) Supplier will notify Client within twenty-four (24) hours of discovery; (b) if Supplier confirms a material security incident, Supplier will provide an initial incident report within two (2) hours of confirmation; and (c) Supplier will provide a written root-cause analysis and corrective action plan within five (5) business days after containment. Supplier will cooperate with Client’s reasonable requests for information, preserve relevant logs, and provide periodic updates (at least daily for P1/P2) until closure.

## **4. PERFORMANCE MONITORING & REPORTING**

### **4.1 Measurement Period**

Performance metrics will be measured and calculated on a monthly basis.

### **4.2 Reporting**

Supplier will provide a monthly performance report to Client within five (5) business days after the end of each month. The report will include:

- System availability percentage
- Incident summary (quantity by severity level)
- Average response and resolution times
- SLA compliance statistics
- Service credit calculations (if applicable)

### **4.3 Sample Performance Report**

#### **Monthly Performance Report**

Reporting Period: [MONTH, YEAR]

#### **System Availability**

- Target Availability: 99.9%

- Actual Availability: [XX.X]%
- Compliance: [Compliant/Non-Compliant]

### **Incident Summary**

- P1 Incidents: [Number] (Average Response: [X] min, Average Resolution: [X] hours)
- P2 Incidents: [Number] (Average Response: [X] min, Average Resolution: [X] hours)
- P3 Incidents: [Number] (Average Response: [X] hours, Average Resolution: [X] hours)
- P4 Incidents: [Number] (Average Response: [X] hours, Average Resolution: [X] days)

### **SLA Compliance**

- Response Time Compliance: [XX]%
- Resolution Time Compliance: [XX]%
- Overall SLA Compliance: [XX]%

### **Service Credits**

- Credits Earned This Period: \$[Amount]
- YTD Credits: \$[Amount]

## **4.4 Network & Application Performance Metrics**

Supplier will monitor and report the following monthly, excluding factors outside Supplier's reasonable control (e.g., Client networks, public internet beyond Supplier's edge, third-party dependencies not managed by Supplier):

- Application API latency (p95):  $\leq 750$  ms within the primary hosting region
- Web application page load (p95):  $\leq 3.0$  seconds within the primary hosting region
- Network round-trip latency between Supplier-controlled components in the same region (p95):  $\leq 100$  ms

Measurement methods, sampling locations, and tooling will be described in the monthly report. Material changes to measurement methods require notice to Client.

#### 4.5 Capacity Planning & Performance Benchmarks

Supplier will continuously monitor capacity (compute, storage, and concurrency) for services under its control and maintain operational headroom such that sustained resource utilization does not exceed 80% during peak periods. Capacity and performance trends, plus any planned scaling actions, will be included in the monthly report or provided upon request.

### 5. SERVICE CREDITS

#### 5.1 Availability Service Credits

If Supplier fails to meet the System Availability target in any month, Client shall be entitled to service credits according to the following schedule:

<b>Actual Monthly Availability</b>	<b>Service Credit (% of Monthly Fee)</b>
99.5% to 99.89%	5%
99.0% to 99.49%	10%
98.0% to 98.99%	15%
95.0% to 97.99%	20%
Below 95.0%	25%

#### 5.2 Response/Resolution Service Credits

If Supplier fails to meet the Response Time or Resolution Time targets for incidents, Client shall be entitled to additional service credits according to the following schedule:

<b>Incident Level</b>	<b>SLA Miss</b>	<b>Service Credit (% of Monthly Fee)</b>
P1 - Critical	Response Time	5% per incident
P1 - Critical	Resolution Time	10% per incident
P2 - High	Response Time	3% per incident
P2 - High	Resolution Time	5% per incident
P3 - Medium	Response/Resolution Time	2% per incident

### 5.3 Maximum Service Credits

The maximum service credit issuable in any given month shall not exceed 30% of the monthly service fee.

### 5.4 Service Credit Requests

Client may request service credits in writing within sixty (60) days of the applicable monthly performance report. Upon approval, Client may elect to (a) apply credits to the next invoice, (b) apply credits to any outstanding amounts, or (c) receive a cash refund paid within thirty (30) days if no further invoices are due. Credits survive termination to the extent earned prior to termination and, if no invoice remains, will be refunded within thirty (30) days.

## 6. ESCALATION PROCEDURES

### 6.1 Escalation Path

<b>Escalation Level</b>	<b>Contact</b>	<b>Response Time</b>
Level 1	Support Team	Per incident response times

Level 2	Technical Lead	Within 1 hour of escalation
Level 3	Account Manager	Within 2 hours of escalation
Level 4	Executive Sponsor	Within 4 hours of escalation

## 6.2 Client Responsibilities

Client will designate primary and secondary technical contacts who are authorized to:

- Report incidents
- Request service credits
- Escalate issues when necessary

## 7. EXCLUSIONS

The following are excluded from SLA calculations:

- Force majeure events
  - “Force Majeure” means events beyond a party’s reasonable control that could not be prevented by reasonable precautions and that materially affect performance, including acts of God; natural disasters; war, terrorism, or civil unrest; labor disputes not directed by the affected party; nation-state cyberattacks; widespread internet or cloud provider outages; or government actions. Force Majeure does not include (i) failures of the affected party’s subcontractors or vendors that are reasonably within its control to mitigate, or (ii) lack of funds. The affected party will use diligent efforts to mitigate the impact and resume performance as soon as reasonably practicable.
- Issues caused by Client equipment or third-party applications not managed by Supplier
- Scheduled maintenance periods
- Emergency maintenance with less than 24-hour notice (limited to 4 hours per month)

- Client's breach of its obligations under the Master Agreement

## 8. SLA REVIEW

This SLA will be reviewed quarterly. Modifications may be made with mutual written agreement of both parties.

## 9. TERMINATION RIGHTS

If Supplier fails to meet the same SLA for three (3) consecutive months, or for any four (4) months in a twelve (12) month period, Client may terminate the Agreement without penalty upon thirty (30) days written notice.

## 10. Disaster Recovery & Business Continuity

Supplier maintains and will execute a documented Disaster Recovery and Business Continuity program covering services under its control. Minimum objectives are:

- Recovery Time Objective (RTO): 4 hours for Critical Systems; 24 hours for Standard Systems.
- Recovery Point Objective (RPO): 15 minutes for Critical Systems; 4 hours for Standard Systems.

Supplier will conduct at least annual DR exercises for the in-scope environment and make executive summaries available to Client upon request.

## 11. Change Management

**Supplier will follow ITIL-aligned change practices for services under its control:**

- **Standard Changes:** require a minimum of five (5) business days' advance notice to Client and are executed during scheduled maintenance windows.
- **Normal Changes:** risk-assessed and, where material user impact is expected, scheduled with at least seven (7) days' notice.
- **Emergency Changes:** may be executed immediately to restore service or address security risk, with notice provided as soon as practicable and a post-implementation review included in the next report.

Supplier will maintain change records and, upon request, provide a summary of changes affecting Client in the monthly report.

---

**AGREED AND ACCEPTED:**

**Concourse Tech Inc. (Supplier)**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**[CLIENT NAME] (Client)**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

# ATTACHMENT E-7

## Statement of Work (SOW)

This Statement of Work is as set forth below and supersedes all prior documents submitted by Concourse Tech Inc. The parties agree to use this Statement of Work or a document substantially similar in form to this Statement of Work.

### Template Document Control

**Document Title:** Statement of Work  
**Version:** 1.0

**Date:** [DATE]

**SOW Number:** [SOW-XXXXXX]

### Parties

This Statement of Work ("SOW") is entered into between Concourse Tech Inc. ("Concourse") and [CUSTOMER NAME] ("Customer") pursuant to the Master Agreement [REFERENCE NUMBER] dated [DATE].

### Project Overview

[Brief description of the project, its objectives, and the business need it addresses]

### Scope of Services

#### 1. Project Description

[Detailed description of the services to be provided, including specific cloud or software solutions being implemented]

#### 2. Service Model(s)

- Software as a Service (SaaS)
- Infrastructure as a Service (IaaS)
- Platform as a Service (PaaS)
- On-premises Solution

#### 3. Deployment Model(s)

- Private Cloud
- Community Cloud

Public Cloud

Hybrid

Cloud On-  
premises

#### 4. Data Risk Category

Low Risk Data

Moderate Risk Data

High Risk Data

### Project Deliverables and Timeline

#### Deliverables

[Detailed list of deliverables with description and acceptance criteria]

ID	Deliverable	Description	Acceptance Criteria
D1			
D2			
D3			

#### Project Schedule

[Detailed project schedule with key milestones]

Milestone	Scheduled Completion	Dependencies
M1		
M2		
M3		

### Roles and Responsibilities

#### Concourse Project Team

[Define key roles and responsibilities for Concourse team members]

Role	Name	Responsibilities
Project Manager		
Technical Lead		
Implementation Specialist		

## Customer Project Team

[Define key roles and responsibilities for Customer team members]

Role	Name	Responsibilities
Project Sponsor		
Project Manager		
Technical Lead		

## Project Approach and Methodology

[Description of the project approach, methodology, phases, and key activities]

## Assumptions and Constraints

[List of key assumptions and constraints for the project]

## Change Management Process

Changes to this Statement of Work shall be requested through the Change Management Process:

1. Change request submission
2. Impact assessment
3. Change request review and approval
4. Change implementation
5. Documentation update

## Acceptance and Testing Criteria

[Detailed description of acceptance and testing criteria, including user acceptance testing procedures]

## Service Levels and Performance Metrics

[Description of service levels and performance metrics applicable to the project]

## Project Governance

[Description of project governance structure, including steering committee, reporting, and escalation procedures]

## Communication Plan

[Description of communication methods, frequency, and stakeholders]

Communication	Frequency	Audience	Format	Owner
Status Report				
Project Review				
Technical Review				

## Risk Management

[Description of risk management approach and initial risk register]

Risk ID	Risk Description	Probability	Impact	Mitigation Strategy	Owner
R1					
R2					

## Terms and Conditions

This SOW is governed by the terms and conditions of the Master Agreement referenced above. In the event of any conflict between this SOW and the Master Agreement, the terms of the Master Agreement shall prevail.

## Pricing and Payment Schedule

[Detailed pricing information and payment schedule]

Milestone	Deliverable	Payment Amount	Payment Date
		\$	
		\$	
<b>Total</b>		\$	

## Approvals

IN WITNESS WHEREOF, the parties hereto have caused this Statement of Work to be executed by their duly authorized representatives.

**Concourse Tech Inc.**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**[CUSTOMER NAME]**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_