

Form No. DMB 234A (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Failure to deliver in accordance with Contract
 terms and conditions and this notice may be considered
 in default of Contract

STATE OF MICHIGAN
 DEPARTMENT OF TECHNOLOGY MANAGEMENT AND BUDGET
 PROCUREMENT
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

December 12, 2011

CHANGE NOTICE NO. 3
TO
CONTRACT NO. 071B8200042
 (Supersedes Contract No. 071B7200047)
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR InfoPrint Solutions, LLC 6300 Diagonal Hwy Boulder, CO 80301	TELEPHONE (877) 426-6006
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 241-1640 Mark Lawrence
ASKAR@us.ibm.com	
CONTRACT COMPLIANCE INSPECTOR: Ann Lindberg Maintenance for DLEG/UIA InfoPrint Printers	
CONTRACT PERIOD: From: October 10, 2007 To: March 18, 2012	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

NATURE OF CHANGE(S):

Effective immediately, this contract is **INCREASED \$80,000.00**. In addition, the contract end date is **EXTENDED** to March 18, 2012. New pricing for this change notice is attached, in Maintenance contract number MA630098US, Schedule date December 2, 2011. Please note the buyer changed to Mark Lawrence.

All other terms and conditions remain the same.

AUTHORITY/REASON(S):

Per Ad Board approval dated 11/05/2011, agreement from DTMB-Purchasing Operations and written agreement from the vendor.

INCREASE: \$80,000.00

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$892,649.86

Ricoh Production Print Solutions LLC Schedule of Maintenance Services

This Schedule contains a listing of the Machines at the Specified Locations all identified below for which Ricoh Production Print Solutions LLC (RPPS) will provide the identified Services as described in RPPS Customer Agreement (or any equivalent agreement in effect between us), the Master Services Attachment for Maintenance and any applicable related Attachments or Transaction Documents (or equivalent agreement), and is the complete agreement between us concerning these services.

Customer Number: 33885

Maintenance Contract Number: MA630098US

Customer Address:

Maintenance Contract Start Date: 18-OCT-2011

Invoice To:

Maintenance Contract End Date: 17-MAR-2012

STATE OF MICHIGAN

525 W ALLEGAN

CONTRACT & PROCUREMENT

LANSING MI 48933 United States

Schedule Date: 02-DEC-2011

Total Contract Value: 53,192.50
(excluding usage charges)

First Term Charge : 53,192.50

All prices stated in this document are in: USD

Auto-Renew: No

Renewal Period:

Specified Location:

Customer: 33885

STATE OF MICHIGAN

UNEMPLOYMENT AGENCY

14333 WOODROW WILSON

DETROIT MI 48238-2812 United States

Item	Machine/ Model	Description	Serial Number	Start Date	End Date	Service	Coverage	Usage Rate	Usage Unit	Periodic Price	Billing Period
1.1	1332- 024*ATO	RSI 503176 CONT CTS	00001738 8	18-OCT-2011	17-MAR-2012	Onsite	24 x 7			2,966.46	1 QTR
2.1	1332- 024*ATO	RSI 503176 CONT CTS	00001738 9	18-OCT-2011	17-MAR-2012	Onsite	24 x 7			2,966.46	1 QTR
3.1	1332- 041*ATO	OREO UNWIND	00001743 8	18-OCT-2011	17-MAR-2012	Onsite	24 x 7			1,023.75	1 QTR
4.1	1332- 041*ATO	OREO UNWIND	00001746 6	18-OCT-2011	17-MAR-2012	Onsite	24 x 7			1,023.75	1 QTR

5.1	1332-054*ATO	MERGE MODULE CF/M	00001739 9	18-OCT-2011	17-MAR-2012	Onsite	24 x 7		1,191.04	1 QTR
6.1	1332-054*ATO	MERGE MODULE CF/M	00001740 0	18-OCT-2011	17-MAR-2012	Onsite	24 x 7		1,191.04	1 QTR
7.1	4000-ID1*ATO	240/300 229PPM ENG-1	00001325 4	18-OCT-2011	17-MAR-2012	Onsite	24 x 7		3,951.46	1 QTR
8.1	4000-ID1*ATO	240/300 229PPM ENG-1	00001325 5	18-OCT-2011	17-MAR-2012	Onsite	24 x 7		3,951.46	1 QTR
9.1	4000-ID2*ATO	240/300 229PPM ENG-2	00001425 4	18-OCT-2011	17-MAR-2012	Onsite	24 x 7		4,165.42	1 QTR
10.1	4000-ID2*ATO	240/300 229PPM ENG-2	00001425 5	18-OCT-2011	17-MAR-2012	Onsite	24 x 7		4,165.42	1 QTR
1	4000-ID1*ATO	240/300 229PPM ENG-1	00001325 4	18-OCT-2011	17-MAR-2012	Usage		.29	100 Feet	
1	4000-ID1*ATO	240/300 229PPM ENG-1	00001325 5	18-OCT-2011	17-MAR-2012	Usage		.29	100 Feet	
1	4000-ID2*ATO	240/300 229PPM ENG-2	00001425 4	18-OCT-2011	17-MAR-2012	Usage		.29	100 Feet	
1	4000-ID2*ATO	240/300 229PPM ENG-2	00001425 5	18-OCT-2011	17-MAR-2012	Usage		.29	100 Feet	

Total Location Charges: 53,192.50
(excluding usage charges)

Charges shown do not include any applicable taxes.

The complete agreement between us about these Services consists of this Schedule and the RPPS Customer Agreement (or any equivalent agreement in effect between us) and its related, applicable Attachments or Transaction Documents (or equivalent agreement).

Agreed To: STATE OF MICHIGAN

Agreed To: Ricoh Production Print Solutions LLC

By:

By:

Name (type or print): _____

Name (type or print): _____

Title: _____

Title: _____

E-mail address:

E-mail address:

Date: _____

Date: _____

STATE OF MICHIGAN
 DEPARTMENT OF TECHNOLOGY MANAGEMENT AND BUDGET September 20, 2010
 PURCHASING OPERATIONS
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 2
TO
CONTRACT NO. 071B8200042
 (Supersedes Contract No. 071B7200047)
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR InfoPrint Solutions, LLC 6300 Diagonal Hwy Boulder, CO 80301	TELEPHONE (877) 426-6006
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 241-0239 Jacque Kuch
ASKAR@us.ibm.com	
CONTRACT COMPLIANCE INSPECTOR: Ann Lindberg Maintenance for DLEG/UIA InfoPrint Printers	
CONTRACT PERIOD: From: October 10, 2007 To: October 17, 2011	
TERMS <p style="text-align: center;">N/A</p>	SHIPMENT <p style="text-align: center;">N/A</p>
F.O.B. <p style="text-align: center;">N/A</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	

NATURE OF CHANGE(S):

Effective immediately, this contract is **INCREASED \$190,599.40**. In addition, the contract end date is **CHANGED** to October 17, 2011. New pricing for this change notice is attached. All other terms and conditions remain the same.

AUTHORITY/REASON(S):

Per Ad Board approval dated 9/14/2010, agreement from DTMB-Purchasing Operations and written agreement from the vendor.

INCREASE: \$190,599.40

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$812,649.86

InfoPrint Solutions Company Schedule for ServiceElite



This Schedule contains a listing of the Eligible Machines at the Specified Locations identified below for which InfoPrint Solutions Company (also IPS) will provide the identified Services as described in the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations. The complete agreement between us about these Services consists of 1) this Schedule 2) the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations, and 3) the InfoPrint Solutions Company Customer Agreement (or any equivalent agreement in effect between us) identified below.

Name and Address of Customer:

STATE OF MICHIGAN
 UNEMPLOYMENT AGENCY
 14333 WOODROW WILSON
 DETROIT MI 48238-2812

Customer Billing Address:

STATE OF MICHIGAN
 SANDI THORNE
 CONTRACT & PROCUREMENT
 525 WALLEGAN
 LANSING MI 48933-1502

Agreement Number:

Master Services Attachment Number: MAC5PH0
 Statement of Work Number: A16FCV
 Change Authorization Number:
 Customer Number: 08523153

Schedule Number:

Revised Schedule:
 Schedule Effective Date:
 Proposal Reference Date:

Transaction Contract Period:

Start Date: 10/18/2010
 End Date: 10/17/2011
 Renewal Contract Period: 1 Year(s)

Charge Period Charges / Payment Plan (Inclusive of MES):

WSU One Time Charges: 0.00
 SWMA ALF One Time Charges: 0.00
 MMS for CISCO HW One Time Charges: 0.00
 MMS for CISCO SW One Time Charges: 0.00
 MMS for Nortel One Time Charges: 0.00
 One Time Charges: 0.00

Charge Period:

Maintenance Charges: 143,099.45 Start Date: 10/18/2010
 Service Charges: 0.00 End Date: 10/17/2011
 TOTAL CHARGE PERIOD CHARGES: 143,099.45
 Monthly

Accumulated Adjustment Invoicing option: 1

Automatic Inventory Increase Option Applies: Y Price Protection Option: Opt#1 Annual Price Protection
 Machine Maintenance Services Option #1: Y Pricing Method: Bottom Line
 Software Services Option #2: N

* Charges are estimated for the charge period. Actual charges will be applied at the end of the charge period. Any applicable taxes are not included in the charge amounts herein but will be added to your invoice.

The Parties need not to sign this Schedule, unless either of us requests it.

Agreed to:

STATE OF MICHIGAN

Agreed to:

InfoPrint Solutions Company, LLC

By: _____
 Name (type or print): _____
 Date: _____
 Authorized signature

By: _____
 Name (type or print): _____
 Date: _____
 Authorized signature

InfoPrint Solutions Company Schedule for ServiceElite



Enterprise Total for Charge Period by Customer Number Inclusive of MES:

Customer No.	Customer Name	Customer Location	Charges ⁴
07862375	STATE OF MICHIGAN	3024 W GRAND BLVD, 12TH FLR STE 100, DETROIT MI 48202-6024	62.03
08523153	STATE OF MICHIGAN	14333 WOODROW WILSON, UNEMPLOYMENT AGENCY, DETROIT MI 48238-2812	143,037.42
Total			143,099.45

Note: One Time Charges are not included in the Total

InfoPrint Solutions Company Schedule for ServiceElite



Maintenance Machine List

-----Eligible Machine Description-----

Mfg	Type	Mod/ Feat	Add/ Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty.	Type of Svc ₂	Maint. Svc ₃	Charges Start ³	Charges Stop ³
IPS	4527	N01		00991F9R5	07862375	City, State: DETROIT MI 48202-6024 INFOPRINT 1332	1	A	1	62.03 EH	12/31/2010
Specified Location: 07862375											
Subtotal Without MES											
62.03											
Subtotal With MES											
62.03											
Specified Location: 08523153											
IPS	1332	044		000011772		City, State: DETROIT MI 48238-2812 ROLL SYSTEMS, I503603 BOOKMAST	1	B	2	6,463.70 H	
IPS	1332	044		000011782		ROLL SYSTEMS, I503603 BOOKMAST	1	B	2	6,463.70 H	
IPS	1332	024		000017388		ROLL SYSTEMS, I024 CTS	1	B	2	13,786.42 H	
IPS	1332	024		000017389		ROLL SYSTEMS, I024 CTS	1	B	2	13,786.42 H	
IPS	1332	054		000017399		ROLL SYSTEMS, I503410 BOOKMAST	1	B	2	5,717.18 H	
IPS	1332	054		000017400		ROLL SYSTEMS, I503410 BOOKMAST	1	B	2	5,717.18 H	
IPS	1332	041		000017438		ROLL SYSTEMS, I800174	1	B	2	4,757.86 H	
IPS	1332	041		000017466		ROLL SYSTEMS, I800174	1	B	2	4,757.86 H	
IPS	4000	ID1		000013254		INFOPRINT ADVANCED PRINTER	1	B	1	21,433.90 CH	
IPS	4000	ID1		000013254		USAGE CHARGES FOR THE ABOVE CONFIG.				0.00 U	
IPS	4000	ID1		000013255		INFOPRINT ADVANCED PRINTER	1	B	1	21,433.90 CH	
IPS	4000	ID1		000013255		USAGE CHARGES FOR THE ABOVE CONFIG.				0.00 U	
IPS	4000	ID2		000014254		INFOPRINT ADVANCED PRINTER	1	B	1	19,359.65 H	
IPS	4000	ID2		000014255		INFOPRINT ADVANCED PRINTER	1	B	1	19,359.65 H	
Subtotal Without MES										143,037.42	
Subtotal With MES										143,037.42	
Total Charge Period Charges for Maintenance Machine List Without MES										\$143,099.45	

See Legend for Details

InfoPrint Solutions Company Schedule for ServiceElite



Maintenance Machine List

-----Eligible Machine Description-----

Mfg	Type	Mod/ Feat	Add/ Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty.	Type of Svc ²	Maint. Svc ³	Charges ⁴	Charges Start ⁵	Charges Stop
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Total Charge Period Charges for Maintenance Machine List With MES

\$143,099.45

See Legend for Details

InfoPrint Solutions Company Schedule for ServiceElite



Legends:

¹ Charge adjustments related to inventory and service changes will be accumulated and invoiced with your next standard invoicing cycle (may be sooner for annual or semiannual payment plans)

²TYPE OF SERVICE

- A) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, next business day
- B) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day.
- C) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, 4 hour response objective
This type of repair service includes a response objective and is not a guarantee.
- D) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day, 2 hour response objective.
This type of repair service includes a response objective and is not a guarantee.
- X) EasyServe (remotely delivered services)

³MAINTENANCE SERVICES

- 1) Maintenance of InfoPrint Solutions Company Machines
- 2) Maintenance of non-InfoPrint Solutions Company Machines
- 3) Warranty Service Upgrade
- 4) Maintenance of Cisco Products
- 5) Maintenance of InfoPrint Solutions Company Machines - Enhanced Service Response
- 6) Service for Machines Withdrawn from InfoPrint Solutions Company Maintenance
- 7) Non-InfoPrint Solutions Company Service for Machines Withdrawn from InfoPrint Solutions Company Maintenance
- 8) Maintenance of InfoPrint Solutions Company Machines (Labor Only)
- 9) Non-InfoPrint Solutions Company Memory Exchange
- 10) Enhanced Parts Inventory
- 11) Spare Machine
- 12) Key Operator Support
- 13) Maintenance of non-InfoPrint Solutions Company Machines during the Manufacturer's Warranty Period
- 16) InfoPrint Solutions Company Maintenance Services - First Line Maintenance for Wincor Nixdorf ATMs
- 17) InfoPrint Solutions Company Maintenance Services - Applications Maintenance Services for Wincor Nixdorf ATMs
- 18) Post Installation Coverage (PIC) Service Upgrade, for selected Non-InfoPrint Solutions Company Machines

⁴Charges shown are for the Charge Period

- A (C) indicates a Machine that will have Usage Charges billed separately
- An (E) indicates a Machine that has been announced as withdrawn from generally available Maintenance Service
- An (F) indicates an Assumptive Product included in the total Charge Period Price that has a manually inserted serial number and configuration provided by the customer
- An (H) identifies a Machine on an existing ServiceElite/ServiceSuite/ ServiceElect CHIS contract with duplicate Maintenance Services Coverage
- A (K) indicates Assumptive Products included in the total Charge Period Price that are based on the customer provided configuration
- An (N) indicates that the product is a non-GSA Schedule item
- An (O) indicates a One Time Charge
- A (P) indicates averaged billing or annual prepayment
- An (R) indicates the usage charge rate (Feet, Hours, or Impressions) for a machine under a usage plan
- A (U) indicates Usage Charges which are measured in either Feet, Hours, or Impressions
- A (W) indicates a Machine under Warranty
- An (X) indicates On-order Products which are shown for planning purposes only
- A (Y) indicates On-order MES products which are shown for planning purposes only. These charges are included in the related machine.

⁵Charges Start/Stop dates shown are those that differ from the Contract Period Start/End Dates

In addition to your maintenance pricing shown on the "InfoPrint Solutions Company (IPS) Schedule for Services", a separate usage charge will be billed monthly at the following rate(s).

<u>MACHINE TYPE</u>	<u>MODEL</u>	<u>USAGE CHARGE RATE</u>
4000	ID1	\$0.27936/100 feet
4000	ID2	\$0.27936/100 feet

Each of us agrees that the complete agreement between us about these Services consists of 1) this Usage Charge Rate Attachment, 2) the referenced Statement of Work and its schedules, and 3) the IPS Customer Agreement.

Customer: State of Michigan

Customer Number: 8523153

Reference State of Work Number: A16FCV

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 PURCHASING OPERATIONS
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

August 25, 2009

CHANGE NOTICE NO. 1
TO
CONTRACT NO. 071B8200042
 (Supersedes Contract No. 071B7200047)
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR InfoPrint Solutions, LLC 6300 Diagonal Hwy Boulder, CO 80301 ASKAR@us.ibm.com	TELEPHONE (877) 426-6006
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 241-0239 Jacque Kuch
CONTRACT COMPLIANCE INSPECTOR: Ann Lindberg Maintenance for DLEG/UIA InfoPrint Printers	
CONTRACT PERIOD: From: October 10, 2007 To: October 17, 2010	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

NATURE OF CHANGE(S):

Effective immediately, this contract is **INCREASED \$193,349.91**. In addition, the contract end date is **CHANGED** to October 17, 2010. All other terms and conditions remain the same.

AUTHORITY/REASON(S):

Per Ad Board approval dated 8/18/2009, agreement from DMB-Purchasing Operations and written agreement from the vendor.

INCREASE: \$193,349.91

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$622,050.46

Form No. DMB 234A (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Failure to deliver in accordance with Contract
 terms and conditions and this notice may be considered
 in default of Contract

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 PURCHASING OPERATIONS
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

October 10, 2007

NOTICE
 OF
 CONTRACT NO. 071B8200042
 (Supersedes Contract No. 071B7200047)

between
 THE STATE OF MICHIGAN
 and

NAME & ADDRESS OF VENDOR InfoPrint Solutions, LLC 6300 Diagonal Hwy Boulder, CO 80301	TELEPHONE (877) 426-6006
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 241-0239 Jacque Kuch
ASKAR@us.ibm.com	
CONTRACT COMPLIANCE INSPECTOR: Ann Lindberg Maintenance for DLEG/UIA InfoPrint Printers	
CONTRACT PERIOD: From: October 10, 2007 To: October 17, 2009	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

This Contract replaces 071B7200047.

TOTAL ESTIMATED CONTRACT VALUE: \$388,700.55

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
 OR
530 W. ALLEGAN, LANSING, MI 48933

CONTRACT NO. 071B8200042
 (Supersedes Contract No. 071B7200047)
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR InfoPrint Solutions LLc 6300 Diagonal Hwy Boulder, CO 80301 <p style="text-align: right;">ASKAR@us.ibm.com</p>	TELEPHONE (877) 426-6006 VENDOR NUMBER/MAIL CODE BUYER/CA (517) 241-0239 Jacque Kuch
Contract Compliance Inspector: Ann Lindberg <p style="text-align: center;">Maintenance for DLEG/UIA InfoPrint Printers</p>	
CONTRACT PERIOD: From: October 10, 2007 To: October 17, 2009	
TERMS <p style="text-align: center;">N/A</p>	SHIPMENT <p style="text-align: center;">N/A</p>
F.O.B. <p style="text-align: center;">N/A</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	
MISCELLANEOUS INFORMATION: Estimated Contract Value: \$388,700.55	

All terms and conditions of the invitation to bid are made a part hereof.

FOR THE VENDOR: InfoPrint Solutions LLC Firm Name	FOR THE STATE: Signature Greg Faremouth , Acting Director
Authorized Agent Signature	Name/Title IT Division
Authorized Agent (Print or Type)	Division
Date	Date

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 PURCHASING OPERATIONS
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

October 10, 2007

CHANGE NOTICE NO. 1
 TO
 CONTRACT NO. 071B7200047
 between
 THE STATE OF MICHIGAN
 and

NAME & ADDRESS OF VENDOR IBM Corporation One Michigan Ave. Lansing, MI 48933	TELEPHONE (800) 677-6747
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517)241-0239 Jacque Kuch
Contract Compliance Inspector: Ann Lindberg Maintenance/Consumable Supplies for DLEG/UIA InfoPrint Printers	
CONTRACT PERIOD: From: October 18, 2006 To: October 10, 2007	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	
MISCELLANEOUS INFORMATION: Estimated Contract Value: \$682,870.00	

NATURE OF CHANGE(S):

Effective immediately, this contract is hereby cancelled and replaced with contract 071B820042.

Estimated Contract Value: \$0.00

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

October 26, 2006

NOTICE
OF
CONTRACT NO. 071B7200047
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR IBM Corporation One Michigan Ave. Lansing, MI 48933	TELEPHONE (800) 677-6747
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517)241-0239 Jacque Kuch
Contract Compliance Inspector: Ann Lindberg Maintenance/Consumable Supplies for DLEG/UIA InfoPrint Printers	
CONTRACT PERIOD: From: October 18, 2006 To: October 17, 2009	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	
MISCELLANEOUS INFORMATION: Estimated Contract Value: \$682,870.00	

Estimated Contract Value: \$682,870.00

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
PURCHASING OPERATIONS
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

CONTRACT NO. 071B7200047
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR IBM Corporation One Michigan Ave. Lansing, MI 48933	TELEPHONE (800) 677-6747 VENDOR NUMBER/MAIL CODE BUYER/CA (517)241-0239 Jacque Kuch
Contract Compliance Inspector: Ann Lindberg Maintenance/Consumable Supplies for DLEG/UIA InfoPrint Printers	
CONTRACT PERIOD: From: October 18, 2006 To: October 17, 2009	
TERMS <p style="text-align: center;">N/A</p>	SHIPMENT <p style="text-align: center;">N/A</p>
F.O.B. <p style="text-align: center;">N/A</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	
MISCELLANEOUS INFORMATION: The terms and conditions of this Contract are those of ITB #07116200254, this Contract Agreement and the vendor's quote dated July 12, 2006. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the vendor, those of the State take precedence. Estimated Contract Value: \$682,870.00	

All terms and conditions of the invitation to bid are made a part hereof.

FOR THE VENDOR:	FOR THE STATE:
Firm Name	Signature
Authorized Agent Signature	Greg Faremouth
Authorized Agent (Print or Type)	Name
Date	IT Division Acting Director
	Title
	Date



**STATE OF MICHIGAN
Department of Management and Budget
Purchasing Operations**

Contract No. [071B72000047](#)
[Maintenance/Consumable supplies for DLEG/UIA IBM InfoPrint printers](#)

Buyer Name: Jacque Kuch
Telephone Number: 517-241-0239
E-Mail Address: kuchj@michigan.gov



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Article 1 – Statement of Work (SOW)

1.0 Project Identification

1.001 PROJECT REQUEST

The State of Michigan (State), through the Department of Labor and Economic Growth (DLEG) and the Michigan Department of Information Technology (MDIT), with assistance of the Department of Management & Budget (DMB), has issued this Request for Proposal to obtain proposals from qualified firms to provide:

1. Maintenance for DLEG's Unemployment Insurance Agency's (UIA's) inventory of IBM InfoPrint printers used to print all UIA forms and reports.

The State reserves the right to award up to two contracts. At the State's discretion the project maybe broken down into two parts:

- 1) Preventive and remedial maintenance

1.002 BACKGROUND

The Unemployment Insurance Agency (UIA) administers Michigan's Unemployment Insurance (UI) program. Michigan's UI program issues jobless benefits to workers who become unemployed through no fault of their own. The benefits are intended to help these workers with a source of temporary income while they seek new employment or await recall to their jobs. In addition, the agency collects state unemployment taxes from employers.

The UIA processes over 865,000 new claims per year, and issues over 3,400,000 checks for regular state unemployment benefits. The Agency pre-prints and mails quarterly wage reports to nearly 200,000 active employers. The reports are submitted by employers in either paper or square tape cartridge format.

In late 2001, UIA purchased two Production Printers, IBM InfoPrint 4000-ID1/ID2 Advanced Function Duplex/MICR Printers, each with pre-processing and post-processing equipment; one Development Printer, IBM InfoPrint 60; and one Print Server, running InfoPrint Manager. These printers are currently channel-attached to an IBM mainframe OS/390 host system via carbon nanotube (CNT) channel extenders. The production printers are located at UIA's Warehouse in Detroit, where a significant amount of the printed material is mailed to intended recipients and where consumable products are stored. The development printer and the print server are located on the 12th floor at Cadillac Place, Detroit, Michigan.

The daily/weekly workload of the production printers must be completed between the hours of 7:00 am and noon in order for the printed materials to be packaged and mailed. The production printers produce 125,000 - 8-½X11" duplex pages of daily/weekly work. After completion of the daily/weekly workload, the production printer produces 75,000 - 8-½X11" duplex pages of monthly/quarterly/annual work by 3:00pm. The development printer produces 750,000 - 8-½X11" duplex pages annually. These printers are magnetic ink character recognition (MICR) enabled and produce all the high-volume forms and listings for UIA.

Information provided herein is intended solely to assist Contractors in the preparation of proposals. To the best of UIA's and MDIT's knowledge, the information provided is accurate. However, the State does not warrant such accuracy, and any variations subsequently determined will not be construed as a basis for invalidating the RFP. The State reserves the right to cancel this Request for Proposal (RFP), or any part of this RFP, at any time.

The State has standards and guidelines that Contractors are expected to follow. Specifically, the State's Project Management Methodology (PMM) must be followed. The PMM, and other background information which may assist in the preparation of a proposal, may be reviewed at <http://www.michigan.gov/projectmanagement>. To the extent that Contractor has access to the State computer



system, Contractor must comply with the State's Acceptable Use Policy, see <http://www.michigan.gov/ditservice/0,1607,7-179-25781-73760--,00.html>.

1.1 Scope of Work and Deliverables

1.101 IN SCOPE

The Contractor will provide the following components and services:

1. MAINTENANCE

- a. The Contractor will provide remote and on-site preventive and remedial maintenance, as required, for UIA's inventory of IBM InfoPrint printers & Roll Systems pre- and post-processing equipment identified in **Article 1, Attachment A**.
 - i. PREVENTIVE maintenance will be performed, at no additional cost, according to the manufacturer's guidelines outside of normal business hours, during non-peak hours, or at a time agreeable to MDIT and the Agency.
 - ii. REMEDIAL maintenance will be performed on a 5 x 9 basis (Monday-Friday / 7:00am-4:00pm) excluding holidays. . A State of Michigan representative will be onsite while preventative maintenance is performed.

IBM agrees to work with the State of Michigan for mutually agreeable times for times and dates. A State of Michigan representative must be onsite while preventative maintenance is performed.
- b. The Contractor will provide travel, labor and the materials required to maintain the equipment covered by this Agreement in good working condition.

1.102 OUT OF SCOPE

A. Services outside the scope of this Agreement include the following:

1. Services for electrical or mechanical work external to the equipment and/or system.
2. Services on equipment or associated peripheral devices not specifically listed on this Agreement.
3. Services required for the installation or relocation of equipment or the furnishing of materials necessary for the installation or relocation of said equipment.
4. Services for repair of damage to listed equipment resulting from accident, fire, strikes, floods, storms, acts of public enemies, acts of God, or other cause beyond the vendor's control, transporting, neglect, misuse, negligence of employees, or other causes beyond the range of normal usage.
5. Services required as a result of alterations, modifications or maintenance being performed on the equipment by parties other than vendor, designated UIA or DIT staff, or other assignees.
6. Services for additions or modifications to the equipment.
7. Service resulting from the use of supplies not meeting the manufacturer's specifications.

All items whether services, or products, not listed within the statement of work and resulting Contract, are considered out of scope. Contractors who provide unlisted items without a formal addendum to the Contract risk loss of payment for the additional products/services.

1.103 ENVIRONMENT

The Contractor will adhere to all existing standards as described within the comprehensive listing of the State's existing technology standards at http://www.michigan.gov/dit/0,1607,7-139-30639_30655---,00.html.

The InfoPrint Printers are all-points-addressable devices that use a laser, electro photographic print technology and Advanced Function Presentation programs to create high-quality text and graphic printer output. Using a duplex printing system, these devices print on both sides of a form, as well as simplex. The printers use continuous-forms with an automatic assist for loading most forms. Also included with the production configuration is pre/post processing equipment. Output control is managed by InfoPrint Manager Software running under Microsoft Windows 2000 Advanced Server. The printers and Windows servers are Ethernet-connected (with dual T1's between the Local Area Networks [LAN]). The mainframe is Token Ring connected with dual T1's to the Windows servers LAN.



1.104 WORK AND DELIVERABLE

Contractor will provide Deliverables/Services and staff, and otherwise do all things necessary for or incidental to the performance of work, in accordance with the requirements as set forth below:

Requirements

A. **State Standard Requirements** – The Contractor will comply with applicable State-developed standard requirements for information technology projects. The State standard requirements are attached as **Appendix 1**.

B. Agency-Specific Technical and Business Requirements

1. Maintenance

- a. Contractor will be responsible for providing preventive and remedial hardware maintenance on a 5 x 9 basis (Monday-Friday / 7:00am-4:00pm, except for holidays that fall on week days) for the printers identified in Appendix A.
 - i. Preventive maintenance shall be performed on a monthly basis, at a minimum and will be determined on the manufacturer's time schedule.
Agreed – Preventative Maintenance will be determined on the manufacturer's recommended time schedule.
 - ii. Contractor will be responsible for providing preventive maintenance to ensure optimum printer performance.
 - iii. Preventive maintenance must be performed at no additional cost, outside of normal business hours, during non-peak hours, or at a time agreeable to MDIT/DLEG-UIA.
Agreed. IBM agrees to work with the State on mutually agreeable times at no additional cost
 - iv. Preventative maintenance must be performed on the manufacturer's recommended time schedule.
- b. Maintenance shall meet the requirements defined in the specifications of **Attachment C**.
- c. All maintenance will be performed by qualified personnel.
IBM new hires receive a minimum of 40 hours of training in basic hardware/software maintenance. In addition, IBM provides each IBM service technician with an average of seventeen (17) days of additional training and skills enhancement each year, representing a \$43M annual investment.

IBM agrees to only send qualified personnel to service your equipment. All personnel will be trained on the products which service is requested. IBM retains records for all individuals for all courses completed.
- d. The Contractor will provide backup maintenance resources.
- e. If a hardware failure occurs, Contractor's staff will be the first contact point for reporting problems.
 - i. Contractor must be able to perform remote diagnostics on the application (applies to the InfoPrint 4000 and InfoPrint 60 only), advising Agency or their designated staff by telephone, of steps taken to isolate and resolve
If a hardware failure occurs, IBM has the ability to offer remote diagnostics
 - ii. Problems and open a MDIT Help Desk trouble ticket at 1-800-968-2644.
An IBM service technician will respond to the initial service call within 60 minutes
 - iii. Contractor staff will respond to the problem within 60 minutes.
An IBM service technician will respond to the initial service call within 60 minutes.
 - iv. If the call is reported to either a pager number or an answering service, Contractor's technician will be required to call back the person reporting the problem in no more than 60 minutes after receiving the service call.
 - v. The Contractor will be responsible for restoration of the system and must begin resolution within 2 hours of notification, and be on-site within 4 hours of notification, if required.
 - vi. The system must be replaced or restored within 24 hours of notification.



The Infoprint 4000 is designed with every functional component to be replaceable, making physical replacement of the entire machine unnecessary for component failures. In the event that the machine is not performing to specifications, and after an IBM management review, IBM can at its discretion, replace any machine that experiences excessive failure rates.

An IBM support system starts with the IBM SSR. Utilizing the many technical databases residing on the SSR's IBM First laptop the SSR starts the process. The SSR can escalate to many levels and departments in IBM to get required assistance to address any issues or concern.

Local Service Management and Marketing Management will be assigned and involved in print center operations. Any and all customer concerns can be directed through local management to have rapid response and actions taken. Several levels of local management will be available and actively involved at both sites.

IBM uses a documented process for handling customer complaints and quality concerns. IBM Customer Complaint Process is managed through the corporate Customer Resolution Project Office. In the event of a customer concern, IBM forms a team of managers and professionals along with personnel to address and correct the quality concern. IBM will not close or consider the issue resolved without concurrence followed by a customer satisfaction survey. This total process is tracked and documented in an IBM Customer Management Tool database.

The following is just a few of the assigned roles and responsibilities of the IBM team in Customer Complaint Process

Critical Situation Resolution Manager

- Resolution management;
- Problem analysis;
- Communication / Relationship skills;
- Leadership;
- Knowledge of IBM / PSD organization and products; and
- Process orientation.

Complaint Resolution Manager

- Resolution management;
- Problem analysis;
- Communication / Relationship skills;
- Leadership;
- Knowledge of IBM / PSD organization and products; and
- Process orientation.

Customer Satisfaction Analyst

- Supplier management;



- Organizational skills;
 - Analytical skills;
 - Presentation skills; and
 - Database skills.
- vii. If there is a complete system failure and the system is considered “out of service” (defined as when the system is running at 50% or less), system availability must be restored at no less than 50% of total performance within 24 hours of the initial trouble call.
- viii. The total repair process to bring the system to a minimum of 50% cannot extend beyond a total of 24 hours after receiving the initial trouble call.
1. The following service levels must be met to repair the system performance:

Percentage of Performance	Time Allotted to Restore to 100% Performance
90%	120 hours
80%	90 hours
70%	60 hours
60%	30 hours
50%	24 hours

See Escalation procedures listed in Section V above.

- e. If a hardware failure occurs within UIA’s inventory of InfoPrint printers, the Contractor’s staff is required to report in person, by phone, or email message to the Agency-designated contact person the:
- i. Nature of the problem,
 - ii. Proposed solution, and
 - iii. Estimated time to resolution.
- f. If Contractor determines they must take the application/printer off-line to resolve hardware problems, they must request permission from Agency or the Agency-designated staff prior to taking it off-line.
- g. Contractor must supply a contact person from 7am to 4pm EST (Monday through Friday) to take trouble calls on the printers.
- h. Contractor will supply a local or toll-free telephone number for reporting trouble calls and provide unlimited telephone support during normal business hours. CALL 800-IBM-SERV.
- i. During all other hours, it is acceptable for the Contractor to use a pager number or answering service to accept trouble calls. CALL 800-IBM-SERV Agreed – Call 800-IBM-SERV is staffed 24 X 7.
- i. Contractor will provide Agency or Agency-designated staff with a strategic counseling and management support plan that provides for the orderly escalation of service problems to the next highest level of support including third party hardware, software, and maintenance resources as deemed necessary to resolve a problem.
- IBM will provide detailed escalation plan for that equipment listed in this RFP.

C. Services

1. Project Plan for Transition
 - a. Contractor will provide a project plan for transition to Contractor’s services within 10 days from the execution of the Contract.
 - i. Contractor must describe the process to be followed to implement the Contract resulting from this RFP, including tasks and timeline.
 - ii. Any tasks which the State is expected to undertake should be detailed.
2. Invoice and Payment



- a. Vendor must submit one monthly invoice for payment to include all charges for products and services for the month.

IBM agrees to provide a single invoice on a quarterly basis for the monthly maintenance charges. IBM also agrees to provide a single monthly invoice for all monthly usage charges, and the block of hours will be billed on a monthly basis as used.

1.201 CONTRACTOR STAFF, ROLES, AND RESPONSIBILITIES

Contractor will provide a dedicated Contract Manager whose duties shall include but not be limited to:

1. Supporting the management of the Contract,
2. Facilitating dispute resolution, and
3. Advising MDIT of performance under the terms and conditions of the Contract.

MDIT reserves the right to require a change in Vendor's then-current Contract Manager if the assigned Contract Manager is not, in the opinion of MDIT, adequately serving the needs of the State.

The Contractor will provide the State a single, local point of contact (and a backup) as a customer representative to handle questions or problems that may arise.

- a. At least one Customer Service Representative will be available during the State's operating hours.
- b. All service representatives will have on-line access to information to provide immediate response to inquiries concerning the status of orders and requests for maintenance services.
- c. Representatives will be available by phone, fax, or email (local and 800 number preferred).

IBM staffs service offices and client locations based on business requirements to ensure that all clients receive high quality service. Each State of Michigan location will be assigned a primary SSR. IBM also assigns 3 backup service SSR's to provide continual coverage. Generally service personnel are local and live in the geography they service. In addition to your local SSR team, your IBM maintenance team includes the following management and executive personnel:

- **Dick Harper, Services Executive (SE)** - responsible for overall business operations, personnel, and satisfaction of customers serviced by North Central Services Office.
- **Erin Keem, Services Manager (SM)** - responsible for resource allocation, service delivery, and customer satisfaction within the entire State of Michigan enterprise.
- **System Services Representatives (SSR)** - responsible for performing break/fix maintenance services/preventive maintenance. Also responsible for ensuring high levels of customer satisfaction during their support interactions with the State of Michigan. Current SSR's are:
 - Fernando Guzman
 - John Kilcoyne
 - Mark Oyama
 - Joe Fry

There are also 5 other SSR's trained and in the area.

These 9 SSR's represent 21 years average service.

Contractor staff performing maintenance services must have current experience with IBM InfoPrint printers & Roll Systems pre- and post-processing equipment.

Currently, IBM is the only IBM certified vendor to support the IBM logo'd equipment in this RFP. IBM technicians have formal training from Roll Systems and have current experience supporting the pre- and post-processing equipment

1.202 STATE STAFF, ROLES, AND RESPONSIBILITIES

The State will be responsible for the following:



- MDIT/UIA or their designated staff will provide a central point of contact for all maintenance-related issues.
- MDIT/UIA or their designated staff will provide Contractor with security access to all buildings housing the equipment identified in this contract.
- MDIT/UIA or their designated staff will provide Contractor with access to all necessary systems to perform its responsibilities as defined in this contract.
- MDIT/UIA or their designated staff will provide ready access to agency and other internal subject matter experts in technical infrastructure, application requirements, business functions, and business case information.

The following State personnel will be dedicated to this project:

- Debra Patterson (MDIT) will serve as the Project Manager with overall responsibility for the contract.
- Ivan Cuevas (UIA) will serve as the on-site contact at the UIA Warehouse responsible for scheduling maintenance and ordering supplies.
- Frank Cobb (MDIT) will serve as the on-site contact at Cadillac Place responsible for scheduling maintenance and ordering supplies.

The Project Manager will provide the following services:

- Provide State facilities, as needed
- Coordinate the State resources as necessary
- Facilitate coordination between various external contractors if necessary
- Resolution of issues
- Escalation of outstanding/high priority issues
- Utilize change control procedures
- Conducting regular and ongoing review of the services to confirm requirements are met
- Documentation and archiving of all Contract-related documents
- Arrange, schedule and facilitate State staff attendance at all project meetings

MDIT shall provide a Contract Consultant whose duties shall include but not be limited to: i) supporting the management of the Contract, ii) advising the project manager of the Contractor's performance under the terms and conditions of the Contract, and iii) periodic verification of pricing and monthly reports submitted by Contractor. The Contract Consultant for this Contract is:

Ann Lindberg
 Department of Information Technology
 Cadillac Place, Suite 9-350
 3032 W. Grand Boulevard
 Detroit, MI 48202
 lindberga@michigan.gov
 (313) 456-3218

The Department of Management & Budget, Purchasing Operations, will be the designated contract administrator.

Jacque Kuch
 Department of Management and Budget
 Mason Building, 2nd Floor
 530 W. Allegan St.
 Lansing, MI 48909
kuchj@michigan.gov
 517-241-0239

1.203 OTHER ROLES AND RESPONSIBILITIES



1.3 Project Plan

1.301 PROJECT PLAN MANAGEMENT

A. Orientation Meeting

- a. Within ten (10) calendar days from execution of the Contract, the Contractor will be required to attend an orientation meeting to discuss the content and procedures of the Contract.
- b. The meeting will be held in Detroit, Michigan, at a date and time mutually acceptable to the State and the Contractor.
- c. The State shall bear no cost for the time and travel of the Contractor for attendance at the meeting.

B. Performance Review Meetings

- a. The State will require the Contractor to attend periodic meetings to review the Contractor's performance under the Contract.
- b. The meetings will be held in Detroit, Michigan, at a date and time mutually acceptable to the State and the Contractor.
- c. The State shall bear no cost for the time and travel of the Contractor for attendance at the meeting.



1.302 REPORTS

At a minimum, the Contractor will be required to submit monthly:

- Written “problem reports” to the DIT Project Manager and the UIA on-site contact documenting:
 - the amount of down time,
 - the nature of the problem(s), and
 - the remedial action taken.
- Commodity orders filled and those pending.

1.4 Project Management

1.401 ISSUE MANAGEMENT

An issue is an identified event that if not addressed may affect schedule, scope, quality, or budget.

The Contractor will maintain an issue log for issues relating to the provision of services under this Contract. The issue management log must be communicated to the State’s Program Manager on an agreed upon schedule, with email notifications and updates. The issue log must be updated and must contain the following minimum elements:

- Description of issue
- Issue identification date
- Responsibility for resolving issue.
- Priority for issue resolution (to be mutually agreed upon by the State and the Vendor)
- Resources assigned responsibility for resolution
- Resolution date
- Resolution description

1.402 RISK MANAGEMENT

A risk is an unknown circumstance or event that, if it occurs, may have a positive or negative impact on the Contract. Risk management generally involves (1) identification of the risk, (2) assigning a level of priority based on the probability of occurrence and impact to the project, (3) definition of mitigation strategies, and (4) monitoring of risk and mitigation strategy.

Contractor must state in its proposal any risks identified and any potential risks to the provision of the requested services.

1.403 CHANGE MANAGEMENT

Change management is defined as the process to communicate, assess, monitor, and control all changes to system resources and processes. The State also employs change management in its administration of the Contract. The Contractor must employ change management procedures to handle such things as “out-of-scope” requests.

In the event that contract modifications are required, the Contractor must notify the MDIT Project Manager in writing detailing and justifying the proposed changes. The MDIT Project manager will notify the Contract Consultant.

If a proposed contract change is approved by the Contract Consultant, the Contract Consultant will submit a request for change to the Department of Management and Budget, Purchasing Operations Buyer, who will make recommendations to the Director of Purchasing Operations regarding ultimate approval/disapproval of change request. If the DMB Purchasing Operations Director agrees with the proposed modification, and all required approvals are obtained (including State Administrative Board), the Purchasing Operations Buyer will issue an addendum to the Contract, via a Contract Change Notice. **Contractors who provide products or services prior to the issuance of a Contract Change Notice by the DMB Office of Purchasing Operations, risk non-payment for the out-of-scope/pricing products and/or services.**



1.5 Acceptance

1.501 CRITERIA

Acceptance is tied to meeting the defined requirements and performance service levels.

1.502 FINAL ACCEPTANCE

Acceptance is tied to adequate performance of required Services and delivery of identified commodities during the term of the Contract.

1.6 Compensation and Payment

1.601 COMPENSATION AND PAYMENT

Contractor must identify all information related, directly or indirectly, to the Contractor's proposed charges for services and deliverables including, but not limited to, costs, fees, prices, rates, bonuses, discounts, rebates, or the identification of free services, labor or materials. Complete the tables attached as **Attachments A**.

Maintenance will be paid on a quarterly basis, unless contractor provides a discount for up-front payment.

Payment

Electronic Payment Availability

Public Act 533 of 2004 requires that payments under this contract be processed by electronic funds transfer (EFT). Contractor is required to register to receive payments by EFT at the Contract & Payment Express website (www.cpexpress.state.mi.us).

1.7 Additional Terms and Conditions Specific to this SOW

1.701 ADDITIONAL TERMS AND CONDITIONS SPECIFIC TO THIS SOW

RESERVED



**Article 1, Attachment A
Pricing**

Preventive & Remedial Maintenance

Quarterly and Annual costs below do not include discounts for up-front payments. Click Charge rates are paid monthly and are not included with up-front discounts.

Description	Serial Number	Location	Quarterly Cost	Annual Cost	Discount for Up Front Payment
IBM InfoPrint 4000 Production Printer 7 x 24 Coverage	0013254 (ID1) 0014254 (ID2) Configured w/2 engines	UIA Warehouse	\$4,591.11 (ID1) with .0028 click charge \$4,839.92 (ID2) with .0028 click charge	\$18,364.44 (ID1) with .0028 click charge \$19,359.68 (ID2) with .0028 click charge	6.27%
IBM InfoPrint 4000 Production Printer 7 X 24 Coverage	0013255 (ID1) 0014255 (ID2) Configured w/2 engines	UIA Warehouse	\$4,591.11 (ID1) with .0028 click charge \$4,839.92 (ID2) with .0028 click charge	\$18,364.44 (ID1) with .0028 click charge 19,359.68 (ID2) with .0028 click charge	6.27%
IBM InfoPrint 60 Development Printer 24 x 7 Coverage	0030857	Cadillac Place, Suite #12-100	\$3,102.06 with .0046 click charge	\$12,408.24 with .0046 click charge	6.27%
IBM 1332 (4527) Printer Print Server 5 x 9 Coverage	991F9R5	UIA Warehouse	\$65.48	\$261.90	4.55 %
IBM 1332 Pre-post Equipment		UIA Warehouse			
1332-044	11772		\$1,615.93	\$6,463.70	6.27%
1332-044	11782		\$1,615.93	\$6,463.70	6.27%
1332-024	17388		\$3,446.61	\$13,786.42	6.27%
1332-024	17389		\$3,446.61	\$13,786.42	6.27%
1332-041	17438		\$1,189.46	\$4,757.85	6.27%
1332-041	17466		\$1,189.46	\$4,757.85	6.27%
1332-054	17399		\$1,429.30	\$5,717.18	6.27%
1332-032	17400		\$1,924.65	\$7,699.86	6.27%
TOTAL			\$37,887.55	\$151,550.20	

UIA Warehouse: 14333 Woodrow Wilson, Detroit, MI 48238 Cadillac Place: Suite #12-100, 3024 W. Grand Boulevard, Detroit, MI 48202



Article 1, Attachment B
Labor Rates



Article 1, Attachment C
Deliverables

Consumable Supplies (Excluding Paper) for the IBM InfoPrint Printers are provided directly by UNEQ, Inc. or other vendor selected by the State of Michigan and InfoPrint has no responsibility or obligation regarding consumable supplies.



Preventive Maintenance Schedule IBM InfoPrint 4000

Types of Preventive Maintenance

Two types of scheduled preventive maintenance (PM) are performed on the printer:

- *Operator Maintenance* – tasks, which the operator performs.
- *Service Maintenance* - tasks, which the service representative performs at regular intervals, that are based on the number of feet of forms printed. Usually called preventive maintenance (PM).

Operator Maintenance

Operators are responsible for cleaning printer parts, replacing printer supplies, and checking print quality. These tasks are summarized below and are described in more detail in the *Operator’s Guide*.

Cleaning Tasks

The operator is responsible for cleaning:

- The corona wires each shift.
- The forms path and forms input bin on a daily basis.
- The oiler belt on a weekly basis.

Replacement Tasks

The customer is responsible for ordering and replacing the following supply items at the indicated intervals. A message appears on the Display/Touch Screen when replacement is necessary.

Developer mix	1.0 Mft at 150 PPM (pages per minute)
Fine filter	3.5 Mft (average) In the scheduled maintenance procedures, 1kft is 1000 linear feet of printer forms, and 1 Mft is 1000000 linear feet of printed forms.
Forms	As required
Fuser oil	500 kft per liter (average)
Oiler Wick Roll	Every 1.5 Mft at 150 PPM.
Toner	As required
Toner-collector bag	After every eight pressings of the Toner Supply Pushbutton

Print Quality Check

The operator is responsible for checking the print quality regularly. Each day, the operator should do the following.

1. Check for the following defects:
 - Background
 - Black spots
 - Poor fusing (such as the print rubbing off)
 - Print Streaks
 - Uneven print
 - Voids
2. Perform simple corrective actions (see the *Operator’s Guide*).
3. Save any print-quality defect samples for the service representative.



Service Maintenance

The steps below are to be followed when Preventive (service) Maintenance is performed:

1. Determine which PM procedures are due (Service Tasks – PM Procedures).
2. Order parts if necessary.
3. Do the procedure (Table 811).
4. Reset the counter (Changing a PM Counter).

Each step is explained at the section indicated.

Preventive maintenance consists of the following.

- Replacing parts that are predicted to wear out after a specified amount of use.
- Cleaning and checking other heavy-use areas of the printer.
- Looking for worn or damaged parts.

Usage of the printer, or of a part, is measured by the number of feet of forms that are passed through the printer. Counters reset individually when a part is replaced or scheduled maintenance performed, record this usage.

Various maintenance procedures should be scheduled according to total usage and the estimated life of parts. As the counters approach preselected usage levels or the end-of-life estimates for parts, a reminder of preventive maintenance due appears on the Preventive Maintenance Log window. The reminder appears when the CE (service) mode is entered.

Preventive maintenance is to be performed within ± 150 kft of the scheduled interval or end-of-life estimate for a part. For example, the first set of preventive maintenance tasks should be performed when the usage level reaches 1.5 Mft. Therefore, a PM reminder will be seen when the usage counter reaches 1.35 Mft (1.5 Mft minus 150 kft).

PM Schedule

Table 808 shows the cycle of preventive maintenance procedures for 36 Mft of machine usage. This schedule of procedures repeats every 36 Mft.

Table 819 shows the cycle that is repeated for 288 Mft of machine usage.

Performing PM on Schedule: On schedule is within ± 150 kft of the scheduled intervals. Find the appropriate print count in first column of the table. Perform the procedures that are indicated by the Xs, in that row.

Performing PM Off Schedule: Off schedule means, at a usage level between two scheduled intervals. In this case, perform the procedures that are indicated by the later of the two intervals, even though one or more of the procedures are not actually due. This may require discarding a part that was recently installed.



Table 808. Preventive Maintenance Checklist

Print Count (Mft)	1.5 Mft	3 Mft	6 Mft	9 Mft	12 Mft	18 Mft	Print Count (Mft)	1.5 Mft	3 Mft	6 Mft	9 Mft	12 Mft	18 Mft
1.5	X						19.5	X					
3.0	X	X					21.0	X	X				
4.5	X						22.5	X					
6.0	X	X	X				24.0	X	X	X		X	
7.5	X						25.5	X					
9.0	X	X		X			27.0	X	X		X		
10.5	X						28.5	X					
12.0	X	X	X		X		30.0	X	X	X			
13.5	X						31.5	X					
15.0	X	X					33.0	X	X				
16.5	X						34.5	X					
18.0	X	X	X	X		X	36.0	X	X	X	X	X	X

Table 811. Service PM Tasks by Interval

	Check	Clean	Replace
1.5 Mft Procedure	Corona Asm (all) Developer Front & Rear Seals	Charge Corona Asm Developer Doctor Blade Primary & Secondary Erase Lamp Filters Preheat Platen Manifold Distribution Filter Developer Front & Rear Seals	Cleaner Brush Oiler Wick Roll
3 Mft Procedure	Stacker Finger Belts Path Modifier Spring	Corona Asm (all) Optical Sensors (all)	
6 Mft Procedure	Sensor Margin Transfer Station Discharge Brush Laser Current Meter Cooling Fan Operation	AC Power Supply Cooling Filter	Fuser Filter Path Modifier Spring
9 Mft Procedure	Scuff Pressure Rollers Scuff Roll Drive Belt	B1 Logic Gate Filter Printhead Fan Filter	Scuff Roll Tire Rubbers Stacker Finger Belts Corona Wires
12 Mft Procedure		Clean & Lubricate Hot Roll Bearings Hot Roll Drive Gears	Hot Roll Front Collar Hot Roll Drive Collar Ozone Filter (if feat 911 installed) Pendulum Static Brushes
18 Mft Procedure			



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Section 8. Preventive Maintenance

This section contains information about maintaining the printer performance. Included in this section are procedures for cleaning the printer. While performing any maintenance procedure, visually inspect the printer for loose or broken cables, connectors, or other parts. Look for scratches, nicks, or gouges on the Transfer Belt Unit. Look around the paper path for spilled toner which might degrade print quality.

PREVENTIVE MAINTENANCE SCHEDULE

The preventive maintenance schedule is based on the number of pages printed, not any period of time. A heavily-used printer requires more frequent maintenance. Cleaning, check, and replacement intervals are based on the standard printer operating conditions described below. The intervals for your printer are shortened, for example, by running short jobs, by running high print coverage jobs, or by running low-usage-to-high-power-on-ratio.

Standard usage	Print volume	325 000 impressions / month
	Power-on time	400 hours / month
	Operating time	225 hours / month

8.1. Operator Tasks

The tasks in Table 8-1 are performed by the operator. Refer to the User's Guide for a full description of each item.

Table 8-1 Operator Tasks

	TASK	FREQUENCY
Activities	Power on or power off the printer	Before or after using
	Use the Operator Panel	As needed
	Load paper (Hopper)	As needed
	Remove paper (Stacker)	As needed
	Clear paper jams	As needed
	Add toner	As needed
	Replace developer mix	As needed
	Replace the Fuser Cleaner Brush	As needed
	Replace the Fuser Unit	As needed
	Advance the OPC	When directed (PQ); Once between auto-advances
	Replace the Cleaner Unit	As needed
	Replace the Transfer Belt Unit	As needed
	Add staples (with 3000-Sheet Stacker installed)	As needed
Check & Clean	Clean: Transfer Corona	Daily
	Clean Covers, Trays, Pick and Separate Rollers	Monthly
	Clean: Paper Guide, Paper Feed Rollers	Every two months

8.1.1. CRU Replacement Intervals

In addition to the PM tasks performed by the customer engineer, the items in Table 8-2 should be changed by an operator.

Table 8-2 Operator Tasks - PM Parts Replacement

PM Parts	Part Number	Qty	Page Count (X1000)	Location	Remarks
Cleaner Unit	1402683	1	300-500	7.1.2.(3) Page 7-11	Also see User's Guide
Fuser Unit	1402821	1	1 000	7.1.3.(1) Page 7-46	Fuser Unit includes 2 additional brushes.
Fuser Cleaner Brush	63H6804	2	350	See User's Guide	
Transfer Belt Unit	1402684	1	1 000	7.1.3.(2) Page 7-47	Also see User's Guide
Developer Mix	1402681	1	1 000	See User's Guide	
Staple Cartridge	1402820	4		See User's Guide	As needed (5000 staples/cartridge)

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Maintenance Information



Section 8. Preventive Maintenance (PM)

8.2. Customer Engineer Tasks

The following tasks are performed by customer engineers.

8.2.1. Periodic Cleaning Intervals

Table 8-3 Customer Engineer Tasks - Periodic Cleaning

Inspection & Maintenance Periodic Cleaning	Page Count (X1000) (see notes)	Maintenance Manual
EP Module		
•Charger Unit	300±70	8.4.1.(1) Page 8-8
•Pre-clean Erase Assembly	300±70	8.4.1.(2) Page 8-9
•Drum Wrap Sensor	300±70	8.4.1.(4) Page 8-11
•Other Items - PM Stay Cover, Toner Hopper, Recycle Joint, Cleaning Unit, Developer Unit Seal, Toner Hopper Seal, Toner Hopper Cartridge Seal, Cleaning Unit	300±70	8.4. Page 8-8, Table of Contents for Removal/Replacement
Paper Feed Module		
•Transfer Corona, Belt Erase Corona, and Transfer Belt Unit	300±70	8.4.2.(1) Page 8-13 8.4.1.(2) Page 8-9
•Fuser Unit - Heat Roll, Backup Roll, Separators, Sensors, Actuators, Trays	300±70	8.4.2.(2) Page 8-15
•Paper Feed Rollers	300±70	8.4.1.(3) Page 8-10
•Other Items - Hoppers, Stackers, Pick Rollers, Separate Rollers, Separator Assembly, Friction Sub-Assembly	300±70	8.4.5. Page 8-19, Table of Contents for Removal/Replacement
Duplex Path Unit		
•Pressure Roller Assembly	600±50	8.4.3. Page 8-17
Optical Unit		
•Window	1 200±200	8.4.4. Page 8-18
Registration Unit		
•CCD Sensor	1 200±200	8.4.6. Page 8-20

NOTES:

- These items should be checked, and cleaned if necessary, during each service call. Always clean these items at the Page Count interval specified in the table.
- At each 300K interval, clean any other contaminated areas or components.

8.2.2. Periodic Check Intervals

Table 8-4 Customer Engineer Tasks - Periodic Check

Inspection & Maintenance Periodic Check	Page Count (X1000)	Maintenance Manual
Check the Mechanism		
•Ensure cooling fans operate (during printing)	300±70	8.3.1.(4) Page 8-6
•Ensure Drum Unit Brake Pads do not exhibit wear	6 000±1000	7.1.2.(13) Page 7-23

Maintenance Information



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Section 8. Preventive Maintenance

8.2.3. PM Parts Replacement Intervals

After replacing a PM item, reset the counter to '0' for that item.

Table 8-5 Customer Engineer Tasks - PM Parts Replacement

PM Parts	Part Number	Qty	Page Count (or picks) (X1000)	Maintenance Manual	Remarks
Pick Roller	57G5087	2	600±60 picks	7.5.1.(1) Page 7-181	500 Sheet Hoppers
	"	2		7.5.2.(1) Page 7-198	2000 Sheet Hopper
	57G5086	2		7.8.1.(1) Page 7-253	Auxiliary Hopper
Separate Roller	57G5088	1	600±60 picks	7.5.1.(3) Page 7-183	500 Sheet Hoppers
	"	1		7.5.2.(3) Page 7-200	2000 Sheet Hopper
	"	1		7.8.1.(2) Page 7-254	Auxiliary Hopper
Separator Assembly	57G5295	1	600±60 picks	7.5.1.(2) Page 7-182	500 Sheet Hoppers
	"	1		7.5.2.(2) Page 7-199	2000 Sheet Hopper
	"	1		7.8.1.(3) Page 7-255	Auxiliary Hopper
Pre-clean (Corona) Wire	57G5490	1	1 200±200	7.1.2.(6) Page 7-14	
Pre-Clean Erase Assembly	14H7662	1	2 400±200	7.1.2.(4) Page 7-12	Also see 8.4.1.(2) Page 8-9
Charger PM Kit (2 Charger Wires, Wiper Pad)	90H3018	1	300±30	7.1.2.(2) Page 7-9	Replace See Note 1
Charger Unit	90H3016	1	2 400 ±200	7.1.2.(1) Page 7-8	Replace after 7 Charger PM Kits
Ozone Filter	30H7354	1	1 800 ±200 (6±1 months)	7.1.7.(1) Page 7-129	
Brake Pad	63H6817	3	6 000 ±200	7.1.2.(13) Page 7-23	

Note 1: Refer to the new procedure in Section 15. to clean or update the Charger Unit.



Article 2 – General Terms and Conditions

IBM agrees with the terms and conditions contained herein, subject to the proposed modifications, deletions and additions proposed herein. Any such proposed changes are subject to the mutual agreement of the parties.

2.010 Contract Structure and Administration

2.011 Definitions

Capitalized terms used in this Contract (including its Exhibits) shall have the meanings given below, unless the context requires otherwise:

- (a) “Days” means calendar days unless otherwise specified.
- (b) “24x7x365” means 24 hours a day, seven days a week, and 365 days a year (including the 366th day in a leap year).
- (c) “Additional Service” means any Services/Deliverables within the scope of the Contract, but not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration. “Additional Service” does not include New Work.
- (d) “Amendment Labor Rates” means the schedule of fully-loaded hourly labor rates attached as **Article 1, Attachment B**.
- (e) “Audit Period” has the meaning given in **Section 2.111**.
- (f) “Business Day,” whether capitalized or not, shall mean any day other than a Saturday, Sunday or State-recognized legal holiday (as identified in the Collective Bargaining Agreement for State employees) from 8:00am EST through 5:00pm EST unless otherwise stated.
- (g) “Incident” means any interruption in Services.
- (h) “Business Critical” means any function identified in any Statement of Work as Business Critical.
- (i) “Deliverable” means physical goods and/or commodities as required or identified by a Statement of Work
- (j) “Key Personnel” means any Personnel designated in **Article 1, Section 1.201 and/or Attachment B**, as Key Personnel.
- (k) “New Work” means any Services/Deliverables outside the scope of the Contract and not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration. “New Work” does not include Additional Service.
- (l) “Services” means any function performed for the benefit of the State.
- (m) “State Location” means any physical location where the State performs work. State Location may include state-owned, leased, or rented space.
- (n) “Subcontractor” means a company Contractor delegates performance of a portion of the Services to, but does not include independent contractors engaged by Contractor solely in a staff augmentation role.
- (o) “Work in Process” means a Deliverable that has been partially prepared, but has not been presented to the State for Approval.

2.012 Attachments and Exhibits

All Attachments and/or Exhibits attached to any, and all Statement(s) of Work, attached to, or referencing this Contract, are incorporated in their entirety into, and form part of, this Contract.

2.013 Statements of Work

- (a) The parties agree that the Services/Deliverables to be rendered by Contractor pursuant to this Contract (and any future amendments of it) will be defined and described in detail in Statements of Work or Purchase Orders (PO) executed under this Contract. Contractor shall not be obliged or authorized to commence any work to implement a Statement of Work until authorized via a PO issued against this Contract, or an amendment to this Contract (see 2.106). Contractor shall perform in accordance with this Contract, including the Statements of Work/Purchase Orders executed under it.
- (b) Unless otherwise agreed by the parties, each Statement of Work (as defined in Article 1) will include, or incorporate by reference to the appropriate Contract Article 1 Attachment containing, the following information:
 - a description of the Services to be performed by Contractor under the Statement of Work;



- a project schedule (including the commencement and completion dates for all tasks, subtasks (for all projects of sufficient duration and complexity to warrant sub task breakdown), and Deliverables;
 - a list of the Deliverables to be provided, if any, including any particular specifications and acceptance criteria for such Deliverables, and the dates on which the Deliverables are scheduled to be completed and delivered to the State;
 - all Deliverable price schedules and other charges associated with the Statement of Work, the overall fixed price for such Statement of Work and any other appropriate pricing and payment terms;
 - a specification of Contractor's and the State's respective performance responsibilities with respect to the performance or completion of all tasks, subtasks and Deliverables;
 - a listing of any Key Personnel of Contractor and/or its Subcontractors for that Statement of Work and any future Statements of Work;
 - any other information or provisions the parties agree to include.
- (c) Reserved.
- (d) The initial Statements of Work, as of the Effective Date, are attached to this Contract.

2.014 Issuing Office

This Contract is issued by the Department of Management and Budget, Office of Acquisition Services ("OAS"), the Department of Labor and Economic Growth and the Department of Information Technology (collectively, including all other relevant State of Michigan departments and agencies, the "State"). OAS is the sole point of contact in the State with regard to all procurement and contractual matters relating to the Contract. **OAS is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Contract.** The Contractor Administrator within the Office of Acquisition Services for this Contract is:

Jacque Kuch
 Office of Acquisition Services
 Department of Management and Budget
 Mason Bldg, 2nd Floor
 PO Box 30026
 Lansing, MI 48909
 kuchj@michigan.gov
 517-241-0239

2.015 Contract Compliance Inspector

Upon receipt at OAS of the properly executed Contract, it is anticipated that the Director of DMB Acquisition Services, in consultation with (insert the end using agency), will direct that the person named below, or any other person so designated, be authorized to monitor and coordinate the activities for the Contract on a day-to-day basis during its term. However, monitoring of this Contract implies **no authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of such Contract as that authority is retained by the Office of Acquisition Services.** The Contract Compliance Inspector for this Contract is:

Ann Lindberg
 Department of Information Technology
 Cadillac Place, Suite 9-350
 3032 W. Grand Boulevard
 Detroit, MI 48202
 lindberga@michigan.gov
 (313)456-3218



2.016 Project Manager

2.020 Contract Objectives/Scope/Background

2.021 Background

See Article 1, Section 1.002

2.022 Purpose

See Article 1, Section 1.001

2.023 Objectives and Scope

See Article 1, Section 1.1 Scope of Work

2.024 Interpretation

RESERVED

2.025 Form, Function and Utility

RESERVED

2.030 Legal Effect and Term

2.031 Legal Effect

Except as otherwise agreed in writing by the parties, the State assumes no liability for costs incurred by Contractor or payment under this Contract, until Contractor is notified in writing that this Contract (or Change Order) has been approved by the State Administrative Board (if required), approved and signed by all the parties, and a Purchase Order against the Contract has been issued.

2.32 Contract Term

This Contract is for a period of three (3) years commencing on the date that the last signature required to make the Contract enforceable is obtained. All outstanding Purchase Orders shall also expire upon the termination (cancellation for any of the reasons listed in 2.210) of the Contract, unless otherwise extended pursuant to the Contract. Absent an early termination for any reason, Purchase Orders issued but not expired, by the end of the Contract's stated term, will remain in effect for the balance of the fiscal year for which they were issued.

2.033 Renewal(s)

This Contract may be renewed in writing by mutual agreement of the parties not less than thirty (30) days before its expiration. The Contract may be renewed for up to two (2) additional one (1) year periods. Successful completion of negotiations surrounding the terms of the extension, will be a pre-requisite for the exercise of any option year.

2.040 Contractor Personnel

2.41 Contractor Personnel

RESERVED

2.042 Contractor Identification

Contractor employees shall be clearly identifiable while on State property by wearing a State-issued badge, as required. Contractor employees are required to clearly identify themselves and the company they work for whenever making contact with State personnel by telephone or other means.



2.043 Cooperation with Third Parties

Contractor agrees to cause its personnel and the personnel of any Subcontractors to cooperate with the State and its agents and other contractors including the State's Quality Assurance personnel, and, as reasonably requested by the State, to provide to the State's agents and other contractors with reasonable access to Contractor's Project personnel, systems and facilities to the extent they relate to activities specifically associated with this Contract and will not interfere or jeopardize the safety or operation of the systems or facilities and provided Contractor receives reasonable prior written notice of such request. The State acknowledges that Contractor's time schedule for the Contract is very specific and agrees not to unnecessarily or unreasonably interfere with, delay or otherwise impeded Contractor's performance under this Contract with such requests for access.

2.044 Subcontracting by Contractor

(a) Contractor shall have full responsibility for the successful performance and completion of all of the Services and Deliverables. The State will consider Contractor to be the sole point of contact with regard to all contractual matters under this Contract, including payment of any and all charges for Services and Deliverables.

(b) Contractor shall not delegate any duties under this Contract to a Subcontractor unless the Department of Management and Budget, Office of Acquisition Services has given written consent to such delegation. The State shall have the right of prior written approval of all Subcontractors and to require Contractor to replace any Subcontractors found, in the reasonable judgment of the State, to be unacceptable. The State's request shall be written with reasonable detail outlining the reasons for the removal request. Additionally, the State's request shall be based on legitimate, good-faith reasons. Replacement Subcontractor(s) for the removed Subcontractor shall be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed Subcontractor, the State will agree to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any such incident with a removed Subcontractor results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Work will not be counted in **Section 2.076** for a time agreed upon by the parties.

(c) In any subcontracts entered into by Contractor for the performance of the Services, Contractor shall require the Subcontractor, to the extent of the Services to be performed by the Subcontractor, and to the extent practicable, to be bound to Contractor by the terms of this Contract and to assume toward Contractor all of the obligations and responsibilities that Contractor, by this Contract, assumes toward the State. The State reserves the right to receive copies of and review all subcontracts, although Contractor may delete or mask any proprietary information, including pricing, contained in such contracts before providing them to the State. The management of any Subcontractor will be the responsibility of Contractor, and Contractor shall remain responsible for the performance of its Subcontractors to the same extent as if Contractor had not subcontracted such performance. Contractor shall make all payments to Subcontractors or suppliers of Contractor. Except as otherwise agreed in writing by the State and Contractor, the State will not be obligated to direct payments for the Services other than to Contractor. The State's written approval of any Subcontractor engaged by Contractor to perform any obligation under this Contract shall not relieve Contractor of any obligations or performance required under this Contract. Attached as **Exhibit E** is a list of the Subcontractors, if any, approved by the State as of the execution of this Contract, together with a copy of the applicable subcontract.

(d) Except where specifically approved in writing by the State on a case-by-case basis, Contractor shall flow down the obligations in **Sections 2.040, 2.110, 2.150, 2.160, 2.171(c), 2.172(b), 2.180, 2.260, 2.276, 2.297** in all of its agreements with any Subcontractors.

(e) The Contractor shall select subcontractors (including suppliers) on a competitive basis to the maximum practical extent consistent with the objectives and requirements of the Contract.

2.045 Contractor Responsibility for Personnel



Contractor shall be responsible for all acts and omissions of its employees, as well as the acts and omissions of any other personnel furnished by Contractor to perform the Services.

2.050 State Standards

2.051 Existing Technology Standards

The Contractor will adhere to all existing standards as described within the comprehensive listing of the State's existing technology standards at http://www.michigan.gov/dit/0,1607,7-139-30639_30655---,00.html.

2.052 PM Methodology Standards

The State has adopted a standard documented Project Management Methodology (PMM) for use on all Information Technology (IT) based projects. See the State's PMM website at <http://www.michigan.gov/projectmanagement>.

The Contractor shall use the State's PPM to manage this Contract. If the Contractor requires training on the PMM, those costs shall be the responsibility of the Contractor, unless otherwise stated.

2.053 Adherence to Portal Technology Tools

The State has adopted the following tools for its Portal Technology development efforts:

- Vignette Content Management and personalization Tool
- Inktomi Search Engine
- E-Pay Payment Processing Module
- Websphere Commerce Suite for e-Store applications

Unless otherwise stated, Contractor must use the Portal Technology Tools to implement web content management and deployment efforts. Tools used for web-based application development must work in conjunction with Vignette and Inktomi. The interaction with Vignette and Inktomi must be coordinated with DIT, Enterprise Application Services Office, e-Michigan Web Development team.

Contractors that are compelled to use alternate tools must have received an exception from DIT, Enterprise Application Services Office, e-Michigan Web Development team, before this Contract is effective.

2.054 Acceptable Use Policy

To the extent that Contractor has access to the State computer system, Contractor must comply with the State's Acceptable Use Policy, see <http://www.michigan.gov/ditservice/0,1607,7-179-25781-73760--,00.html>. All Contractor employees must be required, in writing, to agree to the State's Acceptable Use Policy before accessing the State system. The State reserves the right to terminate Contractor's access to the State system if a violation occurs.

2.060 Deliverables

2.061 Ordering

(a) Any Services/Deliverables to be furnished under this Contract shall be ordered by issuance of written Purchase Orders/Blanket Purchase Order by the State after approval by the Contract Administrator or his/her designee. All orders are subject to the terms and conditions of this Contract. In the event of conflict between an order and this Contract, the Contract shall take precedence as stated in **Section 2.293**. In no event shall any additional terms and conditions contained on a Purchase Order/Blanket Purchase Order be applicable, unless specifically contained in that Purchase Order/Blanket Purchase Order's accompanying Statement of Work.

(b) DIT will continue to oversee the use of this Contract by End Users. DIT may, in writing, delegate to agencies the authority to submit requests for certain services directly to the Contractor. DIT may also designate, in writing, some services as non-delegated and require DIT review and approval before agency acquisition. DIT will use Contractor provided management reports and periodic random agency audits to monitor and administer contract usage for delegated services.



2.62 Software

RESERVED

2.63 Hardware

RESERVED

2.64 Equipment to be New and Prohibited Products

RESERVED

2.070 Performance

2.071 Performance, In General

The State engages Contractor to execute the Contract and perform the Services/provide the Deliverables, and Contractor undertakes to execute and complete the Contract in its entirety in accordance with the terms and conditions of this Contract and with the participation of State representatives as specified in this Contract.

2.072 Time of Performance

(a) Contractor shall use commercially reasonable efforts to provide the resources necessary to complete all Services and Deliverables in accordance with the time schedules contained in the Statements of Work and other Exhibits governing the work, and with professional quality.

(b) Without limiting the generality of **Section 2.072(a)**, Contractor shall notify the State in a timely manner upon becoming aware of any circumstances that may reasonably be expected to jeopardize the timely and successful completion of any Deliverables/Services on the scheduled due dates in the latest State-approved delivery schedule and, in such event, shall inform the State of the projected actual delivery date.

(c) If Contractor believes that a delay in performance by the State has caused or will cause Contractor to be unable to perform its obligations in accordance with specified Contract time periods, Contractor shall notify the State in a timely manner and shall use commercially reasonable efforts to perform its obligations in accordance with such Contract time periods notwithstanding the State's failure. Contractor will not be in default for a delay in performance to the extent such delay is caused by the State.

2.73 Liquidated Damages

RESERVED

2.074 Bankruptcy

If Contractor shall file for protection under the bankruptcy laws, or if an involuntary petition shall be filed against Contractor and not removed within thirty (30) days, or if the Contractor becomes insolvent, be adjudicated bankrupt, or if it should make a general assignment for the benefit of creditors, or if a receiver shall be appointed due to its insolvency, and Contractor and/or its affiliates are unable to provide reasonable assurances that Contractor and/or its affiliates can deliver the services provided herein, the State may, without prejudice to any other right or remedy, terminate this Contract, in whole or in part, and, at its option, may take possession of the "Work in Process" and finish such Works in Process by whatever appropriate method the State may deem expedient. Contractor will fix appropriate notices or labels on the Work in Process to indicate ownership by the State. To the extent reasonably possible, materials and Work in Process shall be stored separately from other stock and marked conspicuously with labels indicating ownership by the State.

To secure the State's progress payments before the delivery of any services or materials required for the execution of Contractor's obligations hereunder, and any work which Contractor may subcontract in the support of the performance of its obligations hereunder, title shall vest in the State to the extent the State has made progress payments hereunder.

2.74 Time is of the Essence

RESERVED

2.076 Service Level Agreements (SLAs)



- (a) SLAs will be completed with the following operational considerations as mutually agreed between the parties:
- (i) SLAs will not be calculated for individual Incidents where any event of Excusable Failure has occurred as defined in **Section 2.202**,
 - (ii) SLAs will not be calculated for individual Incidents where loss of service is planned and where the State has received prior notification and/or coordination.
 - (iii) SLAs will not apply if the applicable Incident could have been prevented through planning proposed by Contractor and not implemented at the request of the State. In order to invoke this consideration, complete documentation relevant to the denied planning proposal must be presented to substantiate the proposal.
 - (iv) Time period measurements will be based on the time Incidents are received by the Contractor and the time that the State receives notification of resolution based on 24x7x365 time period, except that the time period measurement will be suspended based on the following (“Stop-Clock Conditions”):
 - 1. Time period(s) will not apply where Contractor does not have access to a physical State Location and where access to the State Location is necessary for problem identification and resolution.
 - 2. Time period(s) will not apply where Contractor needs to obtain timely and accurate information or appropriate feedback and is unable to obtain timely and accurate information or appropriate feedback from the State.
- (b) Chronic Failure for any Service(s) will be defined as three (3) unscheduled outage(s) or interruption(s) on any individual Service for the same reason or cause or if the same reason or cause was reasonably discoverable in the first instance over a rolling thirty (30) day period. Chronic Failure will result in the State’s option to terminate the effected individual Service(s) and procure them from a different vendor for the chronic location(s) with Contractor to pay the difference in charges for up to three (3) additional months. The termination of the Service will not affect any tiered pricing levels.
- (c) Root Cause Analysis will be performed on any Business Critical outage(s) or outage(s) on Services when requested by the Contract Administrator. Contractor will provide its analysis within two (2) weeks of outage(s) and provide a recommendation for resolution.
- (d) All decimals shall be rounded to two decimal places with 5 and greater rounding up and 4 and less rounding down unless otherwise specified.

2.080 Delivery and Acceptance of Deliverables

2.081 Delivery Responsibilities

Unless otherwise specified by the State within an individual order, the following shall be applicable to all orders issued under this Contract.

- (a) Shipment responsibilities - Services performed/Deliverables provided under this Contract shall be delivered “F.O.B. Destination, within Government Premises.” The Contractor shall have complete responsibility for providing all Services/Deliverables to all site(s) unless otherwise stated. Actual delivery dates will be specified on the individual purchase order.
- (b) Delivery locations - Services will be performed/Deliverables will be provided at every State of Michigan location within Michigan unless otherwise stated in the SOW. Specific locations will be provided by the State or upon issuance of individual purchase orders.
- (c) Damage Disputes - At the time of delivery to State Locations, the State shall examine all packages. The quantity of packages delivered shall be recorded and any obvious visible or suspected damage shall be noted at time of delivery using the shipper’s delivery document(s) and appropriate procedures to record such.

Where there is no obvious or suspected damage, all deliveries to a State Location must be opened by the State and the contents inspected for possible internal damage not visible externally within fourteen (14) days of receipt. Any damage must be reported to the Contractor within five (5) days of inspection. If this inspection does not occur and damages not reported within thirty (30) days of receipt, the cure for such damaged deliveries shall transfer to the delivery signing party.



2.082 Delivery of Deliverables

(a) Where applicable, the Statements of Work/POs contain lists of the Deliverables to be prepared and delivered by Contractor including, for each Deliverable, the scheduled delivery date and a designation of whether the Deliverable is a document (“Written Deliverable”), a good (“Physical Deliverable”) or a Service. All Deliverables shall be completed and delivered for State review and written approval and, where applicable, installed in accordance with the State-approved delivery schedule and any other applicable terms and conditions of the Contract.

2.083 Testing

(a) Prior to delivering any of the above-mentioned Statement of Work Physical Deliverables or Services to the State, Contractor will first perform all required quality assurance activities to verify that the Physical Deliverable or Service is complete and in conformance with its specifications listed in the applicable Statement of Work or Purchase Order. Before delivering a Physical Deliverable or Service to the State, Contractor shall certify to the State that (1) it has performed such quality assurance activities, (2) it has performed any applicable testing, (3) it has corrected all material deficiencies discovered during such quality assurance activities and testing, (4) the Deliverable or Service is in a suitable state of readiness for the State’s review and approval, and (5) the Deliverable/Service has all Critical Security patches/updates applied.

(b) If a Deliverable includes installation at a State Location, then Contractor shall (1) perform any applicable testing, (2) correct all material deficiencies discovered during such quality assurance activities and testing, and (3) inform the State that the Deliverable is in a suitable state of readiness for the State’s review and approval. To the extent that testing occurs at State Locations, the State shall be entitled to observe or otherwise participate in testing.

2.084 Approval of Deliverables, In General

(a) All Deliverables (Physical Deliverables and Written Deliverables) and Services require formal written approval by the State, in accordance with the following procedures. Formal approval by the State requires that the Deliverable be confirmed in writing by the State to meet its specifications, which will include the successful completion of Testing as applicable in **Section 2.083**, to be led by the State with the support and assistance of Contractor. The parties acknowledge that the approval process set forth herein will be facilitated by ongoing consultation between the parties, visibility of interim and intermediate Deliverables and collaboration on key decisions.

(b) The State’s obligation to comply with any State Review Period is conditioned on the timely delivery of Deliverables/Services being reviewed.

(c) Prior to commencement of its review or testing of a Deliverable/Service, the State may inspect the Deliverable/Service to confirm that all components of the Deliverable/Service have been delivered without material deficiencies. If the State determines that the Deliverable/Service has material deficiencies, the State may refuse delivery of the Deliverable/Service without performing any further inspection or testing of the Deliverable/Service. Otherwise, the review period will be deemed to have started on the day the State receives the Deliverable or the Service begins, and the State and Contractor agree that the Deliverable/Service is ready for use and, where applicable, certification by Contractor in accordance with **Section 2.083(a)**.

(d) The State will approve in writing a Deliverable/Service upon confirming that it conforms to and, performs in accordance with, its specifications without material deficiency. The State may, but shall not be required to, conditionally approve in writing a Deliverable/Service that contains material deficiencies if the State elects to permit Contractor to rectify them post-approval. In any case, Contractor will be responsible for working diligently to correct within a reasonable time at Contractor’s expense all deficiencies in the Deliverable/Service that remain outstanding at the time of State approval.

(e) If, after three (3) opportunities (the original and two repeat efforts), Contractor is unable to correct all deficiencies preventing Final Acceptance of a Deliverable/Service, the State may: (i) demand that Contractor cure the failure and give Contractor additional time to cure the failure at the sole expense of Contractor; or (ii) or (iii) terminate the particular Statement of Work for default, either in whole or in part by notice to Contractor provided Contractor is unable to cure such breach. Notwithstanding the foregoing, the State shall not use, as a



basis for exercising its termination rights under this Section, deficiencies discovered in a repeat State Review Period that could reasonably have been discovered during a prior State Review Period.

(f) The State, at any time and in its reasonable discretion, may halt the testing or approval process if such process reveals deficiencies in or problems with a Deliverable/Service in a sufficient quantity or of a sufficient severity as to make the continuation of such process unproductive or unworkable. In such case, the State may stop using the Service or return the applicable Deliverable to Contractor for correction and re-delivery prior to resuming the testing or approval process.

2.85 Process For Approval of Written Deliverables

The State Review Period for Written Deliverables will be the number of days set forth in the applicable Statement of Work following delivery of the final version of the Deliverable (failing which the State Review Period, by default, shall be five (5) Business Days for Written Deliverables of one hundred (100) pages or less and ten (10) Business Days for Written Deliverables of more than one hundred (100) pages). The duration of the State Review Periods will be doubled if the State has not had an opportunity to review an interim draft of the Written Deliverable prior to its submission to the State. The State agrees to notify Contractor in writing by the end of the State Review Period either stating that the Deliverable is approved in the form delivered by Contractor or describing any deficiencies that must be corrected prior to approval of the Deliverable (or at the State's election, subsequent to approval of the Deliverable). If the State delivers to Contractor a notice of deficiencies, Contractor will correct the described deficiencies and within thirty (30) Business Days resubmit the Deliverable in a form that shows all revisions made to the original version delivered to the State. Contractor's correction efforts will be made at no additional charge. Upon receipt of a corrected Deliverable from Contractor, the State will have a reasonable additional period of time, not to exceed the length of the original State Review Period, to review the corrected Deliverable to confirm that the identified deficiencies have been corrected.

2.086 Process for Approval of Services

The State Review Period for approval of Services is governed by the applicable Statement of Work (failing which the State Review Period, by default, shall be thirty (30) Business Days for Services). The State agrees to notify Contractor in writing by the end of the State Review Period either stating that the Service is approved in the form delivered by Contractor or describing any deficiencies that must be corrected prior to approval of the Services (or at the State's election, subsequent to approval of the Service). If the State delivers to Contractor a notice of deficiencies, Contractor will correct the described deficiencies and within thirty (30) Business Days resubmit the Service in a form that shows all revisions made to the original version delivered to the State. Contractor's correction efforts will be made at no additional charge. Upon implementation of a corrected Service from Contractor, the State will have a reasonable additional period of time, not to exceed the length of the original State Review Period, to review the corrected Service for conformity and that the identified deficiencies have been corrected.

2.087 Process for Approval of Physical Deliverables

The State Review Period for approval of Physical Deliverables is governed by the applicable Statement of Work (failing which the State Review Period, by default, shall be thirty (30) continuous Business Days for a Physical Deliverable). The State agrees to notify Contractor in writing by the end of the State Review Period either stating that the Deliverable is approved in the form delivered by Contractor or describing any deficiencies that must be corrected prior to approval of the Deliverable (or at the State's election, subsequent to approval of the Deliverable). If the State delivers to Contractor a notice of deficiencies, Contractor will correct the described deficiencies and within thirty (30) Business Days resubmit the Deliverable in a form that shows all revisions made to the original version delivered to the State. Contractor's correction efforts will be made at no additional charge. Upon receipt of a corrected Deliverable from Contractor, the State will have a reasonable additional period of time, not to exceed the length of the original State Review Period, to review the corrected Deliverable to confirm that the identified deficiencies have been corrected.

2.088 Final Acceptance

Unless otherwise stated in the Statement of Work or Purchase Order, "Final Acceptance" of each Deliverable shall occur when each Deliverable/Service has been approved by the State following the State Review Periods



identified in **Sections 2.080-2.087**. Payment will be made for Deliverables installed and accepted. Upon acceptance of a Service, the State will pay for all Services provided during the State Review Period that conformed to the acceptance criteria.

2.090 Financial

2.091 Pricing

(a) Fixed Prices for Services/Deliverables

Each Statement of Work/PO issued under this Contract shall specify (or indicate by reference to the appropriate Contract Exhibit) the firm, fixed prices for all Services/Deliverables, and the associated payment milestones and payment amounts. To the extent the parties agree that certain specific Services will be provided on a time and materials basis, such Services shall be provided at the Amendment Labor Rates (**Article 1, Attachment C**). The State may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor must show verification of measurable progress at the time of requesting progress payments.

(b) Adjustments for Reductions in Scope of Services/Deliverables

If the scope of the Services/Deliverables under any Statement of Work issued under this Contract is subsequently reduced by the State, the parties shall negotiate an equitable reduction in Contractor's charges under such Statement of Work commensurate with the reduction in scope, using the rates in **Article 1, Attachment C** unless specifically identified in an applicable Statement of Work.

(c) Services/Deliverables Covered

For all Services/Deliverables to be provided by Contractor (and its Subcontractors, if any) under this Contract, the State shall not be obligated to pay any amounts in addition to the charges specified in this Contract.

(d) Labor Rates

All time and material charges will be at the rates specified in **Article 1, Attachment B**.

2.92 Invoicing and Payment Procedures and Terms

(a) Invoicing and Payment – In General

(i) Each Statement of Work issued under this Contract shall list (or indicate by reference to the appropriate Contract Exhibit) the prices for all Services/Deliverables, equipment and commodities to be provided, and the associated payment milestones and payment amounts.

(ii) Each Contractor invoice will show details as to charges by Service/Deliverable component and location at a level of reasonable detail. The charges for Services billed on a time and materials basis shall be determined based on the actual number of hours of Services performed, at the applicable Labor Rates specified in **Article 1, Attachment B**. Invoices for Services performed on a time and materials basis will show, for each individual, the number of hours of Services performed during the billing period, the billable skill/labor category for such person and the applicable hourly billing rate. Prompt payment by the State is contingent on the Contractor's invoices showing the amount owed by the State minus any holdback amount to be retained by the State in accordance with **Section 2.094**.

(iii) Correct invoices will be due and payable by the State, in accordance with the State's standard payment procedure as specified in 1984 Public Act No. 279, MCL 17.51 et seq., within forty-five (45) days after receipt, provided the State determines that the invoice was properly rendered.

(b) Taxes (See Section 2.305 and Article 3, Section 3.022-3.024 for additional)

The State is exempt from Federal Excise Tax, State and Local Sales Taxes, and Use Tax with respect to the sale to and use by it of tangible personal property. Such taxes shall not be included in Contract prices as long as the State maintains such exemptions. Copies of all tax exemption certificates shall be supplied to Contractor, if requested.

(c) Out-of-Pocket Expenses

Contractor acknowledges that the out-of-pocket expenses that Contractor expects to incur in performing the Services/ providing the Deliverables (such as, but not limited to, travel and lodging, document reproduction and shipping, and long distance telephone) are included in Contractor's fixed price for each



Statement of Work. Accordingly, Contractor's out-of-pocket expenses are not separately reimbursable by the State unless, on a case-by-case basis for unusual expenses, the State has agreed in advance and in writing to reimburse Contractor for such an expense at the State's current travel reimbursement rates. See http://www.mi.gov/dmb/0,1607,7-150-9141_13132---,00.html for current rates.

(d) Pro-ration

To the extent there are any Services that are to be paid for on a monthly basis, the cost of such Services shall be pro-rated for any partial month.

(e) Antitrust Assignment

The Contractor assigns to the State any claim for overcharges resulting from antitrust violations to the extent that those violations concern materials or services supplied by third parties to the Contractor, toward fulfillment of this Contract.

(f) Final Payment

The making of final payment by the State to Contractor does not constitute a waiver by either party of any rights or other claims as to the other party's continuing obligations under the Contract, nor will it constitute a waiver of any claims by one party against the other arising from unsettled claims or failure by a party to comply with this Contract, including claims for Services and Deliverables not reasonably known until after acceptance to be defective or substandard. Contractor's acceptance of final payment by the State under this Contract shall constitute a waiver of all claims by Contractor against the State for payment under this Contract, other than those claims previously filed in writing on a timely basis and still unsettled.

2.93 State Funding Obligation

The State's obligation under this Contract is payable only and solely from funds appropriated for the purpose of this Contract. Contractor acknowledges and agrees that all funds for payments after the end of the current fiscal year are subject to the availability of a legislative appropriation for the purpose of this Contract. Events of non-appropriation are addressed further in **Section 2.210** of this Contract.

2.94 RESERVED

2.095 Electronic Payment Availability

Electronic transfer of funds is available to State contractors. Contractor is required to register with the State electronically at <http://www.cpexpress.state.mi.us>. Public Act 533 of 2004, requires all payments be transitioned over to EFT by October, 2005.

2.100 Contract Management

2.101 Contract Management Responsibility

(a) Contractor shall have overall responsibility for managing and successfully performing and completing the Services/Deliverables, with the participation and support of the State as specified in this Contract. Contractor shall endeavor to monitor and report the State's performance of its participation and support responsibilities (as well as Contractor's own responsibilities) and providing timely notice to the State in Contractor's reasonable opinion if the State's failure to perform its responsibilities is likely to delay the timely achievement of any Contract tasks.

(b) The Services/Deliverables will be provided by the Contractor either directly or through its affiliates, subsidiaries, subcontractors or resellers. Regardless of the entity providing the Service/Deliverable, the Contractor will act as a single point of contact coordinating these entities to meet the State's need for Services/Deliverables. Nothing in this Contract, however, shall be construed to authorize or require any party to violate any applicable law or regulation in its performance of this Contract.

2.102 Problem and Contract Management Procedures

Problem Management and Contract Management procedures will be governed by the Contract and the applicable Statements of Work.



2.103 Reports and Meetings

(a) Reports.

Within thirty (30) days after the Effective Date, the parties shall determine an appropriate set of periodic reports to be issued by Contractor to the State. Such reports may include:

- (i) separately address Contractor's performance in each area of the Services;
- (ii) for each area of the Services, assess the degree to which Contractor has attained or failed to attain the pertinent objectives in that area, including on-time completion and delivery of Deliverables;
- (iii) explain the reasons for any failure to achieve on-time completion and delivery of Deliverables and include a plan for corrective action where appropriate;
- (iv) describe any circumstances that Contractor anticipates will impair or prevent on-time completion and delivery of Deliverables in upcoming reporting periods;
- (v) include plans for corrective action or risk mitigation where appropriate and describe the status of ongoing problem resolution efforts;
- (vi) provide reports relative to any Time & Materials efforts setting forth a comparison of actual hours spent by Contractor (including its augmented personnel and Subcontractors) in performing the Project versus hours budgeted by Contractor .
- (vii) set forth a record of the material personnel changes that pertain to the Services and describe planned changes during the upcoming month that may affect the Services.
- (viii) include such documentation and other information may be mutually agreed to verify compliance with, and meeting the objectives of, this Contract.
- (ix) set forth an updated schedule that provides information on the status of upcoming Deliverables, expected dates of delivery (or redelivery) of such Deliverables and estimates on timing for completion of the Project.

(b) Meetings.

Within thirty (30) days after the Effective Date, the parties shall determine an appropriate set of meetings to be held between representatives of the State and Contractor. Contractor shall prepare and circulate an agenda sufficiently in advance of each such meeting to give participants an opportunity to prepare for the meeting. Contractor shall incorporate into such agenda items that the State desires to discuss. At the State's request, Contractor shall prepare and circulate minutes promptly after a meeting.

2.104 System Changes

Contractor is not responsible for and not authorized to make changes to any State systems without written authorization from the State. Any changes Contractor makes to State systems with the State's approval shall be done in accordance with applicable State procedures, including security, access and configuration management procedures.

2.105 Reserved



2.106 Change Requests

The State reserves the right to request from time to time, any changes to the requirements and specifications of the Contract and the work to be performed by the Contractor under the Contract. During the course of ordinary business, it may become necessary for the State to discontinue certain business practices or create Additional Services/Deliverables. At a minimum, to the extent applicable, the State would like the Contractor to provide a detailed outline of all work to be done, including tasks necessary to accomplish the services/deliverables, timeframes, listing of key personnel assigned, estimated hours for each individual per task, and a complete and detailed cost justification.

If the State requests the Contractor to perform any Services/Deliverables that are outside the scope of the Contractor's responsibilities under the Contract ("New Work"), the Contractor must notify the State promptly, and before commencing performance of the requested activities, that it believes the requested activities are New Work. If the Contractor fails to notify the State before commencing performance of the requested activities, any such activities performed before notice is given by the Contractor shall be conclusively considered to be in-scope Services/Deliverables, not New Work.

If the State requests the Contractor to perform any services or provide deliverables that are consistent with and similar to the Services/Deliverables being provided by the Contractor under the Contract, but which the Contractor reasonably and in good faith believes are not included within the Statements of Work, then before performing such services or providing such deliverables, the Contractor shall notify the State in writing that it considers the services or deliverables to be an Additional Service/Deliverable for which the Contractor should receive additional compensation. If the Contractor does not so notify the State, the Contractor shall have no right to claim thereafter that it is entitled to additional compensation for performing that service or providing that deliverable. If the Contractor does so notify the State, then such a service or deliverable shall be governed by the Change Request procedure in this Section.

In the event prices or service levels are not acceptable to the State, the Additional Services or New Work shall be subject to competitive bidding based upon the specifications.

(a) Change Requests

(i) State Requests

If the State should require Contractor to perform New Work, Additional Services or make changes to the Services that would affect the Contract completion schedule or the amount of compensation due Contractor (a "Change"), the State shall submit a written request for Contractor to furnish a proposal for carrying out the requested Change (a "Change Request").

(ii) Contractor Recommendations

Contractor shall be entitled to propose a Change to the State, on its own initiative, should it be of the opinion that this would benefit the Contract.

(iii) Upon receipt of a Change Request or on its own initiative, Contractor shall examine the implications of the requested Change on the technical specifications, Contract schedule and price of the Deliverables and Services and shall submit to the State without undue delay a written proposal for carrying out the Change. Contractor's proposal will include any associated changes in the technical specifications, Contract schedule and price and method of pricing of the Services. If the Change is to be performed on a time and materials basis, the Amendment Labor Rates shall apply to the provision of such Services. If Contractor provides a written proposal and should Contractor be of the opinion that a requested Change is not to be recommended, it shall communicate its opinion to the State but shall nevertheless carry out the Change as specified in the written proposal if the State directs it to do so.

(iv) By giving Contractor written notice within a reasonable time, the State shall be entitled to accept a Contractor proposal for Change, to reject it or to reach another agreement with Contractor. Should the parties agree on carrying out a Change, a written Contract Change Notice shall be prepared and issued under this Contract, describing the Change and its effects on the Services and any affected components of this Contract (a "Contract Change Notice").

(v) No proposed Change shall be performed until the proposed Change has been specified in a duly executed Contract Change Notice issued by the Department of Management and Budget, Office of Acquisition Services.



(vi) If the State requests Contractor to perform any activities that Contractor believes constitute a Change, Contractor must notify the State that it believes the requested activities are a Change prior to commencing the performance of the requested activities. If Contractor fails to so notify the State prior to commencing performance of the requested activities, such activities shall be considered to be performed gratuitously by Contractor, and Contractor shall not have any right thereafter to assert any claim for additional compensation or time for the performance of such activities. If Contractor commences performance of gratuitous services outside the scope of this Contract and subsequently elects to stop performing such out-of-scope services, Contractor must, at the request of the State, back out or reverse any changes resulting from such performance that would adversely affect the Contract.

2.107 Management Tools

RESERVED

2.110 Records and Inspections

2.111a Records and Inspections

(a) Inspection of Work Performed. The State's authorized representatives shall at all reasonable times and with ten (10) days prior written request, have access, to interim drafts of Deliverables or work-in-progress. Upon ten (10) Days prior written notice and at all reasonable times, the State's representatives shall be allowed to inspect, monitor, or otherwise evaluate the work being performed and to the extent that such access will not reasonably interfere or jeopardize the safety or operation of the systems or facilities. Contractor must provide all reasonable facilities and assistance for the State's representatives.

(b) Examination of Records. Contractor agrees that the State, including its duly authorized representatives, until the expiration of three(3) years following the creation of the material (collectively, the "Audit Period"), shall, upon twenty (20) days prior written notice, have access to and the right to examine and copy any of Contractor's books, records, documents and papers related to this Contract and pertinent to establishing Contractor's compliance with the Contract and with applicable laws and rules, including the State's procurement rules, regulations and procedures, and actual performance of the Contract for the purpose of conducting an audit, examination, excerpt and/or transcription but the State or any third party shall not have access to any information deemed confidential to Contractor to the extent such access would require such confidential information to become publicly available (including but not limited to Contractor's confidential financial information such as cost or pricing methodologies, overheads, profit margins, internal audit results, Contractor's Personnel data or those of its subcontractors).. This provision also applies to the books, records, accounts, documents and papers, in print or electronic form, of any parent, affiliated or subsidiary organization of Contractor, or any Subcontractor of Contractor performing services in connection with the Contract.

(c) Retention of Records. Contractor shall maintain at least until the end of the Audit Period all pertinent financial and accounting records (including time sheets and payroll records, and information pertaining to the Contract and to the Services, equipment, and commodities provided under the Contract) pertaining to the Contract in accordance with generally accepted accounting principles and other procedures specified in this Section. Financial and accounting records shall be made available, upon request, on no more than an annual basis to the State. If an audit, litigation, or other action involving Contractor's records is initiated before the end of the Audit Period, the records must be retained until all issues arising out of the audit, litigation, or other action are resolved or until the end of the Audit Period, whichever is later.

(d) Audit Resolution. If necessary, the Contractor and the State shall meet to review each audit report promptly after issuance. The Contractor will respond to each audit report in writing within thirty (30) days from receipt of such report, unless a shorter response time is specified in such report. The Contractor and the State shall develop, agree upon and monitor an action plan to promptly address and resolve any deficiencies, concerns, and/or recommendations in such audit report.



2.112 Errors

(a) If the audit demonstrates any errors in the statements provided to the State, then the amount in error shall be reflected as a credit or debit on the next invoice and in subsequent invoices until the amount is paid or refunded in full. However, a credit or debit may not be carried for more than four (4) quarterly statements. If a balance remains after four (4) quarterly statements, then the remaining amount will be due as a payment or refund within forty-five (45) days of the last quarterly statement that the balance appeared on or termination of the contract, whichever is earlier.

(b) In addition to other available remedies, the difference between the payment received and the correct payment amount is greater than ten percent (10%), then the Contractor shall pay all of the reasonable costs of the audit.

2.120 State Responsibilities

2.121 State Performance Obligations

(a) Equipment and Other Resources. To facilitate Contractor's performance of the Services/Deliverables, the State shall provide to Contractor such equipment and resources as identified in the Statements of Work or other Contract Exhibits as items to be provided by the State.

(b) Facilities. The State shall designate space as long as it is available and as provided in the Statement of Work, to house Contractor's personnel whom the parties agree will perform the Services/Deliverables at State facilities (collectively, the "State Facilities"). Contractor shall have reasonable access to, and unless agreed otherwise by the parties in writing shall observe and comply with all reasonable rules and regulations, relating to each of the State Facilities (including hours of operation) used by Contractor in the course of providing the Services. Contractor agrees that it will not, without the prior written consent of the State, use any State Facilities or access any State information systems provided for Contractor's use, or to which Contractor otherwise gains access in the course of performing the Services, for any purpose other than providing the Services to the State.

(c) Return. Contractor shall be responsible for returning to the State any State-furnished equipment, facilities and other resources when no longer required for the Contract in the same condition as when provided by the State, reasonable wear and tear excepted.

(d) Except as otherwise provided in **Section 2.220**, the State's failure to perform its responsibilities as set forth in this Contract shall not be deemed to be grounds for termination by Contractor. However, Contractor will not be liable for any default or delay in the performance of its obligations under this Contract to the extent such default or delay is caused by nonperformance of the State's obligations under this Contract, provided Contractor provides the State with reasonable written notice of such nonperformance and Contractor uses commercially reasonable efforts to perform notwithstanding the State's failure to perform. In addition, if the State's nonperformance of its responsibilities under this Contract materially increases the time required for Contractor's performance or Contractor's cost of performance, Contractor shall be entitled to seek an equitable extension via the Change Request process described in **Section 2.106**.

2.130 Security

2.131 Background Checks (required for IT contracts)

The Contractor shall authorize the investigation of its personnel (to the extent contractor is authorized to make such authorization) proposed to have access to State facilities and systems on a case by case basis. The scope of the background check is at the discretion of the State (according to Michigan State Police policy and practice) and the results will be used to determine Contractor personnel eligibility for working within State facilities and systems. Such investigations will include Michigan State Police Background checks (ICHAT) and may include the National Crime Information Center (NCIC) Finger Prints. Proposed Contractor personnel may be required to complete and submit an RI-8 Fingerprint Card for the NCIC Finger Print Check. Any request for background checks will be initiated by the State and will be reasonably related to the type of work requested.

All Contractor personnel will also be expected to comply with the State's reasonable security and acceptable use policies for State IT equipment and resources. See <http://www.michigan.gov/ditservice/0,1607,7-179-25781-73760--,00.html>. Furthermore, Contractor personnel will be expected to agree to the State's security



and acceptable use policies before the Contractor personnel will be accepted as a resource to perform work for the State. It is expected the Contractor will present these documents to the prospective employee before the Contractor presents the individual to the State as a proposed resource. Contractor staff will be expected to comply with all Physical Security procedures in place within the facilities where they are working.

2.140 Reserved

2.150 Confidentiality

2.151 Freedom of Information

All information in any proposal submitted to the State by Contractor and this Contract is subject to the provisions of the Michigan Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, et seq (the "FOIA").

2.152 Confidentiality

Contractor and the State each acknowledge that the other possesses and will continue to possess confidential information that has been developed or received by it. As used in this Section, "Confidential Information" of Contractor shall mean all non-public proprietary information of Contractor (other than Confidential Information of the State as defined below) which is marked confidential, restricted, proprietary or with a similar designation. "Confidential Information" of the State shall mean any information which is retained in confidence by the State (or otherwise required to be held in confidence by the State pursuant to applicable federal, state and local laws and regulations) or which, in the case of tangible materials provided to Contractor by the State pursuant to its performance under this Contract, is marked as confidential, proprietary or with a similar designation by the State. In the case of information of either Contractor or the State "Confidential Information" shall exclude any information (including this Contract) that is publicly available pursuant to the Michigan FOIA.

2.153 Protection of Confidential Information

The State and Contractor will each use at least the same degree of care to prevent disclosing to third parties the Confidential Information of the other as it employs to avoid unauthorized disclosure, publication or dissemination of its own confidential information of like character, but in no event less than reasonable care. Neither Contractor nor the State will (i) make any use of the Confidential Information of the other except as contemplated by this Contract, (ii) acquire any right in or assert any lien against the Confidential Information of the other, or (iii) if requested to do so, refuse for any reason to promptly return the other party's Confidential Information to the other party. Each party will limit disclosure of the other party's Confidential Information to employees and Subcontractors who must have access in order to fulfill the purposes of this Contract. Disclosure to, and use by, a Subcontractor is permissible where (A) use of a Subcontractor is authorized under this Contract, (B) such disclosure is necessary or otherwise naturally occurs in connection with work that is within such Subcontractor's scope of responsibility, and (C) Contractor obligates the Subcontractor in a written Contract to maintain the State's Confidential Information in confidence. Except for personally identifiable information, Confidential Information disclosed under this Agreement will be subject to this Agreement for two years following the initial date of disclosure

2.154 Exclusions

Notwithstanding the foregoing, the provisions of this Section will not apply to any particular information which the State or Contractor can demonstrate (i) was, at the time of disclosure to it, in the public domain; (ii) after disclosure to it, is published or otherwise becomes part of the public domain through no fault of the receiving party; (iii) was in the possession of the receiving party at the time of disclosure to it without an obligation of confidentiality; (iv) was received after disclosure to it from a third party who had a lawful right to disclose such information to it without any obligation to restrict its further disclosure; or (v) was independently developed by the receiving party without reference to Confidential Information of the furnishing party. Further, the provisions of this Section will not apply to any particular Confidential Information to the extent the receiving party is required by law to disclose such Confidential Information, provided that the receiving party (i) promptly



provides the furnishing party with notice of the legal request, and (ii) assists the furnishing party in resisting or limiting the scope of such disclosure as reasonably requested by the furnishing party.

2.155 No Implied Rights

Nothing contained in this Section shall be construed as obligating a party to disclose any particular Confidential Information to the other party, or as granting to or conferring on a party, expressly or impliedly, any right or license to the Confidential Information of the other party.

2.156 Remedies

Each party acknowledges that, if it breaches (or attempts or threatens to breach) its obligations under this Section, the other party may be irreparably harmed. Accordingly, if a court of competent jurisdiction should find that a party has breached (or attempted or threatened to breach) any such obligations, the non-breaching party may be entitled to seek an injunction preventing such breach (or attempted or threatened breach).

2.157 Security Breach Notification

In the event of a breach of this Section, Contractor shall take (i) prompt corrective action to cure any such deficiencies and (ii) any reasonable action pertaining to such unauthorized disclosure required by applicable federal and state laws and regulations. Contractor and the State will cooperate to mitigate, to the extent practicable, the effects of any breach, intrusion, or unauthorized use or disclosure. Contractor shall report to the State in writing any use or disclosure of Confidential Information, whether suspected or actual, other than as provided for by the Contract within ten (10) days of becoming aware of such use or disclosure or such shorter time period as is reasonable under the circumstances. All such Contractor obligations in Articles 2.152 thru 2.157 shall be subject to Article 2.201 herein.

2.158 Survival

The parties' respective obligations under this Section shall survive the termination or expiration of this Contract for any reason.

2.159 Destruction of Confidential Information

Promptly upon termination or cancellation of the Contract for any reason, Contractor shall certify to the State that Contractor has destroyed all State Confidential Information.

2.160 Proprietary Rights

2.161 Ownership

RESERVED

2.163 Rights in Data

RESERVED

2.164 Ownership of Materials

State and Contractor will continue to own their respective technologies developed before entering into the Contract. Any hardware bought through the Contractor by the State, and paid for by the State, will be owned by the State. Any software licensed through the Contractor and sold to the State, will be licensed directly to the State.

2.164 Standard Software

RESERVED



2.166 Pre-existing Materials for Custom Software Deliverables

RESERVED

2.167 General Skills

Notwithstanding anything to the contrary in this Section, each party, its Subcontractors and their personnel shall be free to use and employ its and their general skills, know-how and expertise, and to use, disclose and employ any generalized ideas, concepts, know-how, methods, techniques or skills gained or learned during the course of performing the Services.

2.170 Warranties And Representations

2.171 Warranties and Representations

The Contractor represents and warrants:

- (a) It is capable in all respects of fulfilling and shall fulfill all of its obligations under this Contract. The performance of all obligations under this Contract shall be provided in a timely, professional, and workman-like manner and shall meet the performance and operational standards required under this Contract.
- (b) The Contract Appendices, Attachments and Exhibits identify the equipment and software and services necessary for the Deliverable(s) to perform and Services to operate in compliance with the Contract's requirements and other standards of performance.
- (c) It is the lawful owner or licensee of any Deliverable licensed or sold to the State by Contractor or developed by Contractor under this Contract, and Contractor has all of the rights necessary to convey to the State the ownership rights or licensed use, as applicable, of any and all Deliverables. .
- (d) If, under this Contract, Contractor procures any equipment, software or other Deliverable for the State (including equipment, software and other Deliverables manufactured, re-marketed or otherwise sold by Contractor under Contractor's name), then in addition to Contractor's other responsibilities with respect to such items in this Contract, Contractor shall assign or otherwise transfer to the State or its designees, or afford the State the benefits of, any manufacturer's warranty for the Deliverable.
- (e) The contract signatory has the power and authority, including any necessary corporate authorizations, necessary to enter into this Contract, on behalf of Contractor.
- (f) It is qualified and registered to transact business in all locations where required.
- (g) Neither the Contractor nor any Affiliates, nor any employee of either, has, shall have, or shall acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of its duties and responsibilities to the State under this Contract or otherwise create an appearance of impropriety with respect to the award or performance of this Agreement. Contractor shall notify the State within two (2) days of any such interest that may be incompatible with the interests of the State.
- (h) Neither Contractor nor any Affiliates, nor any employee of either has accepted or shall accept anything of value based on an understanding that the actions of the Contractor or Affiliates or employee on behalf of the State would be influenced. Contractor shall not attempt to influence any State employee by the direct or indirect offer of anything of value.
- (i) Neither Contractor nor any Affiliates, nor any employee of either has paid or agreed to pay any person, other than bona fide employees and consultants working solely for Contractor or such Affiliate, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of this Contract.



(j) The prices proposed by Contractor were arrived at independently, without consultation, communication, or agreement with any other bidder for the purpose of restricting competition; the prices quoted were not knowingly disclosed by Contractor to any other bidder; and no attempt was made by Contractor to induce any other person to submit or not submit a proposal for the purpose of restricting competition.

(k) All financial statements, reports, and other information furnished by Contractor to the State as part of its response to the RFP or otherwise in connection with the award of this Contract fairly and accurately represent the business, properties, financial condition, and results of operations of Contractor as of the respective dates, or for the respective periods, covered by such financial statements, reports, other information. Since the respective dates or periods covered by such financial statements, reports, or other information, there have been no material adverse change in the business, properties, financial condition, or results of operations of Contractor.

(m) All written information furnished to the State by or behalf of Contractor in connection with this Contract, including its bid, is true, accurate, and complete, and contains no untrue statement of material fact or omits any material fact necessary to make such information not misleading.

(n) It is not in material default or breach of any other contract or agreement that it may have with the State or any of its departments, commissions, boards, or agencies. Contractor further represents and warrants that it has not been a party to any contract with the State or any of its departments that was terminated by the State or such department within the previous five (5) years for the reason that Contractor failed to perform or otherwise breached an obligation of such contract.

2.172 Software Warranties

RESERVED

2.173 Equipment Warranty

RESERVED

2.174 Physical Media Warranty

RESERVED

2.175a DISCLAIMER

THE FOREGOING EXPRESS WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES AND EACH PARTY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

2.175b Standard Warranties

(a) Warranty of title

Contractor shall convey good title in those Deliverables, whose transfer is right and lawful. All Deliverables provided by Contractor shall be delivered free from any security interest, lien, or encumbrance. Deliverables shall be delivered free of any rightful claim of any third person of ownership, interest, lien or encumbrance.

THE FOREGOING EXPRESS WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES AND EACH PARTY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE



2.176 Consequences For Breach

In addition to any remedies available in law, if the Contractor breaches any of the warranties contained in this section, such material breach may be considered as a default in the performance of a material obligation of this Contract.

2.180 Insurance

2.181 Liability Insurance

(a) Liability Insurance

The Contractor is required to provide proof of the minimum levels of insurance coverage as indicated below. The purpose of this coverage shall be to protect the State from claims which may arise out of or result from the Contractor's performance of services under the terms of this Contract, whether such services are performed by the Contractor, or by any subcontractor, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts they may be liable.

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies and only if the contractor's negligent in their performance of work within the scope of this contract, the Contractor is required to maintain pursuant to this Contract.

All insurance coverages provided relative to this Contract/Purchase Order are PRIMARY and NON-CONTRIBUTING to any comparable liability insurance (including self-insurances) carried by the State, and only as respect to third party property damage and third party bodily injury arising out of contractor's negligence and for which contractor is found to be legally liable. Primary and noncontributory coverage will apply only as respect to the specific activities/projects that contractor undertakes under this specific contract, except for premise liability on customer premise under Commercial General Liability where IBM does not control the premises.

The insurance shall be written for not less than any minimum coverage specified in this Contract or required by law, whichever is greater.

The insurers selected by Contractor shall have an A.M. Best rating of A or better, or as otherwise approved in writing by the State, or if such ratings are no longer available, with a comparable rating from a recognized insurance rating agency. All policies of insurance required in this Contract shall be issued by companies that have been approved to do business in the State.

See http://www.mi.gov/cis/0,1607,7-154-10555_22535---,00.html.

Where specific limits are shown, they are the minimum acceptable limits. If Contractor's policy contains higher limits, the State shall be entitled to coverage to the extent of such higher limits.

Before the Contract is signed by both parties or before the purchase order is issued by the State, the Contractor must furnish to the Director of Purchasing Operations, certificate(s) of insurance verifying insurance coverage ("Certificates"). The Certificate must be on the standard "accord" form or equivalent. **THE CONTRACT OR PURCHASE ORDER NO. MUST BE SHOWN ON THE CERTIFICATE OF INSURANCE TO ASSURE CORRECT FILING.** All Certificate(s) are to be prepared and submitted by the Insurance Provider. All certificate(s) shall contain a provision indicating that coverage's afforded under the policies will not be cancelled or not renewed. The certificate of insurance shall outline that the insurer will endeavor to provide thirty (30) days prior written notice, except for ten (10) days for non-payment of premium, having been given to the Director of Purchasing Operations, Department Of Management and Budget. The notice must include the Contract or Purchase Order number affected and be mailed to: Director, Purchasing Operations, Department of Management and Budget, P.O> Box 30026, Lansing, Michigan 48909. Failure to provide evidence of coverage, may, at the State's sole option, result in this Contract's termination.

The Contractor is required to pay for and provide the type and amount of insurance checked below:



- 1. Commercial General Liability with the following minimum coverage:
 \$2,000,000 General Aggregate Limit other than Products/Completed Operations
 \$2,000,000 Products/Completed Operations Aggregate Limit
 \$1,000,000 Personal & Advertising Injury Limit
 \$1,000,000 Each Occurrence Limit
 \$500,000 Fire Damage Limit (any one fire)

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

- 2. If a motor vehicle is used to provide services or products under this Contract, the Contractor must have vehicle liability insurance on any auto including owned, hired and non-owned vehicles used in Contractor’s business for bodily injury and property damage as required by law.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the vehicle liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company .

- 3. Workers’ compensation coverage must be provided in accordance with applicable laws governing the employees and employers work activities in the state of the Contractor’s domicile. If the applicable coverage is provided by a self-insurer, proof must be provided of approved self-insured authority by the jurisdiction of domicile. For employees working outside of the state of qualification, Contractor must provide appropriate certificates of insurance proving mandated coverage levels for the jurisdictions where the employees’ activities occur.

Any certificates of insurance received must also provide a list of states where the coverage is applicable.

The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company. This provision shall not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

- 4. Employers liability insurance with the following minimum limits:

\$100,000 each accident
 \$100,000 each employee by disease
 \$500,000 aggregate disease

- 5. Employee Fidelity, including Computer Crimes, insurance naming the State as a loss payee, providing coverage for direct loss to the State and any legal liability of the State arising out of or related to fraudulent or dishonest acts committed by the employees of Contractor or its Subcontractors, acting alone or in collusion with others, in a minimum amount of one million dollars (\$1,000,000.00) with a maximum deductible of fifty thousand dollars (\$50,000.00).

- 6. Umbrella or Excess Liability Insurance in a minimum amount of ten million dollars (\$10,000,000.00), which shall apply, at a minimum, to the insurance required in Subsection 1 (Commercial General Liability) above.

- 7. Professional Liability (Errors and Omissions) Insurance with the following minimum coverage: three million dollars (\$3,000,000.00) each occurrence and three million dollars (\$3,000,000.00) annual aggregate.



□ 8. Fire and Personal Property Insurance covering against any loss or damage to the office space used by Contractor for any reason under this Contract, and the equipment, software and other contents of such office space, including without limitation, those contents used by Contractor to provide the Services to the State, up to the replacement value thereof, where such office space and its contents are under the care, custody and control of Contractor. Such policy shall cover all risks of direct physical loss or damage, including without limitation, flood and earthquake coverage and coverage for computer hardware and software. The State shall be endorsed on the policy as a loss payee as its interests appear.

(b) Subcontractors

Except where the State has approved in writing a Contractor subcontract with other insurance provisions, Contractor shall require all of its Subcontractors under this Contract to purchase and maintain the insurance coverage as described in this Section for the Contractor in connection with the performance of work by those Subcontractors. Alternatively, Contractor may include any Subcontractors under Contractor's insurance on the coverage required in this Section. Subcontractor(s) shall fully comply with the insurance coverage required in this Section. Failure of Subcontractor(s) to comply with insurance requirements does not limit Contractor's liability or responsibility.

(c) Certificates of Insurance and Other Requirements

Contractor shall furnish to the Office of Acquisition Services certificate(s) of insurance verifying insurance coverage or providing satisfactory evidence of self-insurance as required in this Section (the "Certificates"). Before the Contract is signed, and not less than 20 days before the insurance expiration date every year thereafter, the Contractor shall provide evidence that the State and its agents, officers and employees are listed as additional insureds under each commercial general liability and commercial automobile liability policy. In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

Contractor shall maintain all required insurance coverage throughout the term of the Contract and any extensions thereto and, in the case of claims-made Commercial General Liability policies, shall secure tail coverage for at least three (3) years following the expiration or termination for any reason of this Contract. The minimum limits of coverage specified above are not intended, and shall not be construed, to limit any liability or indemnity of Contractor under this Contract to any indemnified party or other persons. Contractor shall be responsible for all deductibles with regard to such insurance. If Contractor fails to pay any premium for required insurance as specified in this Contract, or if any insurer cancels or significantly reduces any required insurance as specified in this Contract without the State's written consent, at the State's election (but without any obligation to do so) after the State has given Contractor at least thirty (30) days written notice, the State may pay such premium or procure similar insurance coverage from another company or companies; and at the State's election, the State may deduct the entire cost (or part thereof) from any payment due Contractor, or Contractor shall pay the entire cost (or any part thereof) upon demand by the State.

2.190 Indemnification

2.191 Indemnification

(a) General Indemnification

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from liability, including all claims and losses, and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties), accruing or resulting to any person, firm or corporation from property damage or bodily injury solely caused by the Contractor in the performance of this Contract and that are attributable to the negligence or tortious acts of the Contractor or any of its subcontractors, or by anyone else for whose acts any of them may be liable.



(b) Code Indemnification

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from any claim, loss, or expense arising from Contractor's breach of the No Surreptitious Code Warranty.

(c) Employee Indemnification

In any and all claims against the State of Michigan, its departments, divisions, agencies, sections, commissions, officers, employees and agents, by any employee of the Contractor or any of its subcontractors, the indemnification obligation under the Contract shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its subcontractors under worker's disability compensation acts, disability benefit acts or other employee benefit acts. This indemnification clause is intended to be comprehensive. Any overlap in provisions, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other provisions.

(d) Patent/Copyright Infringement Indemnification

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from and against all third party claims for losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding brought against the State to the extent that such action or proceeding is based on a claim that any piece of IBM equipment, software, commodity or service supplied by the Contractor or its subcontractors, or the operation of such equipment, software, commodity or service, or the use or reproduction of any documentation provided with such equipment, software, commodity or service infringes any United States patent, copyright, trademark or trade secret of any person or entity, which is enforceable under the laws of the United States.

In addition, should the equipment, software, commodity, or service, or its operation, become or in the State's or Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor shall at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if such option is not reasonably available to the Contractor, (ii) replace or modify to the State's satisfaction the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if such option is not reasonably available to Contractor, (iii) accept its return by the State with appropriate credits to the State against the Contractor's charges and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it, subject to Section 2.201 herein.

The foregoing shall be the State's sole and exclusive remedy for any infringement covered under this provision. Notwithstanding the foregoing, the Contractor shall have no obligation to indemnify or defend the State for, or to pay any costs, damages or attorneys' fees related to, any claim based upon (i) equipment developed based on written specifications of the State; or (ii) use of the equipment in a configuration other than implemented or approved in writing by the Contractor, including, but not limited to, any modification of the equipment by the State; or (iii) the combination, operation, or use of the equipment with equipment or software not supplied by the Contractor under this Contract.

2.192 Continuation of Indemnification Obligations

The Contractor's duty to indemnify pursuant to this Section continues in full force and effect, notwithstanding the expiration or early cancellation of the Contract, with respect to any claims based on facts or conditions that occurred prior to expiration or cancellation.

2.193 Indemnification Procedures

The procedures set forth below shall apply to all indemnity obligations under this Contract.

(a) After receipt by the State of notice of the action or proceeding involving a claim in respect of which it will seek indemnification, the State shall promptly notify Contractor of such claim in writing and take or assist Contractor in taking, as the case may be, any reasonable action to avoid the imposition of a default judgment against Contractor. No failure to notify Contractor shall relieve Contractor of its indemnification obligations except to the extent that Contractor can demonstrate damages attributable to such failure. Within ten (10) days following receipt of written notice from the State relating to any claim, Contractor shall notify the State in writing whether Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying Contractor of a claim and prior to the State receiving Contractor's Notice of



Election, the State shall be entitled to defend against the claim, at Contractor's expense, and Contractor will be responsible for any reasonable costs incurred by the State in defending against the claim during such period.

(b) If Contractor delivers a Notice of Election relating to any claim periodically advise the State about the status and progress of the defense. Any litigation activity on behalf of the State of Michigan, or any of its subdivisions pursuant to this Section, must be coordinated with the Department of Attorney General. In the event the insurer's attorney represents the State pursuant to this Section, the insurer's attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

(c) If Contractor does not deliver a Notice of Election relating to any claim of which it is notified by the State as provided above, the State shall have the right to defend the claim in such manner as it may deem appropriate, at the cost and expense of Contractor. If it is determined that the claim was one against which Contractor was required to indemnify the State, upon request of the State, Contractor shall promptly reimburse the State for all such reasonable costs and expenses.

2.200 Limits of Liability and Excusable Failure

2.201 Limits of Liability

The Contractor's liability for damages to the State shall be limited to two times the value of the Contract or \$200,000 (which ever is higher). The foregoing limitation of liability shall not apply to claims for infringement of United States patent, copyright, trademarks or for misappropriation of trade secrets; to claims for bodily injury or damage to property; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

The State's liability for damages to the Contractor shall be limited to the value of the Contract.

Neither the Contractor nor the State shall be liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability shall not apply to claims for infringement of United States patent, copyright, trademark or for misappropriation of trade secrets; to claims for bodily injury or damage to property or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

2.202 Excusable Failure

Neither party will be liable for any default, damage or delay in the performance of its obligations under the Contract to the extent such default, damage or delay is caused by government regulations or requirements (executive, legislative, judicial, military or otherwise), power failure, electrical surges or current fluctuations, lightning, earthquake, war, water or other forces of nature or acts of God, delays or failures of transportation, equipment shortages, suppliers' failures, or acts or omissions of common carriers, fire; riots, civil disorders; strikes or other labor disputes, embargoes; injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of such party; provided the non-performing party and its Subcontractors are without fault in causing such default or delay, and such default or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workaround plans or other means, including disaster recovery plans.

In such event, the non-performing party will be excused from any further performance or observance of the obligation(s) so affected for as long as such circumstances prevail and such party continues to use its commercially reasonable efforts to recommence performance or observance whenever and to whatever extent possible without delay and provided further that such party promptly notifies the other party in writing of the inception of the excusable failure occurrence, and also of its abatement or cessation.

If any of the above-enumerated circumstances substantially prevent, hinder, or delay Contractor's performance of the Services/provision of Deliverables for more than ten (10) Business Days, and the State determines that performance is not likely to be resumed within a period of time that is satisfactory to the State in its reasonable discretion, then at the State's option: (a) the State may procure the affected Services/Deliverables from an alternate source, and the State shall not be liable for payment for the unperformed Services/ Deliverables not



provided under the Contract for so long as the delay in performance shall continue; (b) the State may terminate for convenience any portion of the Contract so affected and the charges payable there under shall be equitably adjusted to reflect those Services/Deliverables terminated; or (c) the State may terminate for convenience the affected Statement of Work without liability to Contractor except for Services rendered and products delivered, as of the effective date specified by the State in a written notice of termination to Contractor, except to the extent that the State shall pay for Services/Deliverables provided through the date of termination.

Contractor will not have the right to any additional payments from the State as a result of any Excusable Failure occurrence or to payments for Services not rendered/Deliverables not provided as a result of the Excusable Failure condition. Defaults or delays in performance by Contractor which are caused by acts or omissions of its Subcontractors will not relieve Contractor of its obligations under the Contract except to the extent that a Subcontractor is itself subject to an Excusable Failure condition described above and Contractor cannot reasonably circumvent the effect of the Subcontractor's default or delay in performance through the use of alternate sources, workaround plans or other means.

2.203 Disaster Recovery

Contractor and the State recognize that the State provides essential services in times of natural or man-made disasters. Therefore, except as so mandated by Federal disaster response requirements, Contractor personnel dedicated to providing Services/Deliverables under this Contract will provide the State service for repair and work around in the event of a natural or manmade disaster in a timely manner.

2.210 Termination/Cancellation by the State

The State may terminate this Contract without further liability or penalty to the State, its departments, divisions, agencies, offices, commissions, officers, agents and employees for any of the following reasons:

2.211 Termination for Cause

(a) In the event that Contractor breaches any of its material duties or obligations under this Contract (including a Chronic Failure to meet any particular SLA as defined in **Section 2.076**), which are either not capable of or subject to being cured, or are not cured within the time period specified in the written notice of breach provided by the State (such time period not to be less than thirty (30) days), or pose a serious and imminent threat to the health and safety of any person, or the imminent loss, damage or destruction of any real or tangible personal property, the State may, having provided written notice of termination to Contractor, terminate this Contract in whole or in part, for cause, as of the date specified in the notice of termination.

(b) In the event that this Contract is terminated for cause, in addition to any legal remedies otherwise available to the State by law or equity, Contractor shall be responsible for all reasonable incurred by the State in terminating this Contract, including but not limited to, State administrative costs, reasonable attorneys' fees and court costs, and any reasonable additional costs the State may incur to procure the Services/Deliverables required by this Contract from other sources, subject to Section 2.201 herein. Re-procurement costs shall not be considered by the parties to be consequential, indirect or incidental damages, and shall not be excluded by any other terms otherwise included in this Contract, provided such costs are not in excess of fifty percent (50%) more than the prices for such Service/Deliverables provided under this Contract.

(c) In the event the State chooses to partially terminate this Contract for cause, charges payable under this Contract will be equitably adjusted to reflect those Services/Deliverables that are terminated and the State shall pay for all Services/Deliverables for which Final Acceptance has been granted provided up to the termination date. Services and related provisions of this Contract that are terminated for cause shall cease on the effective date of the termination.

(d) In the event this Contract is terminated for cause pursuant to this Section, and it is determined, for any reason, that Contractor was not in breach of contract pursuant to the provisions of this section, that termination for cause shall be deemed to have been a termination for convenience, effective as of the same date, and the rights and obligations of the parties shall be limited to that otherwise provided in this Contract for a termination for convenience.

2.212 Termination for Convenience



The State may terminate this Contract for its convenience, in whole or part, if the State determines that such a termination is in the State's best interest. Reasons for such termination shall be left to the sole discretion of the State and may include, but not necessarily be limited to (a) the State no longer needs the Services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Services no longer practical or feasible, (c) unacceptable prices for Additional Services or New Work requested by the State, or (d) falsification or misrepresentation, by inclusion or non-inclusion, of information material to a response to any RFP issued by the State. The State may terminate this Contract for its convenience, in whole or in part, by giving Contractor written notice at least thirty (30) days prior to the date of termination. If the State chooses to terminate this Contract in part, the charges payable under this Contract shall be equitably adjusted to reflect those Services/Deliverables that are terminated. Services and related provisions of this Contract that are terminated for cause shall cease on the effective date of the termination.

2.213 Non-Appropriation

(a) Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this Contract. If funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available, the State shall have the right to terminate this Contract and all affected Statements of Work, in whole or in part, at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to Contractor. The State shall give Contractor at least thirty (30) days advance written notice of termination for non-appropriation or unavailability (or such time as is available if the State receives notice of the final decision less than thirty (30) days before the funding cutoff).

(b) If funding for the Contract is reduced by law, or funds to pay Contractor for the agreed-to level of the Services or production of Deliverables to be provided by Contractor are not appropriated or otherwise made available, the State may, upon thirty (30) days written notice to Contractor, reduce the level of the Services or the change the production of Deliverables in such manner and for such periods of time as the State may elect. The charges payable under this Contract will be equitably adjusted to reflect any equipment, services or commodities not provided by reason of such reduction.

(c) In the event the State terminates this Contract, eliminates certain Deliverables, or reduces the level of Services to be provided by Contractor pursuant to this Section, the State shall pay Contractor for all Work-in-Process performed through the effective date of the termination or reduction in level, as the case may be and as determined by the State, to the extent funds are available. For the avoidance of doubt, this Section will not preclude Contractor from reducing or stopping Services/Deliverables and/or raising against the State in a court of competent jurisdiction, any claim for a shortfall in payment for Services performed or Deliverables finally accepted before the effective date of termination.

2.214 Criminal Conviction

The State may terminate this Contract immediately and without further liability or penalty in the event Contractor, an officer of Contractor, or an owner of a 25% or greater share of Contractor is convicted of a criminal offense incident to the application for, or performance of, a State, public or private Contract or subcontract; convicted of a criminal offense, including any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of Michigan employees; convicted under State or federal antitrust statutes; or convicted of any other criminal offense which in the sole discretion of the State reflects upon Contractor's business integrity.

2.215 Approvals Rescinded

The State may terminate this Contract without further liability or penalty in the event any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services pursuant to Constitution 1963, Article 11, § 5, and Civil Service Rule 7-1. Termination may be in whole or in part and may be immediate as of the date of the written notice to Contractor or may be effective as of the date stated in such written notice. Any such termination under this section shall be deemed a termination for convenience.

2.216 Rights and Obligations Upon Termination



(a) If this Contract is terminated by the State for any reason, Contractor shall (a) stop all work as specified in the notice of termination, (b) take any action that may be necessary, or that the State may direct, for preservation and protection of Deliverables or other property derived or resulting from this Contract that may be in Contractor's possession, (c) return all materials and property provided directly or indirectly to Contractor by any entity, agent or employee of the State, (d) in the event that the Contractor maintains title in Deliverables that is intended to be transferred to the State at the termination of the Contract, Contractor will transfer title in, and deliver to, the State, unless otherwise directed, all Deliverables intended to be transferred to the State at the termination of the Contract and which are resulting from the Contract (which shall be provided to the State on an "As-Is" basis except to the extent the amounts paid by the State in respect of such items included compensation to Contractor for the provision of warranty services in respect of such materials), and (e) take any commercially reasonable action to mitigate and limit any potential damages, or requests for Contractor adjustment or termination settlement costs, to the maximum practical extent, including terminating or limiting as otherwise applicable those subcontracts and outstanding orders for material and supplies resulting from the terminated Contract.

(b) In the event the State terminates this Contract prior to its expiration for its own convenience, the State shall pay Contractor for all charges due for Services provided prior to the date of termination and, if applicable, as a separate item of payment pursuant to this Contract, for Work In Process, on a percentage of completion basis at the level of completion determined by the State. All completed or partially completed Deliverables prepared by Contractor pursuant to this Contract shall, at the option of the State, become the State's property, and Contractor shall be entitled to receive equitable fair compensation for such Deliverables. Regardless of the basis for the termination, the State shall not be obligated to pay, or otherwise compensate, Contractor for any lost expected future profits, costs or expenses incurred with respect to Services not actually performed for the State.

(c) Upon a good faith termination, the State shall have the right to assume, at its option, any and all subcontracts and agreements for services and deliverables provided under this Contract, and may further pursue completion of the Services/Deliverables under this Contract by replacement contract or otherwise as the State may in its sole judgment deem expedient.

2.217 Reservation of Rights

Any termination of this Contract or any Statement of Work issued under it by a party shall be with full reservation of, and without prejudice to, any rights or remedies otherwise available to such party with respect to any claims arising prior to or as a result of such termination.

2.218 Contractor Transition Responsibilities

In the event this contract is terminated, for convenience or cause, dissolved, voided, rescinded, nullified, expires or is otherwise rendered unenforceable, the Contractor agrees to comply with direction provided by the State to assist in the orderly transition of equipment, services, software, leases, etc. to the State or a third party designated by the State. In the event of termination or the expiration of this Contract, the Contractor agrees to make all reasonable efforts to effect an orderly transition of services within a reasonable period of time that in no event will exceed ninety (90) days. These efforts shall include, but are not limited to, the following:

(a) Personnel - The Contractor shall work with the State, or a specified third party, to develop a transition plan setting forth the specific tasks and schedule to be accomplished by the parties, to effect an orderly transition. The Contractor shall allow as many personnel as practicable to remain on the job to help the State, or a specified third party, maintain the continuity and consistency of the services required by this Contract. In addition, during or following the transition period, in the event the State requires the Services of the Contractor's subcontractors or vendors, as necessary to meet its needs, Contractor agrees to reasonably, and with good-faith, work with the State to use the Services of Contractor's subcontractors or vendors. Contractor will notify all of Contractor's subcontractors of procedures to be followed during transition.

(b) Information - The Contractor agrees to provide reasonable detailed specifications for all Services/Deliverables needed by the State, or specified third party, to properly provide the Services/Deliverables required under this Contract. The Contractor will provide the State with asset management data generated from the inception of this Contract through the date on which this Contractor is terminated in a comma-delineated format unless otherwise requested by the State. The Contractor will deliver to the State any remaining owed reports and documentation still in Contractor's possession subject to appropriate payment by the State.



(d) Software. - The Contractor shall reasonably assist the State in the acquisition of any Contractor software required to perform the Services/use the Deliverables under this Contract. This shall include any documentation being used by the Contractor to perform the Services under this Contract. If the State transfers any software licenses to the Contractor, those licenses shall, upon expiration of the Contract, transfer back to the State at their current revision level. Upon notification by the State, Contractor may be required to freeze all non-critical changes to Deliverables/Services.

(e) Payment - If the transition results from a termination for any reason, reimbursement shall be governed by the termination provisions of this Contract. If the transition results from expiration, the Contractor will be reimbursed for all reasonable transition costs (i.e. costs incurred within the agreed period after contract expiration that result from transition operations) at the rates specified by **Exhibit D**. The Contractor will prepare an accurate accounting from which the State and Contractor may reconcile all outstanding accounts.

2.219 State Transition Responsibilities

In the event that this Contract is terminated, dissolved, voided, rescinded, nullified, or otherwise rendered unenforceable, the State agrees to perform the following obligations, and any others upon which the State and the Contractor agree:

- (a) Reconciling all accounts between the State and the Contractor;
- (b) Completing any pending post-project reviews.

2.221 Termination by Contractor

If the State materially breaches its obligation to pay Contractor undisputed amounts due and owing under this Contract in accordance with **Section 2.090**, or if the State breaches its other obligations under this Contract to an extent that makes it impossible or commercially impractical for Contractor to perform the Services, and if the State does not cure the breach within the time period specified in a written notice of breach provided to the State by Contractor (such time period not to be less than thirty (30) days), then Contractor may terminate this Contract, in whole or in part based on Statement of Work for cause, as of the date specified in the notice of termination; provided, however, that Contractor must discharge its obligations under **Section 2.250** before any such termination.

2.230 Stop Work

2.231 Stop Work Orders

The State may, at any time, by written stop work order to Contractor, require that Contractor stop all, or any part, of the work called for by the Contract for a period of up to ninety (90) calendar days after the stop work order is delivered to Contractor, and for any further period to which the parties may agree. The stop work order shall be specifically identified as such and shall indicate that it is issued under this **Section 2.230**. Upon receipt of the stop work order, Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the stop work order during the period of work stoppage. Within the period of the stop work order, the State shall either: (a) cancel the stop work order; or (b) terminate the work covered by the stop work order as provided in **Section 2.210**.

2.232 Cancellation or Expiration of Stop Work Order

If a stop work order issued under this **Section 2.230** is canceled or the period of the stop work order or any extension thereof expires, Contractor shall resume work. The parties shall agree upon an equitable adjustment in the delivery schedule, the Contract price, or both, and the Contract shall be modified, in writing, accordingly, if: (a) the stop work order results in an increase in the time required for, or in Contractor's costs properly allocable to, the performance of any part of the Contract; and (b) Contractor asserts its right to an equitable adjustment within thirty (30) calendar days after the end of the period of work stoppage; provided that, if the State decides the facts justify the action, the State may receive and act upon a Contractor proposal submitted at any time before final payment under the Contract. Any adjustment will conform to the requirements of **Section 2.106**. In the event that the State fails to rescind any Stop Work Order within the ninety calendar day period the contract shall be terminated for convenience pursuant to section 2.212, Termination for Convenience

2.233 Allowance of Contractor Costs



If the stop work order is not canceled and the work covered by the stop work order is terminated for reasons other than material breach, such termination shall be deemed to be a termination for convenience under **Section 2.212**, and the State shall allow reasonable costs resulting from the stop work order in arriving at the termination settlement. For the avoidance of doubt, the State shall not be liable to Contractor for loss of profits because of a stop work order issued under this **Section 2.230**.

2.240 Reserved

2.250 Dispute Resolution

2.251 In General

Any claim, counterclaim, or dispute between the State and Contractor arising out of or relating to the Contract or any Statement of Work shall be resolved as follows. For all Contractor claims seeking an increase in the amounts payable to Contractor under the Contract, or the time for Contractor's performance, Contractor shall submit a letter executed by Contractor's Contract Administrator or his designee certifying that (a) the claim is made in good faith, (b) the amount claimed accurately reflects the adjustments in the amounts payable to Contractor or the time for Contractor's performance for which Contractor believes the State is liable and covers all costs of every type to which Contractor is entitled from the occurrence of the claimed event, and (c) the supporting data provided with such an affidavit are current and complete to Contractor's best knowledge and belief.

2.252 Informal Dispute Resolution

(a) All operational disputes between the parties shall be resolved under the Contract Management procedures developed pursuant to **Section 2.100**. If the parties are unable to resolve any disputes after compliance with such processes, the parties shall meet with the Director of Acquisition Services, DMB, or designee, for the purpose of attempting to resolve such dispute without the need for formal legal proceedings, as follows:

(i) The representatives of Contractor and the State shall meet as often as the parties reasonably deem necessary in order to gather and furnish to each other all information with respect to the matter in issue which the parties believe to be appropriate and germane in connection with its resolution. The representatives shall discuss the problem and negotiate in good faith in an effort to resolve the dispute without the necessity of any formal proceeding.

(ii) During the course of negotiations, all reasonable requests made by one party to another for non-privileged information reasonably related to the Contract will be honored in order that each of the parties may be fully advised of the other's position.

(iii) The specific format for the discussions will be left to the discretion of the designated State and Contractor representatives, but may include the preparation of agreed upon statements of fact or written statements of position.

(iv) Following the completion of this process within sixty (60) calendar days, the Director of Acquisition Services, DMB, or designee, shall issue a written opinion regarding the issue(s) in dispute within thirty (30) calendar days. The opinion regarding the dispute shall be considered the State's final action and the exhaustion of administrative remedies.

(b) This **Section 2.250** will not be construed to prevent either party from instituting, and a party is authorized to institute, formal proceedings earlier to avoid the expiration of any applicable limitations period, to preserve a superior position with respect to other creditors, or pursuant to **Section 2.253**.

(c) The State will not mediate disputes between the Contractor and any other entity, except state agencies, concerning responsibility for performance of work pursuant to the Contract.



2.253 Injunctive Relief

The only circumstance in which disputes between the State and Contractor will not be subject to the provisions of **Section 2.252** is where a party makes a good faith determination that a breach of the terms of the Contract by the other party is such that the damages to such party resulting from the breach will be so immediate, so large or severe and so incapable of adequate redress after the fact that a temporary restraining order or other immediate injunctive relief is the only adequate remedy.

2.254 Continued Performance

Each party agrees to continue performing its obligations under the Contract while a dispute is being resolved except to the extent the issue in dispute precludes performance (dispute over payment shall not be deemed to preclude performance) and without limiting either party's right to terminate the Contract as provided in **Section 2.210** and **2.220**, as the case may be.

2.260 Federal and State Contract Requirements

2.261 Nondiscrimination

In the performance of the Contract, Contractor agrees not to discriminate against any employee or applicant for employment, with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status, physical or mental disability. Contractor further agrees that every subcontract entered into for the performance of this Contract or any purchase order resulting from this Contract will contain a provision requiring non-discrimination in employment, as specified here, binding upon each Subcontractor. This covenant is required pursuant to the Elliot Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, *et seq.*, and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, *et seq.*, and any breach of this provision may be regarded as a material breach of the Contract.

2.262 Unfair Labor Practices

Pursuant to 1980 PA 278, MCL 423.231, *et seq.*, the State shall not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled pursuant to section 2 of the Act. This information is compiled by the United States National Labor Relations Board. A Contractor of the State, in relation to the Contract, shall not enter into a contract with a Subcontractor, manufacturer, or supplier whose name appears in this register. Pursuant to section 4 of 1980 PA 278, MCL 423.324, the State may void any Contract if, subsequent to award of the Contract, the name of Contractor as an employer or the name of the Subcontractor, manufacturer or supplier of Contractor appears in the register.

2.263 Workplace Safety and Discriminatory Harassment

In performing Services for the State, the Contractor shall comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, the Contractor shall comply with Civil Service regulations and any applicable agency rules provided to the Contractor. For Civil Service Rules, see <http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html>.

2.270 Litigation

2.271 Disclosure of Litigation

IBM is subject to a variety of claims and suits that arise from time to time in the ordinary course of its business, including actions with respect to contracts, IP, product liability, employment and environmental matters.

In addition the company is a defendant in a class action challenge to its defined benefit plan. The suit alleges that the current pension plan formulas violate a number of Employee Retirement Income Security Act (ERISA) provisions including the ERISA age discrimination provision.

While it is not possible to predict the ultimate outcome of the matters discussed above, given the unique factors and circumstances involved in each matter, historically, the company has been successful in defending



itself against claims and suits that have been brought against it, and payments made by the company in such claims and suits have not been material to the company. The company will continue to defend itself vigorously in all such matters and believes that if it were to incur a loss in any such matter, such loss should not have a material effect on the company's business, financial condition or results of operations.

(a) Disclosure. Contractor must disclose any material criminal litigation, investigations or proceedings involving the Contractor (and each Subcontractor) or any of its officers or directors or any litigation, investigations or proceedings under the Sarbanes-Oxley Act. In addition, each Contractor (and each Subcontractor) must notify the State of any material civil litigation, arbitration or proceeding, which arises during the term of the Contract and extensions thereto, to which Contractor (or, to the extent Contractor is aware, any Subcontractor hereunder) is a party, and which involves. IBM intends to satisfy this requirement through submission of their annual report.

2.272 Governing Law

The Contract shall in all respects be governed by, and construed in accordance with, the substantive laws of the State of Michigan without regard to any Michigan choice of law rules that would apply the substantive law of any other jurisdiction to the extent not inconsistent with, or pre-empted by federal law.

2.273 Compliance with Laws

Contractor shall comply with all applicable state, federal, and local laws and ordinances ("Applicable Laws") in providing the Services/Deliverables.

2.274 Jurisdiction

Any dispute arising from the Contract shall be resolved in the State of Michigan. With respect to any claim between the parties, Contractor consents to venue in Ingham County, Michigan, and irrevocably waives any objections it may have to such jurisdiction on the grounds of lack of personal jurisdiction of such court or the laying of venue of such court or on the basis of forum non convenienc or otherwise. Contractor agrees to appoint agents in the State of Michigan to receive service of process.

2.280 Environmental Provision

2.281 Environmental Provision

RESERVED

Not applicable to Vendor as a services provider.

2.290 General

2.291 Amendments

The Contract may not be modified, amended, extended, or augmented, except by a writing executed by the parties.

2.292 Assignment

(a) Neither party shall have the right to assign the Contract, or to assign or delegate any of its duties or obligations under the Contract, to any other party (whether by operation of law or otherwise), without the prior written consent of the other party; provided, however, that the State may assign the Contract to any other State agency, department, division or department without the prior consent of Contractor and Contractor may assign the Contract to an affiliate so long as such affiliate is adequately capitalized and can provide adequate assurances that such affiliate can perform the Contract; and, provided that it is not considered an assignment for IBM to divest a particular part of its business in a manner that similarly effects all of its customers. Any purported assignment in violation of this Section shall be null and void. It is the policy of the State of Michigan to withhold consent from proposed assignments, subcontracts, or novations when such transfer of responsibility would operate to decrease the State's likelihood of receiving performance on the Contract or the State's ability to recover damages.

(b) Contractor may not, without the prior written approval of the State, assign its right to receive payments due under the Contract. In the event of any such permitted assignment, Contractor shall not be



relieved of its responsibility to perform any duty imposed upon it herein, and the requirement under the Contract that all payments shall be made to one entity shall continue.

2.293 Entire Contract; Order of Precedence

(a) The Contract, including any Statements of Work and Exhibits, to the extent not contrary to the Contract, each of which is incorporated for all purposes, constitutes the entire agreement between the parties with respect to the subject matter and supersedes all prior agreements, whether written or oral, with respect to such subject matter and as additional terms and conditions on the purchase order shall apply as limited by **Section 2.061**.

(b) In the event of any inconsistency between the terms of the Contract and a Statement of Work, the terms of the Statement of Work will take precedence (as to that Statement of Work only); provided, however, that a Statement of Work may not modify or amend the terms of **Sections 2.110 through 2.220** of the Contract, which may be modified or amended only by a formal Contract amendment.

2.294 Headings

Captions and headings used in the Contract are for information and organization purposes. Captions and headings, including inaccurate references, do not, in any way, define or limit the requirements or terms and conditions of the Contract.

2.295 Relationship of the Parties (Independent Contractor Relationship)

The relationship between the State and Contractor is that of client and independent Contractor. No agent, employee, or servant of Contractor or any of its Subcontractors shall be or shall be deemed to be an employee, agent or servant of the State for any reason. Contractor will be solely and entirely responsible for its acts and the acts of its agents, employees, servants and Subcontractors during the performance of the Contract.

2.296 Notices

(a) Any notice given to a party under the Contract shall be deemed effective, if addressed to such party as addressed below, upon: (i) delivery, if hand delivered; (ii) receipt of a confirmed transmission by facsimile if a copy of the notice is sent by another means specified in this Section; (iii) the third (3rd) Business Day after being sent by U.S. mail, postage pre-paid, return receipt requested; or (iv) the next Business Day after being sent by a nationally recognized overnight express courier with a reliable tracking system.

State of Michigan
Office of Acquisition Services
Attention: Jacque Kuch
PO Box 30026
530 West Allegan
Lansing, Michigan 48909

with a copy to:
State of Michigan
Department of Information Technology
Attention: Ann Lindberg
Cadillac Place, Suite 9-350
3032 W. Grand Boulevard
Detroit, MI 48202
lindberga@michigan.gov
(313)456-3218

Either party may change its address where notices are to be sent by giving notice in accordance with this Section.

(b) Binding Commitments



Representatives of Contractor shall have the authority to make binding commitments on Contractor's behalf within the bounds set forth in such table. Contractor may change such representatives from time to time upon written notice.

2.297 Media Releases and Contract Distribution

(a) Media Releases

Neither Contractor nor the State will make any news releases, public announcements or public disclosures, nor will they have any conversations with representatives of the news media, pertaining to the Contract, the Services or the Contract without the prior written approval of the other party, and then only in accordance with explicit written instructions provided by that party. In addition, neither Contractor nor the State will use the name, trademarks or other proprietary identifying symbol of the other party or its affiliates without such party's prior written consent. Prior written consent of the Contractor must be obtained from authorized representatives.

(b) Contract Distribution

Acquisition Services shall retain the sole right of Contract distribution to all State agencies and local units of government unless other arrangements are authorized by Acquisition Services.

2.298 Reformation and Severability

Each provision of the Contract shall be deemed to be severable from all other provisions of the Contract and, if one or more of the provisions of the Contract shall be declared invalid, the remaining provisions of the Contract shall remain in full force and effect.

2.299 Consents and Approvals

Except as expressly provided otherwise in the Contract, if either party requires the consent or approval of the other party for the taking of any action under the Contract, such consent or approval shall be in writing and shall not be unreasonably withheld or delayed. State authorizes Contractor and its subsidiaries (and their successors and assigns, and contractors and IBM Business Partners) to store and use State business contact information wherever they do business, in connection with IBM Products and Services or in further interests of Contractor's business relationship of State.

2.300 No Waiver of Default

The failure of a party to insist upon strict adherence to any term of the Contract shall not be considered a waiver or deprive the party of the right thereafter to insist upon strict adherence to that term, or any other term, of the Contract.

2.301 Survival

Any provisions of the Contract that impose continuing obligations on the parties including the parties' respective warranty, indemnity and confidentiality obligations, shall survive the expiration or termination of the Contract for any reason. Specific references to survival in the Contract are solely for identification purposes and not meant to limit or prevent the survival of any other section.

2.302 Covenant of Good Faith

Each party agrees that, in its dealings with the other party or in connection with the Contract, it shall act reasonably and in good faith. Unless stated otherwise in the Contract, the parties will not unreasonably delay, condition or withhold the giving of any consent, decision or approval that is either requested or reasonably required of them in order for the other party to perform its responsibilities under the Contract.

2.303 Permits

Contractor shall obtain and pay any associated costs for all required governmental permits, licenses and approvals for the delivery, installation and performance of the Services. The State shall pay for all costs and expenses incurred in obtaining and maintaining any necessary easements or right of way. The State shall be obligated to obtain and provide to IBM all Required Consents necessary for us to provide the Services described herein. A Required Consent means any consents or approvals required to give Contractor or its subcontractors the right or license to access, use and/or modify (including creating derivative works) the hardware, software, firmware and other products not provided by Contractor under this Contract, to enable



Contractor and its subcontractors to perform the Services set forth herein without infringing the ownership or license rights (including patent and copyright) of the providers or owners of such products. Contractor will make the State aware of the need for any Required Consents of which Contractor is aware.

The State releases Contractor and its subcontractors from any and all liability for all claims, losses and damages (whether stated in contract or tort, including but not limited to all claims for patent and copyright infringement) arising from, in connection with, related to, or as a result of any claim arising from the State's failure to provide Contractor with Required Consents.

Both parties will be relieved of the performance of any obligations that cannot be performed as a result of the State's failure or inability to promptly provide any Required Consents to Contractor.

2.304 Website Incorporation

State expressly states that it will not be bound by any content on the Contractor's website, even if the Contractor's documentation specifically referenced that content and attempts to incorporate it into any other communication, unless the State has actual knowledge of such content and has expressly agreed to be bound by it in a writing that has been manually signed by an authorized representation of the State.

2.305 Taxes

Vendors are expected to collect and pay all applicable federal, state, and local employment taxes, including the taxes defined in Section 3.022 for all persons involved in the resulting Contract.

The State may refuse to award a contract to any Vendor who has failed to pay any applicable State taxes. The State may refuse to accept Vendor's bid, if Vendor has any outstanding debt with the State. Prior to any award, the State will verify whether Vendor has any outstanding debt with the State.

2.306 Prevailing Wage

The rates of wages and fringe benefits to be paid each class of individuals employed by the Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this Contract in privity of contract with the Contractor shall not be less than the wage rates and fringe benefits established by the Michigan Department of Labor and Economic Development, Wage and Hour Bureau, schedule of occupational classification and wage rates and fringe benefits for the local where the work is to be performed. The term Contractor shall include all general contractors, prime contractors, project managers, trade contractors, and all of their contractors or subcontractors and persons in privity of contract with them.

The Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this contract in privity of contract with the Contractor shall keep posted on the work site, in a conspicuous place, a copy of all wage rates and fringe benefits as prescribed in the contract. You must also post, in a conspicuous place, the address and telephone number of the Michigan Department of Labor and Economic Development, the office responsible for enforcement of the wage rates and fringe benefits. You shall keep an accurate record showing the name and occupation of the actual wage and benefits paid to each individual employed in connection with this contract. This record shall be available to the State upon request for reasonable inspection.

If any trade is omitted from the list of wage rates and fringe benefits to be paid to each class of individuals by the Contractor, it is understood that the trades omitted shall also be paid not less than the wage rate and fringe benefits prevailing in the local where the work is to be performed.

2.307 Call Center Disclosure

Contractor and/or all subcontractors involved in the performance of this Contract providing call or contact center services to the State must disclose the location of its call or contact center services to inbound callers. Failure to disclose this information shall be a material breach of this Contract.

2.308 Future Bidding Preclusion



Contractor acknowledges that, to the extent this Contract involves the creation, research, investigation or generation of a future RFP, it may be precluded from bidding on the subsequent RFP. The State reserves the right to disqualify any bidder if the State determines that the bidder has used its position (whether as an incumbent Contractor, or as a Contractor hired to assist with the RFP development, or as a Vendor offering free assistance) to gain a leading edge on the competitive RFP.

2.310 *Reserved*

2.320 *Extended Purchasing*

2.321 MiDEAL

Public Act 431 of 1984 permits DMB to provide purchasing services to any city, village, county, township, school district, intermediate school district, non-profit hospital, institution of higher education, community, or junior college. A current listing of approved program members is available at: <http://www.michigan.gov/doingbusiness/0,1607,7-146-6586-16656--,00.html>. Unless otherwise stated, it is the responsibility of the Contractor to ensure that the non-state agency is an authorized purchaser before extending the Contract pricing.

The Contractor will supply Contract Services and equipment at the established State of Michigan contract prices and terms to the extent applicable and where available. Inasmuch as these are non-state agencies, all invoices will be submitted to and payment remitted by the local unit of government on a direct and individual basis.

To the extent that authorized local units of government purchase quantities of Services and/or equipment under this Contract, the quantities of Services and/or equipment purchased will be included in determining the appropriate rate wherever tiered pricing based on quantity is provided.

2.322 State Employee Purchases
RESERVED

2.330 *Federal Grant Requirements*

2.331 Federal Grant Requirements
RESERVED



Appendix I State Standard Requirements

The services must meet the standard requirements listed below. Contractor must complete columns two and three, stating whether the requirement is met (yes/no) and providing information in the comments section to explain and clarify the response.

General System Requirements	Yes/No	Comments
a. A minimum of two (2) copies of the following documentation in an electronic format, online and in hard copy will be provided:		
i. User and Technical Manuals - On-line and Hard Copy		User manuals are provided with machine purchase. Additional copies can be purchased separately. Technical manuals are for IBM use only.
ii. Operations Manual	NA	Operations manuals are provided with machine purchase. Additional copies can be purchased separately
iii. All updates of documentation during the term of the Contract, software license, and maintenance agreement	NA	
a. Maintenance programs commence at the end of the warranty period.	Yes	
b. All maintenance is performed by qualified personnel familiar with the equipment.	Yes	
c. Remote diagnostic capabilities are provided	Yes	
d. Maintenance is available on an annually renewable contract	Yes	
e. The software maintenance program includes all future software updates and system enhancements applicable to system modules licensed without further charge to all licensed users maintaining an annually renewable software support contract.	NA	
i. Support is provided for superseded releases and back releases still in use by the State.	NA	
j. For the first year and all subsequent Contract years, the following services are provided for the current version and one previous version of any Software provided with the deliverables, commencing upon installation of the deliverables or delivery of the Software:	NA	



<p>i. Error Correction. Upon notice by State of a problem with the Software (which problem can be verified), reasonable efforts to correct or provide a working solution for the problem.</p>	<p>NA</p>	
<p>ii. Material Defects. The State will be notified of any material errors or defects in the deliverables known, or made known to Vendor from any source during the Contract term that could cause the production of inaccurate, or otherwise materially incorrect,</p>	<p>NA</p>	



Schedule for ServiceElite

This Schedule contains a listing of the Eligible Machines at the Specified Locations identified below for which IBM will provide the identified Services as described in the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations. The complete agreement between us about these Services consists of 1) this Schedule 2) the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations, and 3) the IBM Customer Agreement (or any equivalent agreement in effect between us) identified below.

Name and Address of Customer:

STATE OF MICHIGAN
UNEMPLOYMENT AGENCY
14333 WOODROW WILSON
DETROIT MI 48238-2812

Customer Billing Address:

STATE OF MICHIGAN
SANDI THORNE
CONTRACT & PROCUREMENT
525 W ALLEGAN
LANSING MI 48901

Agreement Number: SSL7917
Master Services Attachment Number: MAB50FX
Statement of Work Number: AV9DBX
Change Authorization Number: 08461410
Customer Number:

Schedule Number: AV9DBX
Revised Schedule: No
Schedule Effective Date: 10/10/2006
Proposal Reference Date: 10/10/2006
Transaction Contract Period:
Start Date: 11/01/2006
End Date: 10/31/2009
Renewal Contract Period: 0 Year(s)

Charge Period Charges / Payment Plan (Inclusive of MES):

WSU One Time Charges: 0.00
SWMA ALF One Time Charges: 0.00
MMS for CISCO HW One Time Charges: 0.00
MMS for CISCO SW One Time Charges: 0.00
MMS for Nortel One Time Charges: 0.00
One Time Charges: 0.00
Maintenance Charges: 446,019.35
Service Charges: 0.00
TOTAL CHARGE PERIOD CHARGES: 446,019.35
Charge Period: 11/01/2006
Start Date: 10/31/2009
End Date:

Automatic Inventory Increase Option Applies: Y
HWMA Option #1: N
Software Option #2: N
Type of Discount(s) Applied: Term Incentive
Price Protection Option: Prepay Price Protection
Pricing Method: Line Item

¹Charges are based on the current inventory and services identified in this Schedule. Actual charges may vary with any additions, deletions, or changes to the inventory or services. Any applicable taxes are not included in the charge amounts herein but will be added to your invoice.

For a Machine subject to usage charges, in addition to the Service charge identified herein, you will be separately billed for usage in accordance with applicable usage rates and billing cycles.

The Parties need not to sign this Schedule, unless either of us requests it.

Agreed to:

STATE OF MICHIGAN

Agreed to:

International Business Machines Corporation

By: _____
Name (type or print): _____
Date: _____
Authorized signature

By: _____
Name (type or print): _____
Date: _____
Authorized signature





Schedule for ServiceElite

Enterprise Total for Charge Period by Customer Number Inclusive of MES:

Customer No.	Customer Name	Customer Location	Charges ^a
08461410	STATE OF MICHIGAN	14333 WOODROW WILSON, UNEMPLOYMENT AGENCY, DETROIT MI 48238-2812	411,128.89
08461540	STATE OF MICHIGAN	3024 W GRAND BLVD, 12TH FLR STE 100, DETROIT MI 48202-6024	34,890.46
Total			446,019.35

Note: One Time Charges are not included in the Total





Schedule for ServiceElite



Maintenance Machine List

-----Eligible Machine Description-----

Mfg	Type	Mod/ Feat	Add/ Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty.	Type of Svc ²	Main ³ Svc	Charges ⁴	Charges Start ⁵	Charges Stop ⁵
Specified Location: 08461410 City, State: DETROIT MI 48238-2812												
OEM	1332	044		000011772		ROLL SYSTEMS, I503603 BOOKMAST	1	B	2	18,516.49		
OEM	1332	044		000011782		ROLL SYSTEMS, I503603 BOOKMAST	1	B	2	18,516.49		
OEM	1332	024		000017388		ROLL SYSTEMS, I024 CTS	1	B	2	39,493.85		
OEM	1332	024		000017389		ROLL SYSTEMS, I024 CTS	1	B	2	39,493.85		
OEM	1332	054		000017399		ROLL SYSTEMS, I503410 BOOKMAST	1	B	2	16,377.96		
OEM	1332	032		000017400		ROLL SYSTEMS, I800153HSP	1	B	2	22,057.73		
OEM	1332	041		000017438		ROLL SYSTEMS, I800174	1	B	2	13,629.78		
OEM	1332	041		000017466		ROLL SYSTEMS, I800174	1	B	2	13,629.78		
IBM	4000	ID1		000013254		INFOPRINT ADVANCED PRINT	1	B	1	60,269.50 C		
IBM	4000	ID1		000013255		INFOPRINT ADVANCED PRINT	1	B	1	60,269.50 C		
IBM	4000	ID2		000014254		INFOPRINT ADVANCED PRINT	1	B	1	54,436.98 C		
IBM	4000	ID2		000014255		INFOPRINT ADVANCED PRINT	1	B	1	54,436.98 C		
Subtotal Without MES										411,128.89		
Subtotal With MES										411,128.89		
Specified Location: 08461540 City, State: DETROIT MI 48202-6024												
IBM	3160	002		000030857		INFOPRINT 60	1	B	1	34,890.46 C		
Subtotal Without MES										34,890.46		
Subtotal With MES										34,890.46		
Total Charge Period Charges for Maintenance Machine List Without MES											\$446,019.35	
Total Charge Period Charges for Maintenance Machine List With MES											\$446,019.35	

See Legend for Details



Schedule for ServiceElite



Legends:

²TYPE OF SERVICE

- A) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, next business day
- B) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day.
- C) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, 4 hour response objective
This type of repair service includes a response objective and is not a guarantee.
- D) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day, 2 hour response objective.
This type of repair service includes a response objective and is not a guarantee.
- X) EasyServe (remotely delivered services)

³MAINTENANCE SERVICES

- 1) Maintenance of IBM Machines
- 2) Maintenance of non-IBM Machines
- 3) Warranty Service Upgrade
- 4) Maintenance of Cisco Products
- 5) Maintenance of IBM Machines - Enhanced Service Response
- 6) Service for Machines Withdrawn from IBM Maintenance
- 7) Non-IBM Service for Machines Withdrawn from IBM Maintenance
- 8) Maintenance of IBM Machines (Labor Only)
- 9) Non-IBM Memory Exchange
- 10) Enhanced Parts Inventory
- 11) Spare Machine
- 12) Key Operator Support
- 13) Maintenance of non-IBM Machines during the Manufacturer's Warranty Period
- 16) IBM Maintenance Services - First Line Maintenance for Wincor Nixdorf ATMs
- 17) IBM Maintenance Services - Applications Maintenance Services for Wincor Nixdorf ATMs
- 18) Post Installation Coverage (PIC) Service Upgrade, for selected Non-IBM Machines

⁴Charges shown are for the Charge Period

- A (C) indicates a Machine that will have Usage Charges billed separately
- An (E) indicates a Machine that has been announced as withdrawn from generally available Maintenance Service
- An (H) identifies a Machine on an existing ServiceElite/ServiceSuite/ ServiceElect/CHIS contract with duplicate Maintenance Services Coverage
- A (K) indicates Assumptive priced products included in the total Charge Period Price but will be billed based on the terms of the Contract
- An (N) indicates that the product is a non-GSA Schedule Item
- An (O) indicates a One Time Charge
- A (P) indicates averaged billing or annual prepayment
- An (R) indicates the usage charge rate (Feet, Hours, or Impressions) for a machine under a usage plan
- A (U) indicates Usage Charges which are measured in either Feet, Hours, or Impressions
- A (W) indicates a Machine under Warranty
- An (X) indicates On-order Products which are shown for planning purposes only
- A (Y) indicates On-order MES products which are shown for planning purposes only. These charges are included in the related machine.

⁵Charges Start/Stop dates shown are those that differ from the Contract Period Start/End Dates

⁶Charge adjustments related to inventory and service changes will be accumulated and invoiced with your next standard invoicing cycle (may be sooner for annual or semiannual payment plans)

IBM Statement of Work for ServiceElite

Both of us agree to add the following Services as part of our ServiceElite contract.

Each of us agrees that the complete agreement between us about these Services consists of 1) this Statement of Work and its Change Authorizations and Schedules, 2) the referenced Attachment, 3) supplemental terms referenced in any of the documents in 1 and 2 above, and 4) the referenced Agreement. Accordingly, in entering into this Statement of Work you acknowledge that you are not relying upon any representation made by or on behalf of IBM that is not fully and expressly set out in the documents specified above, such as the results of any Services. By signing below, both of us agree to the terms of this Statement of Work without modification.

As used in this Statement of Work, "you" and "your" refer to the Customer Company identified below.

Agreed to:
STATE OF MICHIGAN

Agreed to:
International Business Machines Corporation

By _____
Authorized signature

By _____
Authorized signature

Name (type or print):

Name (type or print):

Date:

Date:

Customer Number: 08461410

Reference Agreement number: SSL7917

Customer address:

Reference Attachment number: MAB50FX

UNEMPLOYMENT AGENCY
14333 WOODROW WILSON
DETROIT MI 48238-2812

Statement of Work number: AV9DBX

Customer telephone number:

IBM Address:

Customer billing Address:

IBM CORPORATION
4111 NORTHSIDE PARKWAY
ATLANTA, GA 30327

STATE OF MICHIGAN
SANDI THORNE
CONTRACT & PROCUREMENT
525 W ALLEGAN
LANSING MI 48901



Form No. DMB 234A (Rev. 1/96)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Failure to deliver in accordance with Contract terms and conditions and this notice may be considered in default of Contract

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY MANAGEMENT AND BUDGET September 20, 2010
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 2
TO
CONTRACT NO. 071B8200042
(Supersedes Contract No. 071B7200047)
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR InfoPrint Solutions, LLC 6300 Diagonal Hwy Boulder, CO 80301	TELEPHONE (877) 426-6006
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 241-0239 Jacque Kuch
ASKAR@us.ibm.com	
CONTRACT COMPLIANCE INSPECTOR: Ann Lindberg Maintenance for DLEG/UIA InfoPrint Printers	
CONTRACT PERIOD: From: October 10, 2007 To: October 17, 2011	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

NATURE OF CHANGE(S):

Effective immediately, this contract is **INCREASED \$190,599.40**. In addition, the contract end date is **CHANGED to October 17, 2011**. New pricing for this change notice is attached. All other terms and conditions remain the same.

AUTHORITY/REASON(S):

Per Ad Board approval dated 9/14/2010, agreement from DTMB-Purchasing Operations and written agreement from the vendor.

INCREASE: \$190,599.40

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$812,649.86

InfoPrint Solutions Company Schedule for ServiceElite



This Schedule contains a listing of the Eligible Machines at the Specified Locations identified below for which InfoPrint Solutions Company (also 'IPS') will provide the identified Services as described in the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations. The complete agreement between us about these Services consists of 1) this Schedule 2) the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations, and 3) the InfoPrint Solutions Company Customer Agreement (or any equivalent agreement in effect between us) identified below.

Name and Address of Customer:

STATE OF MICHIGAN
 UNEMPLOYMENT AGENCY
 14333 WOODROW WILSON
 DETROIT MI 48238-2812

Customer Billing Address:

STATE OF MICHIGAN
 SANDI THORNE
 CONTRACT & PROCUREMENT
 525 WALLEGAN
 LANSING MI 48933-1502

Agreement Number:

Master Services Attachment Number: MAC5PH0
 Statement of Work Number: A16FCV
 Change Authorization Number:
 Customer Number: 08523153

Schedule Number:

Revised Schedule:
 Schedule Effective Date:
 Proposal Reference Date:

Transaction Contract Period:

Start Date: 10/18/2010
 End Date: 10/17/2011
 Renewal Contract Period: 1 Year(s)

Charge Period Charges / Payment Plan (Inclusive of MES):

WSU One Time Charges: 0.00
 SWMA ALF One Time Charges: 0.00
 MMS for CISCO HW One Time Charges: 0.00
 MMS for Nortel One Time Charges: 0.00
 One Time Charges: 0.00

Charge Period:

143,099.45 Start Date: 10/18/2010
 0.00 End Date: 10/17/2011

TOTAL CHARGE PERIOD CHARGES:

Monthly 143,099.45 ¹Accumulated Adjustment Invoicing option:

Automatic Inventory Increase Option Applies: Y Price Protection Option: Opt#1 Annual Price Protection
 Machine Maintenance Services Option #1: Y Pricing Method: Bottom Line
 Software Services Option #2: N

* Charges are estimated for the charge period. Actual charges will be applied at the end of the charge period. Any applicable taxes are not included in the charge amounts herein but will be added to your invoice.

The Parties need not to sign this Schedule, unless either of us requests it.

Agreed to:

STATE OF MICHIGAN

By: _____
 Authorized signature

Name (type or print): _____

Date: _____

Agreed to:

InfoPrint Solutions Company, LLC

By: _____
 Authorized signature

Name (type or print): _____

Date: _____



InfoPrint Solutions Company Schedule for ServiceElite



Enterprise Total for Charge Period by Customer Number Inclusive of MES:

Customer No.	Customer Name	Customer Location	Charges ⁴
07862375	STATE OF MICHIGAN	3024 W GRAND BLVD, 12TH FLR STE 100, DETROIT MI 48202-6024	62.03
08523153	STATE OF MICHIGAN	14333 WOODROW WILSON, UNEMPLOYMENT AGENCY, DETROIT MI 48238-2812	143,037.42
Total			143,099.45

Note: One Time Charges are not included in the Total



InfoPrint Solutions Company Schedule for ServiceElite



Maintenance Machine List

-----Eligible Machine Description-----

Mfg	Type	Mod/ Feat	Ad/ Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty.	Type of Svc ²	Maint. Svc ³	Charges Start ³	Charges Stop ³	
IPS	4527	N01		00991F9R5	07862375	City, State: DETROIT MI 48202-6024 INFOPRINT 1332	1	A	1	62.03	EH	12/31/2010
Subtotal Without MES												
Subtotal With MES												
Specified Location: 08523153												
IPS	1332	044		000011772	08523153	City, State: DETROIT MI 48238-2812 ROLL SYSTEMS, I503603 BOOKMAST	1	B	2	6,463.70	H	
IPS	1332	044		000011782	08523153	ROLL SYSTEMS, I503603 BOOKMAST	1	B	2	6,463.70	H	
IPS	1332	024		000017388	08523153	ROLL SYSTEMS, I024 CTS	1	B	2	13,786.42	H	
IPS	1332	024		000017389	08523153	ROLL SYSTEMS, I024 CTS	1	B	2	13,786.42	H	
IPS	1332	054		000017399	08523153	ROLL SYSTEMS, I503410 BOOKMAST	1	B	2	5,717.18	H	
IPS	1332	054		000017400	08523153	ROLL SYSTEMS, I503410 BOOKMAST	1	B	2	5,717.18	H	
IPS	1332	041		000017438	08523153	ROLL SYSTEMS, I800174	1	B	2	4,757.86	H	
IPS	1332	041		000017466	08523153	ROLL SYSTEMS, I800174	1	B	2	4,757.86	H	
IPS	4000	ID1		000013254	08523153	INFOPRINT ADVANCED PRINTER	1	B	1	21,433.90	CH	
IPS	4000	ID1		000013254	08523153	USAGE CHARGES FOR THE ABOVE CONFIG.				0.00	U	
IPS	4000	ID1		000013255	08523153	INFOPRINT ADVANCED PRINTER	1	B	1	21,433.90	CH	
IPS	4000	ID1		000013255	08523153	USAGE CHARGES FOR THE ABOVE CONFIG.				0.00	U	
IPS	4000	ID2		000014254	08523153	INFOPRINT ADVANCED PRINTER	1	B	1	19,359.65	H	
IPS	4000	ID2		000014255	08523153	INFOPRINT ADVANCED PRINTER	1	B	1	19,359.65	H	
Subtotal Without MES												
Subtotal With MES												
Total Charge Period Charges for Maintenance Machine List Without MES												

See Legend for Details



InfoPrint Solutions Company Schedule for ServiceElite



Maintenance Machine List

-----Eligible Machine Description-----

Mfg	Type	Mod/ Feat	Add/ Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty.	Type of Svc ²	Maint. Svc ²	Charges ⁴	Charges Start ³	Charges Stop
-----	------	--------------	-------------	----------------------------	---------------------------------------	------------------------	------	--------------------------------	----------------------------	----------------------	-------------------------------	-----------------

Total Charge Period Charges for Maintenance Machine List With MES \$143,099.45

See Legend for Details



InfoPrint Solutions Company Schedule for ServiceElite



Legends:

¹ Charge adjustments related to inventory and service changes will be accumulated and invoiced with your next standard invoicing cycle (may be sooner for annual or semiannual payment plans)

²TYPE OF SERVICE

- A) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, next business day
- B) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day.
- C) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, 4 hour response objective
This type of repair service includes a response objective and is not a guarantee.
- D) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day, 2 hour response objective.
This type of repair service includes a response objective and is not a guarantee.
- X) EasyServe (remotely delivered services)

³MAINTENANCE SERVICES

- 1) Maintenance of InfoPrint Solutions Company Machines
- 2) Maintenance of non-InfoPrint Solutions Company Machines
- 3) Warranty Service Upgrade
- 4) Maintenance of Cisco Products
- 5) Maintenance of InfoPrint Solutions Company Machines - Enhanced Service Response
- 6) Service for Machines Withdrawn from InfoPrint Solutions Company Maintenance
- 7) Non-InfoPrint Solutions Company Service for Machines Withdrawn from InfoPrint Solutions Company Maintenance
- 8) Maintenance of InfoPrint Solutions Company Machines (Labor Only)
- 9) Non-InfoPrint Solutions Company Memory Exchange
- 10) Enhanced Parts Inventory
- 11) Spare Machine
- 12) Key Operator Support
- 13) Maintenance of non-InfoPrint Solutions Company Machines during the Manufacturer's Warranty Period
- 16) InfoPrint Solutions Company Maintenance Services - First Line Maintenance for WinCor Nixdorf ATMs
- 17) InfoPrint Solutions Company Maintenance Services - Applications Maintenance Services for WinCor Nixdorf ATMs
- 18) Post Installation Coverage (PIC) Service Upgrade, for selected Non-InfoPrint Solutions Company Machines

⁴Charges shown are for the Charge Period

- A (C) indicates a Machine that will have Usage Charges billed separately
- An (E) indicates a Machine that has been announced as withdrawn from generally available Maintenance Service
- An (F) indicates an Assumptive Product included in the total Charge Period Price that has a manually inserted serial number and configuration provided by the customer
- An (H) identifies a Machine on an existing ServiceElite/ServiceSuite/ ServiceElect CHIS contract with duplicate Maintenance Services Coverage
- A (K) indicates Assumptive Products included in the total Charge Period Price that are based on the customer provided configuration
- An (N) indicates that the product is a non-GSA Schedule item
- An (O) indicates a One Time Charge
- A (P) indicates averaged billing or annual prepayment
- An (R) indicates the usage charge rate (Feet, Hours, or Impressions) for a machine under a usage plan
- A (U) indicates Usage Charges which are measured in either Feet, Hours, or Impressions
- A (W) indicates a Machine under Warranty
- An (X) indicates On-order Products which are shown for planning purposes only
- A (Y) indicates On-order MES products which are shown for planning purposes only. These charges are included in the related machine.

⁵Charges Start/Stop dates shown are those that differ from the Contract Period Start/End Dates



In addition to your maintenance pricing shown on the "InfoPrint Solutions Company (IPS) Schedule for Services", a separate usage charge will be billed monthly at the following rate(s).

<u>MACHINE TYPE</u>	<u>MODEL</u>	<u>USAGE CHARGE RATE</u>
4000	ID1	\$0.27936/100 feet
4000	ID2	\$0.27936/100 feet

Each of us agrees that the complete agreement between us about these Services consists of 1) this Usage Charge Rate Attachment, 2) the referenced Statement of Work and its schedules, and 3) the IPS Customer Agreement.

Customer: State of Michigan

Customer Number: 8523153

Reference State of Work Number: A16FCV



Form No. DMB 234A (Rev. 1/96)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Failure to deliver in accordance with Contract terms and conditions and this notice may be considered in default of Contract

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

August 25, 2009

CHANGE NOTICE NO. 1
TO
CONTRACT NO. 071B8200042
(Supersedes Contract No. 071B7200047)
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR InfoPrint Solutions, LLC 6300 Diagonal Hwy Boulder, CO 80301	TELEPHONE (877) 426-6006
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 241-0239 Jacque Kuch
ASKAR@us.ibm.com	
CONTRACT COMPLIANCE INSPECTOR: Ann Lindberg Maintenance for DLEG/UIA InfoPrint Printers	
CONTRACT PERIOD: From: October 10, 2007 To: October 17, 2010	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

NATURE OF CHANGE(S):

Effective immediately, this contract is **INCREASED \$193,349.91**. In addition, the contract end date is **CHANGED to October 17, 2010**. All other terms and conditions remain the same.

AUTHORITY/REASON(S):

Per Ad Board approval dated 8/18/2009, agreement from DMB-Purchasing Operations and written agreement from the vendor.

INCREASE: \$193,349.91

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$622,050.46



Form No. DMB 234A (Rev. 1/96)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Failure to deliver in accordance with Contract terms and conditions and this notice may be considered in default of Contract

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

October 10, 2007

**NOTICE
OF
CONTRACT NO. 071B8200042**
(Supersedes Contract No. 071B7200047)
**between
THE STATE OF MICHIGAN
and**

NAME & ADDRESS OF VENDOR InfoPrint Solutions, LLC 6300 Diagonal Hwy Boulder, CO 80301	TELEPHONE (877) 426-6006
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 241-0239 Jacque Kuch
ASKAR@us.ibm.com	
CONTRACT COMPLIANCE INSPECTOR: Ann Lindberg Maintenance for DLEG/UIA InfoPrint Printers	
CONTRACT PERIOD: From: October 10, 2007 To: October 17, 2009	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

This Contract replaces 071B7200047.

TOTAL ESTIMATED CONTRACT VALUE: \$388,700.55



Form No. DMB 234 (Rev. 1/96)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CONTRACT NO. 071B8200042
(Supersedes Contract No. 071B7200047)
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR InfoPrint Solutions LLc 6300 Diagonal Hwy Boulder, CO 80301	TELEPHONE (877) 426-6006
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 241-0239 Jacque Kuch
ASKAR@us.ibm.com	
Contract Compliance Inspector: Ann Lindberg Maintenance for DLEG/UIA InfoPrint Printers	
CONTRACT PERIOD: From: October 10, 2007 To: October 17, 2009	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	
MISCELLANEOUS INFORMATION: Estimated Contract Value: \$388,700.55	

All terms and conditions of the invitation to bid are made a part hereof.

FOR THE VENDOR:	FOR THE STATE:
InfoPrint Solutions LLC Firm Name	Signature Greg Faremouth , Acting Director
Authorized Agent Signature	Name/Title IT Division
Authorized Agent (Print or Type)	Division
Date	Date



CONTRACT #071B7200047

Form No. DMB 234 (Rev. 1/96)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

October 10, 2007

CHANGE NOTICE NO. 1
TO
CONTRACT NO. 071B7200047
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR IBM Corporation One Michigan Ave. Lansing, MI 48933	TELEPHONE (800) 677-6747
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517)241-0239 Jacque Kuch
Contract Compliance Inspector: Ann Lindberg Maintenance/Consumable Supplies for DLEG/UIA InfoPrint Printers	
CONTRACT PERIOD: From: October 18, 2006 To: October 10, 2007	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	
MISCELLANEOUS INFORMATION: Estimated Contract Value: \$682,870.00	

NATURE OF CHANGE(S):

Effective immediately, this contract is hereby cancelled and replaced with contract 071B820042.

Estimated Contract Value: \$0.00



CONTRACT #071B7200047

Form No. DMB 234 (Rev. 1/96)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

October 26, 2006

**NOTICE
OF
CONTRACT NO. 071B7200047
between
THE STATE OF MICHIGAN
and**

NAME & ADDRESS OF VENDOR IBM Corporation One Michigan Ave. Lansing, MI 48933	TELEPHONE (800) 677-6747
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517)241-0239 Jacque Kuch
Contract Compliance Inspector: Ann Lindberg Maintenance/Consumable Supplies for DLEG/UIA InfoPrint Printers	
CONTRACT PERIOD: From: October 18, 2006 To: October 17, 2009	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	
MISCELLANEOUS INFORMATION: Estimated Contract Value: \$682,870.00	

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TERMS N/A	SHIPMENT N/A	
F.O.B. N/A	SHIPPED FROM N/A	
MINIMUM DELIVERY REQUIREMENTS N/A		
MISCELLANEOUS INFORMATION: The terms and conditions of this Contract are those of ITB #07116200254, this Contract Agreement and the vendor's quote dated July 12, 2006. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the vendor, those of the State take precedence.		
Estimated Contract Value: \$682,870.00		

All terms and conditions of the invitation to bid are made a part hereof.

FOR THE VENDOR:

FOR THE STATE:

Firm Name

Authorized Agent Signature

Authorized Agent (Print or Type)

Date

Signature
Greg Faremouth

Name
IT Division Acting Director

Title

Date



**STATE OF MICHIGAN
Department of Management and Budget
Purchasing Operations**

Contract No. [071B72000047](#)
[Maintenance/Consumable supplies for DLEG/UIA IBM InfoPrint printers](#)

Buyer Name: Jacque Kuch
Telephone Number: 517-241-0239
E-Mail Address: kuchj@michigan.gov



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Article 1 – Statement of Work (SOW)

1.0 Project Identification

1.001 PROJECT REQUEST

The State of Michigan (State), through the Department of Labor and Economic Growth (DLEG) and the Michigan Department of Information Technology (MDIT), with assistance of the Department of Management & Budget (DMB), has issued this Request for Proposal to obtain proposals from qualified firms to provide:

2. Maintenance for DLEG's Unemployment Insurance Agency's (UIA's) inventory of IBM InfoPrint printers used to print all UIA forms and reports.

The State reserves the right to award up to two contracts. At the State's discretion the project maybe broken down into two parts:

- 1) Preventive and remedial maintenance

1.002 BACKGROUND

The Unemployment Insurance Agency (UIA) administers Michigan's Unemployment Insurance (UI) program. Michigan's UI program issues jobless benefits to workers who become unemployed through no fault of their own. The benefits are intended to help these workers with a source of temporary income while they seek new employment or await recall to their jobs. In addition, the agency collects state unemployment taxes from employers.

The UIA processes over 865,000 new claims per year, and issues over 3,400,000 checks for regular state unemployment benefits. The Agency pre-prints and mails quarterly wage reports to nearly 200,000 active employers. The reports are submitted by employers in either paper or square tape cartridge format.

In late 2001, UIA purchased two Production Printers, IBM InfoPrint 4000-ID1/ID2 Advanced Function Duplex/MICR Printers, each with pre-processing and post-processing equipment; one Development Printer, IBM InfoPrint 60; and one Print Server, running InfoPrint Manager. These printers are currently channel-attached to an IBM mainframe OS/390 host system via carbon nanotube (CNT) channel extenders. The production printers are located at UIA's Warehouse in Detroit, where a significant amount of the printed material is mailed to intended recipients and where consumable products are stored. The development printer and the print server are located on the 12th floor at Cadillac Place, Detroit, Michigan.

The daily/weekly workload of the production printers must be completed between the hours of 7:00 am and noon in order for the printed materials to be packaged and mailed. The production printers produce 125,000 - 8-½X11" duplex pages of daily/weekly work. After completion of the daily/weekly workload, the production printer produces 75,000 - 8-½X11" duplex pages of monthly/quarterly/annual work by 3:00pm. The development printer produces 750,000 - 8-½X11" duplex pages annually. These printers are magnetic ink character recognition (MICR) enabled and produce all the high-volume forms and listings for UIA.

Information provided herein is intended solely to assist Contractors in the preparation of proposals. To the best of UIA's and MDIT's knowledge, the information provided is accurate. However, the State does not warrant such accuracy, and any variations subsequently determined will not be construed as a basis for invalidating the RFP. The State reserves the right to cancel this Request for Proposal (RFP), or any part of this RFP, at any time.

The State has standards and guidelines that Contractors are expected to follow. Specifically, the State's Project Management Methodology (PMM) must be followed. The PMM, and other background information which may assist in the preparation of a proposal, may be reviewed at <http://www.michigan.gov/projectmanagement>. To the extent that Contractor has access to the State computer



system, Contractor must comply with the State's Acceptable Use Policy, see <http://www.michigan.gov/ditservice/0,1607,7-179-25781-73760--,00.html>.

1.2 Scope of Work and Deliverables

1.101 IN SCOPE

The Contractor will provide the following components and services:

2. MAINTENANCE

- a. The Contractor will provide remote and on-site preventive and remedial maintenance, as required, for UIA's inventory of IBM InfoPrint printers & Roll Systems pre- and post-processing equipment identified in **Article 1, Attachment A**.
 - i. PREVENTIVE maintenance will be performed, at no additional cost, according to the manufacturer's guidelines outside of normal business hours, during non-peak hours, or at a time agreeable to MDIT and the Agency.
 - ii. REMEDIAL maintenance will be performed on a 5 x 9 basis (Monday-Friday / 7:00am-4:00pm) excluding holidays. . A State of Michigan representative will be onsite while preventative maintenance is performed.

IBM agrees to work with the State of Michigan for mutually agreeable times for times and dates. A State of Michigan representative must be onsite while preventative maintenance is performed.
- b. The Contractor will provide travel, labor and the materials required to maintain the equipment covered by this Agreement in good working condition.

1.102 OUT OF SCOPE

- B. Services outside the scope of this Agreement include the following:
 8. Services for electrical or mechanical work external to the equipment and/or system.
 9. Services on equipment or associated peripheral devices not specifically listed on this Agreement.
 10. Services required for the installation or relocation of equipment or the furnishing of materials necessary for the installation or relocation of said equipment.
 11. Services for repair of damage to listed equipment resulting from accident, fire, strikes, floods, storms, acts of public enemies, acts of God, or other cause beyond the vendor's control, transporting, neglect, misuse, negligence of employees, or other causes beyond the range of normal usage.
 12. Services required as a result of alterations, modifications or maintenance being performed on the equipment by parties other than vendor, designated UIA or DIT staff, or other assignees.
 13. Services for additions or modifications to the equipment.
 14. Service resulting from the use of supplies not meeting the manufacturer's specifications.

All items whether services, or products, not listed within the statement of work and resulting Contract, are considered out of scope. Contractors who provide unlisted items without a formal addendum to the Contract risk loss of payment for the additional products/services.

1.103 ENVIRONMENT

The Contractor will adhere to all existing standards as described within the comprehensive listing of the State's existing technology standards at http://www.michigan.gov/dit/0,1607,7-139-30639_30655---,00.html.

The InfoPrint Printers are all-points-addressable devices that use a laser, electro photographic print technology and Advanced Function Presentation programs to create high-quality text and graphic printer output. Using a duplex printing system, these devices print on both sides of a form, as well as simplex. The printers use continuous-forms with an automatic assist for loading most forms. Also included with the production configuration is pre/post processing equipment. Output control is managed by InfoPrint Manager Software running under Microsoft Windows 2000 Advanced Server. The printers and Windows servers are Ethernet-connected (with dual T1's between the Local Area Networks [LAN]). The mainframe is Token Ring connected with dual T1's to the Windows servers LAN.



1.104 WORK AND DELIVERABLE

Contractor will provide Deliverables/Services and staff, and otherwise do all things necessary for or incidental to the performance of work, in accordance with the requirements as set forth below:

Requirements

C. **State Standard Requirements** – The Contractor will comply with applicable State-developed standard requirements for information technology projects. The State standard requirements are attached as **Appendix 1**.

D. Agency-Specific Technical and Business Requirements

2. Maintenance

- a. Contractor will be responsible for providing preventive and remedial hardware maintenance on a 5 x 9 basis (Monday-Friday / 7:00am-4:00pm, except for holidays that fall on week days) for the printers identified in Appendix A.
 - i. Preventive maintenance shall be performed on a monthly basis, at a minimum and will be determined on the manufacturer's time schedule.
Agreed – Preventative Maintenance will be determined on the manufacturer's recommended time schedule.
 - ii. Contractor will be responsible for providing preventive maintenance to ensure optimum printer performance.
 - iii. Preventive maintenance must be performed at no additional cost, outside of normal business hours, during non-peak hours, or at a time agreeable to MDIT/DLEG-UIA.
Agreed. IBM agrees to work with the State on mutually agreeable times at no additional cost
 - iv. Preventative maintenance must be performed on the manufacturer's recommended time schedule.
- b. Maintenance shall meet the requirements defined in the specifications of **Attachment C**.
- c. All maintenance will be performed by qualified personnel.
IBM new hires receive a minimum of 40 hours of training in basic hardware/software maintenance. In addition, IBM provides each IBM service technician with an average of seventeen (17) days of additional training and skills enhancement each year, representing a \$43M annual investment.

IBM agrees to only send qualified personnel to service your equipment. All personnel will be trained on the products which service is requested. IBM retains records for all individuals for all courses completed.
- d. The Contractor will provide backup maintenance resources.
- e. If a hardware failure occurs, Contractor's staff will be the first contact point for reporting problems.
 - i. Contractor must be able to perform remote diagnostics on the application (applies to the InfoPrint 4000 and InfoPrint 60 only), advising Agency or their designated staff by telephone, of steps taken to isolate and resolve
If a hardware failure occurs, IBM has the ability to offer remote diagnostics
 - ii. Problems and open a MDIT Help Desk trouble ticket at 1-800-968-2644.
An IBM service technician will respond to the initial service call within 60 minutes
 - iii. Contractor staff will respond to the problem within 60 minutes.
An IBM service technician will respond to the initial service call within 60 minutes.
 - iv. If the call is reported to either a pager number or an answering service, Contractor's technician will be required to call back the person reporting the problem in no more than 60 minutes after receiving the service call.
 - v. The Contractor will be responsible for restoration of the system and must begin resolution within 2 hours of notification, and be on-site within 4 hours of notification, if required.
 - vi. The system must be replaced or restored within 24 hours of notification.



The Infoprint 4000 is designed with every functional component to be replaceable, making physical replacement of the entire machine unnecessary for component failures. In the event that the machine is not performing to specifications, and after an IBM management review, IBM can at its discretion, replace any machine that experiences excessive failure rates.

An IBM support system starts with the IBM SSR. Utilizing the many technical databases residing on the SSR's IBM First laptop the SSR starts the process. The SSR can escalate to many levels and departments in IBM to get required assistance to address any issues or concern.

Local Service Management and Marketing Management will be assigned and involved in print center operations. Any and all customer concerns can be directed through local management to have rapid response and actions taken. Several levels of local management will be available and actively involved at both sites.

IBM uses a documented process for handling customer complaints and quality concerns. IBM Customer Complaint Process is managed through the corporate Customer Resolution Project Office. In the event of a customer concern, IBM forms a team of managers and professionals along with personnel to address and correct the quality concern. IBM will not close or consider the issue resolved without concurrence followed by a customer satisfaction survey. This total process is tracked and documented in an IBM Customer Management Tool database.

The following is just a few of the assigned roles and responsibilities of the IBM team in Customer Complaint Process

Critical Situation Resolution Manager

- Resolution management;
- Problem analysis;
- Communication / Relationship skills;
- Leadership;
- Knowledge of IBM / PSD organization and products; and
- Process orientation.

Complaint Resolution Manager

- Resolution management;
- Problem analysis;
- Communication / Relationship skills;
- Leadership;
- Knowledge of IBM / PSD organization and products; and
- Process orientation.

Customer Satisfaction Analyst

- Supplier management;



- Organizational skills;
 - Analytical skills;
 - Presentation skills; and
 - Database skills.
- vii. If there is a complete system failure and the system is considered “out of service” (defined as when the system is running at 50% or less), system availability must be restored at no less than 50% of total performance within 24 hours of the initial trouble call.
- viii. The total repair process to bring the system to a minimum of 50% cannot extend beyond a total of 24 hours after receiving the initial trouble call.
1. The following service levels must be met to repair the system performance:

Percentage of Performance	Time Allotted to Restore to 100% Performance
90%	120 hours
80%	90 hours
70%	60 hours
60%	30 hours
50%	24 hours

See Escalation procedures listed in Section V above.

- f. If a hardware failure occurs within UIA’s inventory of InfoPrint printers, the Contractor’s staff is required to report in person, by phone, or email message to the Agency-designated contact person the:
- iv. Nature of the problem,
 - v. Proposed solution, and
 - vi. Estimated time to resolution.
- j. If Contractor determines they must take the application/printer off-line to resolve hardware problems, they must request permission from Agency or the Agency-designated staff prior to taking it off-line.
- k. Contractor must supply a contact person from 7am to 4pm EST (Monday through Friday) to take trouble calls on the printers.
- l. Contractor will supply a local or toll-free telephone number for reporting trouble calls and provide unlimited telephone support during normal business hours. CALL 800-IBM-SERV.
- i. During all other hours, it is acceptable for the Contractor to use a pager number or answering service to accept trouble calls. CALL 800-IBM-SERV Agreed – Call 800-IBM-SERV is staffed 24 X 7.
- m. Contractor will provide Agency or Agency-designated staff with a strategic counseling and management support plan that provides for the orderly escalation of service problems to the next highest level of support including third party hardware, software, and maintenance resources as deemed necessary to resolve a problem.
- IBM will provide detailed escalation plan for that equipment listed in this RFP.

D. Services

2. Project Plan for Transition
- a. Contractor will provide a project plan for transition to Contractor’s services within 10 days from the execution of the Contract.
 - i. Contractor must describe the process to be followed to implement the Contract resulting from this RFP, including tasks and timeline.
 - ii. Any tasks which the State is expected to undertake should be detailed.
3. Invoice and Payment



- b. Vendor must submit one monthly invoice for payment to include all charges for products and services for the month.

IBM agrees to provide a single invoice on a quarterly basis for the monthly maintenance charges. IBM also agrees to provide a single monthly invoice for all monthly usage charges, and the block of hours will be billed on a monthly basis as used.

1.201 CONTRACTOR STAFF, ROLES, AND RESPONSIBILITIES

Contractor will provide a dedicated Contract Manager whose duties shall include but not be limited to:

4. Supporting the management of the Contract,
5. Facilitating dispute resolution, and
6. Advising MDIT of performance under the terms and conditions of the Contract.

MDIT reserves the right to require a change in Vendor's then-current Contract Manager if the assigned Contract Manager is not, in the opinion of MDIT, adequately serving the needs of the State.

The Contractor will provide the State a single, local point of contact (and a backup) as a customer representative to handle questions or problems that may arise.

- d. At least one Customer Service Representative will be available during the State's operating hours.
- e. All service representatives will have on-line access to information to provide immediate response to inquiries concerning the status of orders and requests for maintenance services.
- f. Representatives will be available by phone, fax, or email (local and 800 number preferred).

IBM staffs service offices and client locations based on business requirements to ensure that all clients receive high quality service. Each State of Michigan location will be assigned a primary SSR. IBM also assigns 3 backup service SSR's to provide continual coverage. Generally service personnel are local and live in the geography they service. In addition to your local SSR team, your IBM maintenance team includes the following management and executive personnel:

- **Dick Harper, Services Executive (SE)** - responsible for overall business operations, personnel, and satisfaction of customers serviced by North Central Services Office.
- **Erin Keem, Services Manager (SM)** - responsible for resource allocation, service delivery, and customer satisfaction within the entire State of Michigan enterprise.
- **System Services Representatives (SSR)** - responsible for performing break/fix maintenance services/preventive maintenance. Also responsible for ensuring high levels of customer satisfaction during their support interactions with the State of Michigan. Current SSR's are:
 - Fernando Guzman
 - John Kilcoyne
 - Mark Oyama
 - Joe Fry

There are also 5 other SSR's trained and in the area.

These 9 SSR's represent 21 years average service.

Contractor staff performing maintenance services must have current experience with IBM InfoPrint printers & Roll Systems pre- and post-processing equipment.

Currently, IBM is the only IBM certified vendor to support the IBM logo'd equipment in this RFP. IBM technicians have formal training from Roll Systems and have current experience supporting the pre- and post-processing equipment

1.202 STATE STAFF, ROLES, AND RESPONSIBILITIES

The State will be responsible for the following:



- MDIT/UIA or their designated staff will provide a central point of contact for all maintenance-related issues.
- MDIT/UIA or their designated staff will provide Contractor with security access to all buildings housing the equipment identified in this contract.
- MDIT/UIA or their designated staff will provide Contractor with access to all necessary systems to perform its responsibilities as defined in this contract.
- MDIT/UIA or their designated staff will provide ready access to agency and other internal subject matter experts in technical infrastructure, application requirements, business functions, and business case information.

The following State personnel will be dedicated to this project:

- Debra Patterson (MDIT) will serve as the Project Manager with overall responsibility for the contract.
- Ivan Cuevas (UIA) will serve as the on-site contact at the UIA Warehouse responsible for scheduling maintenance and ordering supplies.
- Frank Cobb (MDIT) will serve as the on-site contact at Cadillac Place responsible for scheduling maintenance and ordering supplies.

The Project Manager will provide the following services:

- Provide State facilities, as needed
- Coordinate the State resources as necessary
- Facilitate coordination between various external contractors if necessary
- Resolution of issues
- Escalation of outstanding/high priority issues
- Utilize change control procedures
- Conducting regular and ongoing review of the services to confirm requirements are met
- Documentation and archiving of all Contract-related documents
- Arrange, schedule and facilitate State staff attendance at all project meetings

MDIT shall provide a Contract Consultant whose duties shall include but not be limited to: i) supporting the management of the Contract, ii) advising the project manager of the Contractor's performance under the terms and conditions of the Contract, and iii) periodic verification of pricing and monthly reports submitted by Contractor. The Contract Consultant for this Contract is:

Ann Lindberg
 Department of Information Technology
 Cadillac Place, Suite 9-350
 3032 W. Grand Boulevard
 Detroit, MI 48202
 lindberga@michigan.gov
 (313) 456-3218

The Department of Management & Budget, Purchasing Operations, will be the designated contract administrator.

Jacque Kuch
 Department of Management and Budget
 Mason Building, 2nd Floor
 530 W. Allegan St.
 Lansing, MI 48909
kuchj@michigan.gov
 517-241-0239

1.203 OTHER ROLES AND RESPONSIBILITIES



1.3 Project Plan

1.301 PROJECT PLAN MANAGEMENT

C. Orientation Meeting

- a. Within ten (10) calendar days from execution of the Contract, the Contractor will be required to attend an orientation meeting to discuss the content and procedures of the Contract.
- b. The meeting will be held in Detroit, Michigan, at a date and time mutually acceptable to the State and the Contractor.
- c. The State shall bear no cost for the time and travel of the Contractor for attendance at the meeting.

D. Performance Review Meetings

- a. The State will require the Contractor to attend periodic meetings to review the Contractor's performance under the Contract.
- b. The meetings will be held in Detroit, Michigan, at a date and time mutually acceptable to the State and the Contractor.
- c. The State shall bear no cost for the time and travel of the Contractor for attendance at the meeting.



1.302 REPORTS

At a minimum, the Contractor will be required to submit monthly:

- Written “problem reports” to the DIT Project Manager and the UIA on-site contact documenting:
 - the amount of down time,
 - the nature of the problem(s), and
 - the remedial action taken.
- Commodity orders filled and those pending.

1.4 Project Management

1.401 ISSUE MANAGEMENT

An issue is an identified event that if not addressed may affect schedule, scope, quality, or budget.

The Contractor will maintain an issue log for issues relating to the provision of services under this Contract. The issue management log must be communicated to the State’s Program Manager on an agreed upon schedule, with email notifications and updates. The issue log must be updated and must contain the following minimum elements:

- Description of issue
- Issue identification date
- Responsibility for resolving issue.
- Priority for issue resolution (to be mutually agreed upon by the State and the Vendor)
- Resources assigned responsibility for resolution
- Resolution date
- Resolution description

1.402 RISK MANAGEMENT

A risk is an unknown circumstance or event that, if it occurs, may have a positive or negative impact on the Contract. Risk management generally involves (1) identification of the risk, (2) assigning a level of priority based on the probability of occurrence and impact to the project, (3) definition of mitigation strategies, and (4) monitoring of risk and mitigation strategy.

Contractor must state in its proposal any risks identified and any potential risks to the provision of the requested services.

1.403 CHANGE MANAGEMENT

Change management is defined as the process to communicate, assess, monitor, and control all changes to system resources and processes. The State also employs change management in its administration of the Contract. The Contractor must employ change management procedures to handle such things as “out-of-scope” requests.

In the event that contract modifications are required, the Contractor must notify the MDIT Project Manager in writing detailing and justifying the proposed changes. The MDIT Project manager will notify the Contract Consultant.

If a proposed contract change is approved by the Contract Consultant, the Contract Consultant will submit a request for change to the Department of Management and Budget, Purchasing Operations Buyer, who will make recommendations to the Director of Purchasing Operations regarding ultimate approval/disapproval of change request. If the DMB Purchasing Operations Director agrees with the proposed modification, and all required approvals are obtained (including State Administrative Board), the Purchasing Operations Buyer will issue an addendum to the Contract, via a Contract Change Notice. **Contractors who provide products or services prior to the issuance of a Contract Change Notice by the DMB Office of Purchasing Operations, risk non-payment for the out-of-scope/pricing products and/or services.**



1.5 Acceptance

1.501 CRITERIA

Acceptance is tied to meeting the defined requirements and performance service levels.

1.502 FINAL ACCEPTANCE

Acceptance is tied to adequate performance of required Services and delivery of identified commodities during the term of the Contract.

1.6 Compensation and Payment

1.601 COMPENSATION AND PAYMENT

Contractor must identify all information related, directly or indirectly, to the Contractor's proposed charges for services and deliverables including, but not limited to, costs, fees, prices, rates, bonuses, discounts, rebates, or the identification of free services, labor or materials. Complete the tables attached as **Attachments A**.

Maintenance will be paid on a quarterly basis, unless contractor provides a discount for up-front payment.

Payment

Electronic Payment Availability

Public Act 533 of 2004 requires that payments under this contract be processed by electronic funds transfer (EFT). Contractor is required to register to receive payments by EFT at the Contract & Payment Express website (www.cpexpress.state.mi.us).

1.7 Additional Terms and Conditions Specific to this SOW

1.702 ADDITIONAL TERMS AND CONDITIONS SPECIFIC TO THIS SOW

RESERVED



**Article 1, Attachment A
Pricing**

Preventive & Remedial Maintenance

Quarterly and Annual costs below do not include discounts for up-front payments. Click Charge rates are paid monthly and are not included with up-front discounts.

Description	Serial Number	Location	Quarterly Cost	Annual Cost	Discount for Up Front Payment
IBM InfoPrint 4000 Production Printer 7 x 24 Coverage	0013254 (ID1) 0014254 (ID2) Configured w/2 engines	UIA Warehouse	\$4,591.11 (ID1) with .0028 click charge \$4,839.92 (ID2) with .0028 click charge	\$18,364.44 (ID1) with .0028 click charge \$19,359.68 (ID2) with .0028 click charge	6.27%
IBM InfoPrint 4000 Production Printer 7 X 24 Coverage	0013255 (ID1) 0014255 (ID2) Configured w/2 engines	UIA Warehouse	\$4,591.11 (ID1) with .0028 click charge \$4,839.92 (ID2) with .0028 click charge	\$18,364.44 (ID1) with .0028 click charge 19,359.68 (ID2) with .0028 click charge	6.27%
IBM InfoPrint 60 Development Printer 24 x 7 Coverage	0030857	Cadillac Place, Suite #12-100	\$3,102.06 with .0046 click charge	\$12,408.24 with .0046 click charge	6.27%
IBM 1332 (4527) Printer Print Server 5 x 9 Coverage	991F9R5	UIA Warehouse	\$65.48	\$261.90	4.55 %
IBM 1332 Pre-post Equipment		UIA Warehouse			
1332-044	11772		\$1,615.93	\$6,463.70	6.27%
1332-044	11782		\$1,615.93	\$6,463.70	6.27%
1332-024	17388		\$3,446.61	\$13,786.42	6.27%
1332-024	17389		\$3,446.61	\$13,786.42	6.27%
1332-041	17438		\$1,189.46	\$4,757.85	6.27%
1332-041	17466		\$1,189.46	\$4,757.85	6.27%
1332-054	17399		\$1,429.30	\$5,717.18	6.27%
1332-032	17400		\$1,924.65	\$7,699.86	6.27%
TOTAL			\$37,887.55	\$151,550.20	

UIA Warehouse: 14333 Woodrow Wilson, Detroit, MI 48238 Cadillac Place: Suite #12-100, 3024 W. Grand Boulevard, Detroit, MI 48202



Article 1, Attachment B
Labor Rates



Article 1, Attachment C
Deliverables

Consumable Supplies (Excluding Paper) for the IBM InfoPrint Printers are provided directly by UNEQ, Inc. or other vendor selected by the State of Michigan and InfoPrint has no responsibility or obligation regarding consumable supplies.



**Preventive Maintenance Schedule
IBM InfoPrint 4000**

Types of Preventive Maintenance

Two types of scheduled preventive maintenance (PM) are performed on the printer:

- *Operator Maintenance* – tasks, which the operator performs.
- *Service Maintenance* - tasks, which the service representative performs at regular intervals, that are based on the number of feet of forms printed. Usually called preventive maintenance (PM).

Operator Maintenance

Operators are responsible for cleaning printer parts, replacing printer supplies, and checking print quality. These tasks are summarized below and are described in more detail in the *Operator’s Guide*.

Cleaning Tasks

The operator is responsible for cleaning:

- The corona wires each shift.
- The forms path and forms input bin on a daily basis.
- The oiler belt on a weekly basis.

Replacement Tasks

The customer is responsible for ordering and replacing the following supply items at the indicated intervals. A message appears on the Display/Touch Screen when replacement is necessary.

Developer mix	1.0 Mft at 150 PPM (pages per minute)
Fine filter	3.5 Mft (average) In the scheduled maintenance procedures, 1kft is 1000 linear feet of printer forms, and 1 Mft is 1000000 linear feet of printed forms.
Forms	As required
Fuser oil	500 kft per liter (average)
Oiler Wick Roll	Every 1.5 Mft at 150 PPM.
Toner	As required
Toner-collector bag	After every eight pressings of the Toner Supply Pushbutton

Print Quality Check

The operator is responsible for checking the print quality regularly. Each day, the operator should do the following.

4. Check for the following defects:
 - Background
 - Black spots
 - Poor fusing (such as the print rubbing off)
 - Print Streaks
 - Uneven print
 - Voids
5. Perform simple corrective actions (see the *Operator’s Guide*).
6. Save any print-quality defect samples for the service representative.



Service Maintenance

The steps below are to be followed when Preventive (service) Maintenance is performed:

5. Determine which PM procedures are due (Service Tasks – PM Procedures).
6. Order parts if necessary.
7. Do the procedure (Table 811).
8. Reset the counter (Changing a PM Counter).

Each step is explained at the section indicated.

Preventive maintenance consists of the following.

- Replacing parts that are predicted to wear out after a specified amount of use.
- Cleaning and checking other heavy-use areas of the printer.
- Looking for worn or damaged parts.

Usage of the printer, or of a part, is measured by the number of feet of forms that are passed through the printer. Counters reset individually when a part is replaced or scheduled maintenance performed, record this usage.

Various maintenance procedures should be scheduled according to total usage and the estimated life of parts. As the counters approach preselected usage levels or the end-of-life estimates for parts, a reminder of preventive maintenance due appears on the Preventive Maintenance Log window. The reminder appears when the CE (service) mode is entered.

Preventive maintenance is to be performed within ± 150 kft of the scheduled interval or end-of-life estimate for a part. For example, the first set of preventive maintenance tasks should be performed when the usage level reaches 1.5 Mft. Therefore, a PM reminder will be seen when the usage counter reaches 1.35 Mft (1.5 Mft minus 150 kft).

PM Schedule

Table 808 shows the cycle of preventive maintenance procedures for 36 Mft of machine usage. This schedule of procedures repeats every 36 Mft.

Table 819 shows the cycle that is repeated for 288 Mft of machine usage.

Performing PM on Schedule: On schedule is within ± 150 kft of the scheduled intervals. Find the appropriate print count in first column of the table. Perform the procedures that are indicated by the Xs, in that row.

Performing PM Off Schedule: Off schedule means, at a usage level between two scheduled intervals. In this case, perform the procedures that are indicated by the later of the two intervals, even though one or more of the procedures are not actually due. This may require discarding a part that was recently installed.



Table 808. Preventive Maintenance Checklist

Print Count (Mft)	1.5 Mft	3 Mft	6 Mft	9 Mft	12 Mft	18 Mft	Print Count (Mft)	1.5 Mft	3 Mft	6 Mft	9 Mft	12 Mft	18 Mft
1.5	X						19.5	X					
3.0	X	X					21.0	X	X				
4.5	X						22.5	X					
6.0	X	X	X				24.0	X	X	X		X	
7.5	X						25.5	X					
9.0	X	X		X			27.0	X	X		X		
10.5	X						28.5	X					
12.0	X	X	X		X		30.0	X	X	X			
13.5	X						31.5	X					
15.0	X	X					33.0	X	X				
16.5	X						34.5	X					
18.0	X	X	X	X		X	36.0	X	X	X	X	X	X

Table 811. Service PM Tasks by Interval

	Check	Clean	Replace
1.5 Mft Procedure	Corona Asm (all) Developer Front & Rear Seals	Charge Corona Asm Developer Doctor Blade Primary & Secondary Erase Lamp Filters Preheat Platen Manifold Distribution Filter Developer Front & Rear Seals	Cleaner Brush Oiler Wick Roll
3 Mft Procedure	Stacker Finger Belts Path Modifier Spring	Corona Asm (all) Optical Sensors (all)	
6 Mft Procedure	Sensor Margin Transfer Station Discharge Brush Laser Current Meter Cooling Fan Operation	AC Power Supply Cooling Filter	Fuser Filter Path Modifier Spring
9 Mft Procedure	Scuff Pressure Rollers Scuff Roll Drive Belt	B1 Logic Gate Filter Printhead Fan Filter	Scuff Roll Tire Rubbers Stacker Finger Belts Corona Wires
12 Mft Procedure		Clean & Lubricate Hot Roll Bearings Hot Roll Drive Gears	Hot Roll Front Collar Hot Roll Drive Collar Ozone Filter (if feat 911 installed) Pendulum Static Brushes
18 Mft Procedure			



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Section 8. Preventive Maintenance

This section contains information about maintaining the printer performance. Included in this section are procedures for cleaning the printer. While performing any maintenance procedure, visually inspect the printer for loose or broken cables, connectors, or other parts. Look for scratches, nicks, or gouges on the Transfer Belt Unit. Look around the paper path for spilled toner which might degrade print quality.

PREVENTIVE MAINTENANCE SCHEDULE

The preventive maintenance schedule is based on the number of pages printed, not any period of time. A heavily-used printer requires more frequent maintenance. Cleaning, check, and replacement intervals are based on the standard printer operating conditions described below. The intervals for your printer are shortened, for example, by running short jobs, by running high print coverage jobs, or by running low-usage-to-high-power-on-ratio.

Standard usage	Print volume	325 000 impressions / month
	Power-on time	400 hours / month
	Operating time	225 hours / month

8.1. Operator Tasks

The tasks in Table 8-1 are performed by the operator. Refer to the User's Guide for a full description of each item.

Table 8-1 Operator Tasks

	TASK	FREQUENCY
Activities	Power on or power off the printer	Before or after using
	Use the Operator Panel	As needed
	Load paper (Hopper)	As needed
	Remove paper (Stacker)	As needed
	Clear paper jams	As needed
	Add toner	As needed
	Replace developer mix	As needed
	Replace the Fuser Cleaner Brush	As needed
	Replace the Fuser Unit	As needed
	Advance the OPC	When directed (PQ); Once between auto-advances
	Replace the Cleaner Unit	As needed
	Replace the Transfer Belt Unit	As needed
	Add staples (with 3000-Sheet Stacker installed)	As needed
Check & Clean	Clean: Transfer Corona	Daily
	Clean Covers, Trays, Pick and Separate Rollers	Monthly
	Clean: Paper Guide, Paper Feed Rollers	Every two months

8.1.1. CRU Replacement Intervals

In addition to the PM tasks performed by the customer engineer, the items in Table 8-2 should be changed by an operator.

Table 8-2 Operator Tasks - PM Parts Replacement

PM Parts	Part Number	Qty	Page Count (X1000)	Location	Remarks
Cleaner Unit	1402683	1	300-500	7.1.2.(3) Page 7-11	Also see User's Guide
Fuser Unit	1402821	1	1 000	7.1.3.(1) Page 7-46	Fuser Unit includes 2 additional brushes.
Fuser Cleaner Brush	63H6804	2	350	See User's Guide	
Transfer Belt Unit	1402684	1	1 000	7.1.3.(2) Page 7-47	Also see User's Guide
Developer Mix	1402681	1	1 000	See User's Guide	
Staple Cartridge	1402820	4		See User's Guide	As needed (5000 staples/cartridge)

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Maintenance Information



Section 8. Preventive Maintenance (PM)

8.2. Customer Engineer Tasks

The following tasks are performed by customer engineers.

8.2.1. Periodic Cleaning Intervals

Table 8-3 Customer Engineer Tasks - Periodic Cleaning

Inspection & Maintenance Periodic Cleaning	Page Count (X1000) (see notes)	Maintenance Manual
EP Module		
•Charger Unit	300±70	8.4.1.(1) Page 8-8
•Pre-clean Erase Assembly	300±70	8.4.1.(2) Page 8-9
•Drum Wrap Sensor	300±70	8.4.1.(4) Page 8-11
•Other Items - PM Stay Cover, Toner Hopper, Recycle Joint, Cleaning Unit, Developer Unit Seal, Toner Hopper Seal, Toner Hopper Cartridge Seal, Cleaning Unit	300±70	8.4. Page 8-8, Table of Contents for Removal/Replacement
Paper Feed Module		
•Transfer Corona, Belt Erase Corona, and Transfer Belt Unit	300±70	8.4.2.(1) Page 8-13 8.4.1.(2) Page 8-9
•Fuser Unit - Heat Roll, Backup Roll, Separators, Sensors, Actuators, Trays	300±70	8.4.2.(2) Page 8-15
•Paper Feed Rollers	300±70	8.4.1.(3) Page 8-10
•Other Items - Hoppers, Stackers, Pick Rollers, Separate Rollers, Separator Assembly, Friction Sub-Assembly	300±70	8.4.5. Page 8-19, Table of Contents for Removal/Replacement
Duplex Path Unit		
•Pressure Roller Assembly	600±50	8.4.3. Page 8-17
Optical Unit		
•Window	1 200±200	8.4.4. Page 8-18
Registration Unit		
•CCD Sensor	1 200±200	8.4.6. Page 8-20

NOTES:

- These items should be checked, and cleaned if necessary, during each service call. Always clean these items at the Page Count interval specified in the table.
- At each 300K interval, clean any other contaminated areas or components.

8.2.2. Periodic Check Intervals

Table 8-4 Customer Engineer Tasks - Periodic Check

Inspection & Maintenance Periodic Check	Page Count (X1000)	Maintenance Manual
Check the Mechanism		
•Ensure cooling fans operate (during printing)	300±70	8.3.1.(4) Page 8-6
•Ensure Drum Unit Brake Pads do not exhibit wear	6 000±1000	7.1.2.(13) Page 7-23

Maintenance Information



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Section 8. Preventive Maintenance

8.2.3. PM Parts Replacement Intervals

After replacing a PM item, reset the counter to '0' for that item.

Table 8-5 Customer Engineer Tasks - PM Parts Replacement

PM Parts	Part Number	Qty	Page Count (or picks) (X1000)	Maintenance Manual	Remarks
Pick Roller	57G5087	2	600±60 picks	7.5.1.(1) Page 7-181	500 Sheet Hoppers
	"	2		7.5.2.(1) Page 7-198	2000 Sheet Hopper
	57G5086	2		7.8.1.(1) Page 7-253	Auxiliary Hopper
Separate Roller	57G5088	1	600±60 picks	7.5.1.(3) Page 7-183	500 Sheet Hoppers
	"	1		7.5.2.(3) Page 7-200	2000 Sheet Hopper
	"	1		7.8.1.(2) Page 7-254	Auxiliary Hopper
Separator Assembly	57G5295	1	600±60 picks	7.5.1.(2) Page 7-182	500 Sheet Hoppers
	"	1		7.5.2.(2) Page 7-199	2000 Sheet Hopper
	"	1		7.8.1.(3) Page 7-255	Auxiliary Hopper
Pre-clean (Corona) Wire	57G5490	1	1 200±200	7.1.2.(6) Page 7-14	
Pre-Clean Erase Assembly	14H7662	1	2 400±200	7.1.2.(4) Page 7-12	Also see 8.4.1.(2) Page 8-9
Charger PM Kit (2 Charger Wires, Wiper Pad)	90H3018	1	300±30	7.1.2.(2) Page 7-9	Replace See Note 1
Charger Unit	90H3016	1	2 400 ±200	7.1.2.(1) Page 7-8	Replace after 7 Charger PM Kits
Ozone Filter	30H7354	1	1 800 ±200 (6±1 months)	7.1.7.(1) Page 7-129	
Brake Pad	63H6817	3	6 000 ±200	7.1.2.(13) Page 7-23	

Note 1: Refer to the new procedure in Section 15. to clean or update the Charger Unit.



Article 2 – General Terms and Conditions

IBM agrees with the terms and conditions contained herein, subject to the proposed modifications, deletions and additions proposed herein. Any such proposed changes are subject to the mutual agreement of the parties.

2.010 Contract Structure and Administration

2.011 Definitions

Capitalized terms used in this Contract (including its Exhibits) shall have the meanings given below, unless the context requires otherwise:

- (a) “Days” means calendar days unless otherwise specified.
- (b) “24x7x365” means 24 hours a day, seven days a week, and 365 days a year (including the 366th day in a leap year).
- (c) “Additional Service” means any Services/Deliverables within the scope of the Contract, but not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration. “Additional Service” does not include New Work.
- (d) “Amendment Labor Rates” means the schedule of fully-loaded hourly labor rates attached as

Article 1, Attachment B.

- (e) “Audit Period” has the meaning given in **Section 2.111**.
- (f) “Business Day,” whether capitalized or not, shall mean any day other than a Saturday, Sunday or State-recognized legal holiday (as identified in the Collective Bargaining Agreement for State employees) from 8:00am EST through 5:00pm EST unless otherwise stated.
- (g) “Incident” means any interruption in Services.
- (h) “Business Critical” means any function identified in any Statement of Work as Business Critical.
- (i) “Deliverable” means physical goods and/or commodities as required or identified by a Statement of Work
- (j) “Key Personnel” means any Personnel designated in **Article 1, Section 1.201 and/or Attachment B**, as Key Personnel.
- (k) “New Work” means any Services/Deliverables outside the scope of the Contract and not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration. “New Work” does not include Additional Service.
- (l) “Services” means any function performed for the benefit of the State.
- (m) “State Location” means any physical location where the State performs work. State Location may include state-owned, leased, or rented space.
- (n) “Subcontractor” means a company Contractor delegates performance of a portion of the Services to, but does not include independent contractors engaged by Contractor solely in a staff augmentation role.
- (o) “Work in Process” means a Deliverable that has been partially prepared, but has not been presented to the State for Approval.

2.012 Attachments and Exhibits

All Attachments and/or Exhibits attached to any, and all Statement(s) of Work, attached to, or referencing this Contract, are incorporated in their entirety into, and form part of, this Contract.

2.013 Statements of Work

- (a) The parties agree that the Services/Deliverables to be rendered by Contractor pursuant to this Contract (and any future amendments of it) will be defined and described in detail in Statements of Work or Purchase Orders (PO) executed under this Contract. Contractor shall not be obliged or authorized to commence any work to implement a Statement of Work until authorized via a PO issued against this Contract, or an amendment to this Contract (see 2.106). Contractor shall perform in accordance with this Contract, including the Statements of Work/Purchase Orders executed under it.
- (b) Unless otherwise agreed by the parties, each Statement of Work (as defined in Article 1) will include, or incorporate by reference to the appropriate Contract Article 1 Attachment containing, the following information:
 - a description of the Services to be performed by Contractor under the Statement of Work;



- a project schedule (including the commencement and completion dates for all tasks, subtasks (for all projects of sufficient duration and complexity to warrant sub task breakdown), and Deliverables;
 - a list of the Deliverables to be provided, if any, including any particular specifications and acceptance criteria for such Deliverables, and the dates on which the Deliverables are scheduled to be completed and delivered to the State;
 - all Deliverable price schedules and other charges associated with the Statement of Work, the overall fixed price for such Statement of Work and any other appropriate pricing and payment terms;
 - a specification of Contractor's and the State's respective performance responsibilities with respect to the performance or completion of all tasks, subtasks and Deliverables;
 - a listing of any Key Personnel of Contractor and/or its Subcontractors for that Statement of Work and any future Statements of Work;
 - any other information or provisions the parties agree to include.
- (c) Reserved.
- (d) The initial Statements of Work, as of the Effective Date, are attached to this Contract.

2.014 Issuing Office

This Contract is issued by the Department of Management and Budget, Office of Acquisition Services ("OAS"), the Department of Labor and Economic Growth and the Department of Information Technology (collectively, including all other relevant State of Michigan departments and agencies, the "State"). OAS is the sole point of contact in the State with regard to all procurement and contractual matters relating to the Contract. **OAS is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Contract.** The Contractor Administrator within the Office of Acquisition Services for this Contract is:

Jacque Kuch
 Office of Acquisition Services
 Department of Management and Budget
 Mason Bldg, 2nd Floor
 PO Box 30026
 Lansing, MI 48909
 kuchj@michigan.gov
 517-241-0239

2.015 Contract Compliance Inspector

Upon receipt at OAS of the properly executed Contract, it is anticipated that the Director of DMB Acquisition Services, in consultation with (insert the end using agency), will direct that the person named below, or any other person so designated, be authorized to monitor and coordinate the activities for the Contract on a day-to-day basis during its term. However, monitoring of this Contract implies **no authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of such Contract as that authority is retained by the Office of Acquisition Services.** The Contract Compliance Inspector for this Contract is:

Ann Lindberg
 Department of Information Technology
 Cadillac Place, Suite 9-350
 3032 W. Grand Boulevard
 Detroit, MI 48202
 lindberga@michigan.gov
 (313)456-3218



2.016 Project Manager

2.020 Contract Objectives/Scope/Background

2.021 Background

See Article 1, Section 1.002

2.022 Purpose

See Article 1, Section 1.001

2.023 Objectives and Scope

See Article 1, Section 1.1 Scope of Work

2.024 Interpretation

RESERVED

2.025 Form, Function and Utility

RESERVED

2.030 Legal Effect and Term

2.031 Legal Effect

Except as otherwise agreed in writing by the parties, the State assumes no liability for costs incurred by Contractor or payment under this Contract, until Contractor is notified in writing that this Contract (or Change Order) has been approved by the State Administrative Board (if required), approved and signed by all the parties, and a Purchase Order against the Contract has been issued.

3.32 Contract Term

This Contract is for a period of three (3) years commencing on the date that the last signature required to make the Contract enforceable is obtained. All outstanding Purchase Orders shall also expire upon the termination (cancellation for any of the reasons listed in 2.210) of the Contract, unless otherwise extended pursuant to the Contract. Absent an early termination for any reason, Purchase Orders issued but not expired, by the end of the Contract's stated term, will remain in effect for the balance of the fiscal year for which they were issued.

2.033 Renewal(s)

This Contract may be renewed in writing by mutual agreement of the parties not less than thirty (30) days before its expiration. The Contract may be renewed for up to two (2) additional one (1) year periods. Successful completion of negotiations surrounding the terms of the extension, will be a pre-requisite for the exercise of any option year.

2.040 Contractor Personnel

2.42 Contractor Personnel

RESERVED

2.042 Contractor Identification

Contractor employees shall be clearly identifiable while on State property by wearing a State-issued badge, as required. Contractor employees are required to clearly identify themselves and the company they work for whenever making contact with State personnel by telephone or other means.



2.043 Cooperation with Third Parties

Contractor agrees to cause its personnel and the personnel of any Subcontractors to cooperate with the State and its agents and other contractors including the State's Quality Assurance personnel, and, as reasonably requested by the State, to provide to the State's agents and other contractors with reasonable access to Contractor's Project personnel, systems and facilities to the extent they relate to activities specifically associated with this Contract and will not interfere or jeopardize the safety or operation of the systems or facilities and provided Contractor receives reasonable prior written notice of such request. The State acknowledges that Contractor's time schedule for the Contract is very specific and agrees not to unnecessarily or unreasonably interfere with, delay or otherwise impeded Contractor's performance under this Contract with such requests for access.

2.044 Subcontracting by Contractor

(a) Contractor shall have full responsibility for the successful performance and completion of all of the Services and Deliverables. The State will consider Contractor to be the sole point of contact with regard to all contractual matters under this Contract, including payment of any and all charges for Services and Deliverables.

(b) Contractor shall not delegate any duties under this Contract to a Subcontractor unless the Department of Management and Budget, Office of Acquisition Services has given written consent to such delegation. The State shall have the right of prior written approval of all Subcontractors and to require Contractor to replace any Subcontractors found, in the reasonable judgment of the State, to be unacceptable. The State's request shall be written with reasonable detail outlining the reasons for the removal request. Additionally, the State's request shall be based on legitimate, good-faith reasons. Replacement Subcontractor(s) for the removed Subcontractor shall be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed Subcontractor, the State will agree to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any such incident with a removed Subcontractor results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Work will not be counted in **Section 2.076** for a time agreed upon by the parties.

(c) In any subcontracts entered into by Contractor for the performance of the Services, Contractor shall require the Subcontractor, to the extent of the Services to be performed by the Subcontractor, and to the extent practicable, to be bound to Contractor by the terms of this Contract and to assume toward Contractor all of the obligations and responsibilities that Contractor, by this Contract, assumes toward the State. The State reserves the right to receive copies of and review all subcontracts, although Contractor may delete or mask any proprietary information, including pricing, contained in such contracts before providing them to the State. The management of any Subcontractor will be the responsibility of Contractor, and Contractor shall remain responsible for the performance of its Subcontractors to the same extent as if Contractor had not subcontracted such performance. Contractor shall make all payments to Subcontractors or suppliers of Contractor. Except as otherwise agreed in writing by the State and Contractor, the State will not be obligated to direct payments for the Services other than to Contractor. The State's written approval of any Subcontractor engaged by Contractor to perform any obligation under this Contract shall not relieve Contractor of any obligations or performance required under this Contract. Attached as **Exhibit E** is a list of the Subcontractors, if any, approved by the State as of the execution of this Contract, together with a copy of the applicable subcontract.

(d) Except where specifically approved in writing by the State on a case-by-case basis, Contractor shall flow down the obligations in **Sections 2.040, 2.110, 2.150, 2.160, 2.171(c), 2.172(b), 2.180, 2.260, 2.276, 2.297** in all of its agreements with any Subcontractors.

(e) The Contractor shall select subcontractors (including suppliers) on a competitive basis to the maximum practical extent consistent with the objectives and requirements of the Contract.

2.045 Contractor Responsibility for Personnel



Contractor shall be responsible for all acts and omissions of its employees, as well as the acts and omissions of any other personnel furnished by Contractor to perform the Services.

2.050 State Standards

2.051 Existing Technology Standards

The Contractor will adhere to all existing standards as described within the comprehensive listing of the State's existing technology standards at http://www.michigan.gov/dit/0,1607,7-139-30639_30655---,00.html.

2.052 PM Methodology Standards

The State has adopted a standard documented Project Management Methodology (PMM) for use on all Information Technology (IT) based projects. See the State's PMM website at <http://www.michigan.gov/projectmanagement>.

The Contractor shall use the State's PPM to manage this Contract. If the Contractor requires training on the PMM, those costs shall be the responsibility of the Contractor, unless otherwise stated.

2.053 Adherence to Portal Technology Tools

The State has adopted the following tools for its Portal Technology development efforts:

- Vignette Content Management and personalization Tool
- Inktomi Search Engine
- E-Pay Payment Processing Module
- Websphere Commerce Suite for e-Store applications

Unless otherwise stated, Contractor must use the Portal Technology Tools to implement web content management and deployment efforts. Tools used for web-based application development must work in conjunction with Vignette and Inktomi. The interaction with Vignette and Inktomi must be coordinated with DIT, Enterprise Application Services Office, e-Michigan Web Development team.

Contractors that are compelled to use alternate tools must have received an exception from DIT, Enterprise Application Services Office, e-Michigan Web Development team, before this Contract is effective.

2.054 Acceptable Use Policy

To the extent that Contractor has access to the State computer system, Contractor must comply with the State's Acceptable Use Policy, see <http://www.michigan.gov/ditservice/0,1607,7-179-25781-73760--,00.html>. All Contractor employees must be required, in writing, to agree to the State's Acceptable Use Policy before accessing the State system. The State reserves the right to terminate Contractor's access to the State system if a violation occurs.

2.060 Deliverables

2.061 Ordering

(a) Any Services/Deliverables to be furnished under this Contract shall be ordered by issuance of written Purchase Orders/Blanket Purchase Order by the State after approval by the Contract Administrator or his/her designee. All orders are subject to the terms and conditions of this Contract. In the event of conflict between an order and this Contract, the Contract shall take precedence as stated in **Section 2.293**. In no event shall any additional terms and conditions contained on a Purchase Order/Blanket Purchase Order be applicable, unless specifically contained in that Purchase Order/Blanket Purchase Order's accompanying Statement of Work.

(b) DIT will continue to oversee the use of this Contract by End Users. DIT may, in writing, delegate to agencies the authority to submit requests for certain services directly to the Contractor. DIT may also designate, in writing, some services as non-delegated and require DIT review and approval before agency acquisition. DIT will use Contractor provided management reports and periodic random agency audits to monitor and administer contract usage for delegated services.

**2.65 Software**

RESERVED

2.66 Hardware

RESERVED

2.67 Equipment to be New and Prohibited Products

RESERVED

2.070 Performance**2.071 Performance, In General**

The State engages Contractor to execute the Contract and perform the Services/provide the Deliverables, and Contractor undertakes to execute and complete the Contract in its entirety in accordance with the terms and conditions of this Contract and with the participation of State representatives as specified in this Contract.

2.072 Time of Performance

(a) Contractor shall use commercially reasonable efforts to provide the resources necessary to complete all Services and Deliverables in accordance with the time schedules contained in the Statements of Work and other Exhibits governing the work, and with professional quality.

(b) Without limiting the generality of **Section 2.072(a)**, Contractor shall notify the State in a timely manner upon becoming aware of any circumstances that may reasonably be expected to jeopardize the timely and successful completion of any Deliverables/Services on the scheduled due dates in the latest State-approved delivery schedule and, in such event, shall inform the State of the projected actual delivery date.

(c) If Contractor believes that a delay in performance by the State has caused or will cause Contractor to be unable to perform its obligations in accordance with specified Contract time periods, Contractor shall notify the State in a timely manner and shall use commercially reasonable efforts to perform its obligations in accordance with such Contract time periods notwithstanding the State's failure. Contractor will not be in default for a delay in performance to the extent such delay is caused by the State.

2.75 Liquidated Damages

RESERVED

2.074 Bankruptcy

If Contractor shall file for protection under the bankruptcy laws, or if an involuntary petition shall be filed against Contractor and not removed within thirty (30) days, or if the Contractor becomes insolvent, be adjudicated bankrupt, or if it should make a general assignment for the benefit of creditors, or if a receiver shall be appointed due to its insolvency, and Contractor and/or its affiliates are unable to provide reasonable assurances that Contractor and/or its affiliates can deliver the services provided herein, the State may, without prejudice to any other right or remedy, terminate this Contract, in whole or in part, and, at its option, may take possession of the "Work in Process" and finish such Works in Process by whatever appropriate method the State may deem expedient. Contractor will fix appropriate notices or labels on the Work in Process to indicate ownership by the State. To the extent reasonably possible, materials and Work in Process shall be stored separately from other stock and marked conspicuously with labels indicating ownership by the State.

To secure the State's progress payments before the delivery of any services or materials required for the execution of Contractor's obligations hereunder, and any work which Contractor may subcontract in the support of the performance of its obligations hereunder, title shall vest in the State to the extent the State has made progress payments hereunder.

2.76 Time is of the Essence

RESERVED

2.076 Service Level Agreements (SLAs)



- (a) SLAs will be completed with the following operational considerations as mutually agreed between the parties:
- (i) SLAs will not be calculated for individual Incidents where any event of Excusable Failure has occurred as defined in **Section 2.202**,
 - (ii) SLAs will not be calculated for individual Incidents where loss of service is planned and where the State has received prior notification and/or coordination.
 - (iii) SLAs will not apply if the applicable Incident could have been prevented through planning proposed by Contractor and not implemented at the request of the State. In order to invoke this consideration, complete documentation relevant to the denied planning proposal must be presented to substantiate the proposal.
 - (iv) Time period measurements will be based on the time Incidents are received by the Contractor and the time that the State receives notification of resolution based on 24x7x365 time period, except that the time period measurement will be suspended based on the following (“Stop-Clock Conditions”):
 - 1. Time period(s) will not apply where Contractor does not have access to a physical State Location and where access to the State Location is necessary for problem identification and resolution.
 - 2. Time period(s) will not apply where Contractor needs to obtain timely and accurate information or appropriate feedback and is unable to obtain timely and accurate information or appropriate feedback from the State.
- (b) Chronic Failure for any Service(s) will be defined as three (3) unscheduled outage(s) or interruption(s) on any individual Service for the same reason or cause or if the same reason or cause was reasonably discoverable in the first instance over a rolling thirty (30) day period. Chronic Failure will result in the State’s option to terminate the effected individual Service(s) and procure them from a different vendor for the chronic location(s) with Contractor to pay the difference in charges for up to three (3) additional months. The termination of the Service will not affect any tiered pricing levels.
- (c) Root Cause Analysis will be performed on any Business Critical outage(s) or outage(s) on Services when requested by the Contract Administrator. Contractor will provide its analysis within two (2) weeks of outage(s) and provide a recommendation for resolution.
- (d) All decimals shall be rounded to two decimal places with 5 and greater rounding up and 4 and less rounding down unless otherwise specified.

2.080 Delivery and Acceptance of Deliverables

2.081 Delivery Responsibilities

Unless otherwise specified by the State within an individual order, the following shall be applicable to all orders issued under this Contract.

- (a) Shipment responsibilities - Services performed/Deliverables provided under this Contract shall be delivered “F.O.B. Destination, within Government Premises.” The Contractor shall have complete responsibility for providing all Services/Deliverables to all site(s) unless otherwise stated. Actual delivery dates will be specified on the individual purchase order.
- (b) Delivery locations - Services will be performed/Deliverables will be provided at every State of Michigan location within Michigan unless otherwise stated in the SOW. Specific locations will be provided by the State or upon issuance of individual purchase orders.
- (c) Damage Disputes - At the time of delivery to State Locations, the State shall examine all packages. The quantity of packages delivered shall be recorded and any obvious visible or suspected damage shall be noted at time of delivery using the shipper’s delivery document(s) and appropriate procedures to record such.

Where there is no obvious or suspected damage, all deliveries to a State Location must be opened by the State and the contents inspected for possible internal damage not visible externally within fourteen (14) days of receipt. Any damage must be reported to the Contractor within five (5) days of inspection. If this inspection does not occur and damages not reported within thirty (30) days of receipt, the cure for such damaged deliveries shall transfer to the delivery signing party.



2.082 Delivery of Deliverables

(a) Where applicable, the Statements of Work/POs contain lists of the Deliverables to be prepared and delivered by Contractor including, for each Deliverable, the scheduled delivery date and a designation of whether the Deliverable is a document (“Written Deliverable”), a good (“Physical Deliverable”) or a Service. All Deliverables shall be completed and delivered for State review and written approval and, where applicable, installed in accordance with the State-approved delivery schedule and any other applicable terms and conditions of the Contract.

2.083 Testing

(a) Prior to delivering any of the above-mentioned Statement of Work Physical Deliverables or Services to the State, Contractor will first perform all required quality assurance activities to verify that the Physical Deliverable or Service is complete and in conformance with its specifications listed in the applicable Statement of Work or Purchase Order. Before delivering a Physical Deliverable or Service to the State, Contractor shall certify to the State that (1) it has performed such quality assurance activities, (2) it has performed any applicable testing, (3) it has corrected all material deficiencies discovered during such quality assurance activities and testing, (4) the Deliverable or Service is in a suitable state of readiness for the State’s review and approval, and (5) the Deliverable/Service has all Critical Security patches/updates applied.

(b) If a Deliverable includes installation at a State Location, then Contractor shall (1) perform any applicable testing, (2) correct all material deficiencies discovered during such quality assurance activities and testing, and (3) inform the State that the Deliverable is in a suitable state of readiness for the State’s review and approval. To the extent that testing occurs at State Locations, the State shall be entitled to observe or otherwise participate in testing.

2.084 Approval of Deliverables, In General

(a) All Deliverables (Physical Deliverables and Written Deliverables) and Services require formal written approval by the State, in accordance with the following procedures. Formal approval by the State requires that the Deliverable be confirmed in writing by the State to meet its specifications, which will include the successful completion of Testing as applicable in **Section 2.083**, to be led by the State with the support and assistance of Contractor. The parties acknowledge that the approval process set forth herein will be facilitated by ongoing consultation between the parties, visibility of interim and intermediate Deliverables and collaboration on key decisions.

(b) The State’s obligation to comply with any State Review Period is conditioned on the timely delivery of Deliverables/Services being reviewed.

(c) Prior to commencement of its review or testing of a Deliverable/Service, the State may inspect the Deliverable/Service to confirm that all components of the Deliverable/Service have been delivered without material deficiencies. If the State determines that the Deliverable/Service has material deficiencies, the State may refuse delivery of the Deliverable/Service without performing any further inspection or testing of the Deliverable/Service. Otherwise, the review period will be deemed to have started on the day the State receives the Deliverable or the Service begins, and the State and Contractor agree that the Deliverable/Service is ready for use and, where applicable, certification by Contractor in accordance with **Section 2.083(a)**.

(d) The State will approve in writing a Deliverable/Service upon confirming that it conforms to and, performs in accordance with, its specifications without material deficiency. The State may, but shall not be required to, conditionally approve in writing a Deliverable/Service that contains material deficiencies if the State elects to permit Contractor to rectify them post-approval. In any case, Contractor will be responsible for working diligently to correct within a reasonable time at Contractor’s expense all deficiencies in the Deliverable/Service that remain outstanding at the time of State approval.

(e) If, after three (3) opportunities (the original and two repeat efforts), Contractor is unable to correct all deficiencies preventing Final Acceptance of a Deliverable/Service, the State may: (i) demand that Contractor cure the failure and give Contractor additional time to cure the failure at the sole expense of Contractor; or (ii) or (iii) terminate the particular Statement of Work for default, either in whole or in part by notice to Contractor provided Contractor is unable to cure such breach. Notwithstanding the foregoing, the State shall not use, as a



basis for exercising its termination rights under this Section, deficiencies discovered in a repeat State Review Period that could reasonably have been discovered during a prior State Review Period.

(f) The State, at any time and in its reasonable discretion, may halt the testing or approval process if such process reveals deficiencies in or problems with a Deliverable/Service in a sufficient quantity or of a sufficient severity as to make the continuation of such process unproductive or unworkable. In such case, the State may stop using the Service or return the applicable Deliverable to Contractor for correction and re-delivery prior to resuming the testing or approval process.

2.86 Process For Approval of Written Deliverables

The State Review Period for Written Deliverables will be the number of days set forth in the applicable Statement of Work following delivery of the final version of the Deliverable (failing which the State Review Period, by default, shall be five (5) Business Days for Written Deliverables of one hundred (100) pages or less and ten (10) Business Days for Written Deliverables of more than one hundred (100) pages). The duration of the State Review Periods will be doubled if the State has not had an opportunity to review an interim draft of the Written Deliverable prior to its submission to the State. The State agrees to notify Contractor in writing by the end of the State Review Period either stating that the Deliverable is approved in the form delivered by Contractor or describing any deficiencies that must be corrected prior to approval of the Deliverable (or at the State's election, subsequent to approval of the Deliverable). If the State delivers to Contractor a notice of deficiencies, Contractor will correct the described deficiencies and within thirty (30) Business Days resubmit the Deliverable in a form that shows all revisions made to the original version delivered to the State. Contractor's correction efforts will be made at no additional charge. Upon receipt of a corrected Deliverable from Contractor, the State will have a reasonable additional period of time, not to exceed the length of the original State Review Period, to review the corrected Deliverable to confirm that the identified deficiencies have been corrected.

2.086 Process for Approval of Services

The State Review Period for approval of Services is governed by the applicable Statement of Work (failing which the State Review Period, by default, shall be thirty (30) Business Days for Services). The State agrees to notify Contractor in writing by the end of the State Review Period either stating that the Service is approved in the form delivered by Contractor or describing any deficiencies that must be corrected prior to approval of the Services (or at the State's election, subsequent to approval of the Service). If the State delivers to Contractor a notice of deficiencies, Contractor will correct the described deficiencies and within thirty (30) Business Days resubmit the Service in a form that shows all revisions made to the original version delivered to the State. Contractor's correction efforts will be made at no additional charge. Upon implementation of a corrected Service from Contractor, the State will have a reasonable additional period of time, not to exceed the length of the original State Review Period, to review the corrected Service for conformity and that the identified deficiencies have been corrected.

2.087 Process for Approval of Physical Deliverables

The State Review Period for approval of Physical Deliverables is governed by the applicable Statement of Work (failing which the State Review Period, by default, shall be thirty (30) continuous Business Days for a Physical Deliverable). The State agrees to notify Contractor in writing by the end of the State Review Period either stating that the Deliverable is approved in the form delivered by Contractor or describing any deficiencies that must be corrected prior to approval of the Deliverable (or at the State's election, subsequent to approval of the Deliverable). If the State delivers to Contractor a notice of deficiencies, Contractor will correct the described deficiencies and within thirty (30) Business Days resubmit the Deliverable in a form that shows all revisions made to the original version delivered to the State. Contractor's correction efforts will be made at no additional charge. Upon receipt of a corrected Deliverable from Contractor, the State will have a reasonable additional period of time, not to exceed the length of the original State Review Period, to review the corrected Deliverable to confirm that the identified deficiencies have been corrected.

2.088 Final Acceptance

Unless otherwise stated in the Statement of Work or Purchase Order, "Final Acceptance" of each Deliverable shall occur when each Deliverable/Service has been approved by the State following the State Review Periods



identified in **Sections 2.080-2.087**. Payment will be made for Deliverables installed and accepted. Upon acceptance of a Service, the State will pay for all Services provided during the State Review Period that conformed to the acceptance criteria.

2.090 Financial

2.091 Pricing

(a) Fixed Prices for Services/Deliverables

Each Statement of Work/PO issued under this Contract shall specify (or indicate by reference to the appropriate Contract Exhibit) the firm, fixed prices for all Services/Deliverables, and the associated payment milestones and payment amounts. To the extent the parties agree that certain specific Services will be provided on a time and materials basis, such Services shall be provided at the Amendment Labor Rates (**Article 1, Attachment C**). The State may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor must show verification of measurable progress at the time of requesting progress payments.

(b) Adjustments for Reductions in Scope of Services/Deliverables

If the scope of the Services/Deliverables under any Statement of Work issued under this Contract is subsequently reduced by the State, the parties shall negotiate an equitable reduction in Contractor's charges under such Statement of Work commensurate with the reduction in scope, using the rates in **Article 1, Attachment C** unless specifically identified in an applicable Statement of Work.

(c) Services/Deliverables Covered

For all Services/Deliverables to be provided by Contractor (and its Subcontractors, if any) under this Contract, the State shall not be obligated to pay any amounts in addition to the charges specified in this Contract.

(d) Labor Rates

All time and material charges will be at the rates specified in **Article 1, Attachment B**.

2.94 Invoicing and Payment Procedures and Terms

(a) Invoicing and Payment – In General

(i) Each Statement of Work issued under this Contract shall list (or indicate by reference to the appropriate Contract Exhibit) the prices for all Services/Deliverables, equipment and commodities to be provided, and the associated payment milestones and payment amounts.

(ii) Each Contractor invoice will show details as to charges by Service/Deliverable component and location at a level of reasonable detail. The charges for Services billed on a time and materials basis shall be determined based on the actual number of hours of Services performed, at the applicable Labor Rates specified in **Article 1, Attachment B**. Invoices for Services performed on a time and materials basis will show, for each individual, the number of hours of Services performed during the billing period, the billable skill/labor category for such person and the applicable hourly billing rate. Prompt payment by the State is contingent on the Contractor's invoices showing the amount owed by the State minus any holdback amount to be retained by the State in accordance with **Section 2.094**.

(iii) Correct invoices will be due and payable by the State, in accordance with the State's standard payment procedure as specified in 1984 Public Act No. 279, MCL 17.51 et seq., within forty-five (45) days after receipt, provided the State determines that the invoice was properly rendered.

(b) Taxes (See Section 2.305 and Article 3, Section 3.022-3.024 for additional)

The State is exempt from Federal Excise Tax, State and Local Sales Taxes, and Use Tax with respect to the sale to and use by it of tangible personal property. Such taxes shall not be included in Contract prices as long as the State maintains such exemptions. Copies of all tax exemption certificates shall be supplied to Contractor, if requested.

(c) Out-of-Pocket Expenses

Contractor acknowledges that the out-of-pocket expenses that Contractor expects to incur in performing the Services/ providing the Deliverables (such as, but not limited to, travel and lodging, document reproduction and shipping, and long distance telephone) are included in Contractor's fixed price for each



Statement of Work. Accordingly, Contractor's out-of-pocket expenses are not separately reimbursable by the State unless, on a case-by-case basis for unusual expenses, the State has agreed in advance and in writing to reimburse Contractor for such an expense at the State's current travel reimbursement rates. See http://www.mi.gov/dmb/0,1607,7-150-9141_13132---,00.html for current rates.

(d) Pro-ration

To the extent there are any Services that are to be paid for on a monthly basis, the cost of such Services shall be pro-rated for any partial month.

(e) Antitrust Assignment

The Contractor assigns to the State any claim for overcharges resulting from antitrust violations to the extent that those violations concern materials or services supplied by third parties to the Contractor, toward fulfillment of this Contract.

(f) Final Payment

The making of final payment by the State to Contractor does not constitute a waiver by either party of any rights or other claims as to the other party's continuing obligations under the Contract, nor will it constitute a waiver of any claims by one party against the other arising from unsettled claims or failure by a party to comply with this Contract, including claims for Services and Deliverables not reasonably known until after acceptance to be defective or substandard. Contractor's acceptance of final payment by the State under this Contract shall constitute a waiver of all claims by Contractor against the State for payment under this Contract, other than those claims previously filed in writing on a timely basis and still unsettled.

2.95 State Funding Obligation

The State's obligation under this Contract is payable only and solely from funds appropriated for the purpose of this Contract. Contractor acknowledges and agrees that all funds for payments after the end of the current fiscal year are subject to the availability of a legislative appropriation for the purpose of this Contract. Events of non-appropriation are addressed further in **Section 2.210** of this Contract.

2.95 RESERVED

2.095 Electronic Payment Availability

Electronic transfer of funds is available to State contractors. Contractor is required to register with the State electronically at <http://www.cpexpress.state.mi.us>. Public Act 533 of 2004, requires all payments be transitioned over to EFT by October, 2005.

2.100 Contract Management

2.101 Contract Management Responsibility

(a) Contractor shall have overall responsibility for managing and successfully performing and completing the Services/Deliverables, with the participation and support of the State as specified in this Contract. Contractor shall endeavor to monitor and report the State's performance of its participation and support responsibilities (as well as Contractor's own responsibilities) and providing timely notice to the State in Contractor's reasonable opinion if the State's failure to perform its responsibilities is likely to delay the timely achievement of any Contract tasks.

(b) The Services/Deliverables will be provided by the Contractor either directly or through its affiliates, subsidiaries, subcontractors or resellers. Regardless of the entity providing the Service/Deliverable, the Contractor will act as a single point of contact coordinating these entities to meet the State's need for Services/Deliverables. Nothing in this Contract, however, shall be construed to authorize or require any party to violate any applicable law or regulation in its performance of this Contract.

2.102 Problem and Contract Management Procedures

Problem Management and Contract Management procedures will be governed by the Contract and the applicable Statements of Work.



2.103 Reports and Meetings

(a) Reports.

Within thirty (30) days after the Effective Date, the parties shall determine an appropriate set of periodic reports to be issued by Contractor to the State. Such reports may include:

- (i) separately address Contractor's performance in each area of the Services;
- (ii) for each area of the Services, assess the degree to which Contractor has attained or failed to attain the pertinent objectives in that area, including on-time completion and delivery of Deliverables;
- (iii) explain the reasons for any failure to achieve on-time completion and delivery of Deliverables and include a plan for corrective action where appropriate;
- (iv) describe any circumstances that Contractor anticipates will impair or prevent on-time completion and delivery of Deliverables in upcoming reporting periods;
- (v) include plans for corrective action or risk mitigation where appropriate and describe the status of ongoing problem resolution efforts;
- (vi) provide reports relative to any Time & Materials efforts setting forth a comparison of actual hours spent by Contractor (including its augmented personnel and Subcontractors) in performing the Project versus hours budgeted by Contractor .
- (vii) set forth a record of the material personnel changes that pertain to the Services and describe planned changes during the upcoming month that may affect the Services.
- (viii) include such documentation and other information may be mutually agreed to verify compliance with, and meeting the objectives of, this Contract.
- (ix) set forth an updated schedule that provides information on the status of upcoming Deliverables, expected dates of delivery (or redelivery) of such Deliverables and estimates on timing for completion of the Project.

(b) Meetings.

Within thirty (30) days after the Effective Date, the parties shall determine an appropriate set of meetings to be held between representatives of the State and Contractor. Contractor shall prepare and circulate an agenda sufficiently in advance of each such meeting to give participants an opportunity to prepare for the meeting. Contractor shall incorporate into such agenda items that the State desires to discuss. At the State's request, Contractor shall prepare and circulate minutes promptly after a meeting.

2.104 System Changes

Contractor is not responsible for and not authorized to make changes to any State systems without written authorization from the State. Any changes Contractor makes to State systems with the State's approval shall be done in accordance with applicable State procedures, including security, access and configuration management procedures.

2.105 Reserved



2.106 Change Requests

The State reserves the right to request from time to time, any changes to the requirements and specifications of the Contract and the work to be performed by the Contractor under the Contract. During the course of ordinary business, it may become necessary for the State to discontinue certain business practices or create Additional Services/Deliverables. At a minimum, to the extent applicable, the State would like the Contractor to provide a detailed outline of all work to be done, including tasks necessary to accomplish the services/deliverables, timeframes, listing of key personnel assigned, estimated hours for each individual per task, and a complete and detailed cost justification.

If the State requests the Contractor to perform any Services/Deliverables that are outside the scope of the Contractor's responsibilities under the Contract ("New Work"), the Contractor must notify the State promptly, and before commencing performance of the requested activities, that it believes the requested activities are New Work. If the Contractor fails to notify the State before commencing performance of the requested activities, any such activities performed before notice is given by the Contractor shall be conclusively considered to be in-scope Services/Deliverables, not New Work.

If the State requests the Contractor to perform any services or provide deliverables that are consistent with and similar to the Services/Deliverables being provided by the Contractor under the Contract, but which the Contractor reasonably and in good faith believes are not included within the Statements of Work, then before performing such services or providing such deliverables, the Contractor shall notify the State in writing that it considers the services or deliverables to be an Additional Service/Deliverable for which the Contractor should receive additional compensation. If the Contractor does not so notify the State, the Contractor shall have no right to claim thereafter that it is entitled to additional compensation for performing that service or providing that deliverable. If the Contractor does so notify the State, then such a service or deliverable shall be governed by the Change Request procedure in this Section.

In the event prices or service levels are not acceptable to the State, the Additional Services or New Work shall be subject to competitive bidding based upon the specifications.

(a) Change Requests

(i) State Requests

If the State should require Contractor to perform New Work, Additional Services or make changes to the Services that would affect the Contract completion schedule or the amount of compensation due Contractor (a "Change"), the State shall submit a written request for Contractor to furnish a proposal for carrying out the requested Change (a "Change Request").

(ii) Contractor Recommendations

Contractor shall be entitled to propose a Change to the State, on its own initiative, should it be of the opinion that this would benefit the Contract.

(iii) Upon receipt of a Change Request or on its own initiative, Contractor shall examine the implications of the requested Change on the technical specifications, Contract schedule and price of the Deliverables and Services and shall submit to the State without undue delay a written proposal for carrying out the Change. Contractor's proposal will include any associated changes in the technical specifications, Contract schedule and price and method of pricing of the Services. If the Change is to be performed on a time and materials basis, the Amendment Labor Rates shall apply to the provision of such Services. If Contractor provides a written proposal and should Contractor be of the opinion that a requested Change is not to be recommended, it shall communicate its opinion to the State but shall nevertheless carry out the Change as specified in the written proposal if the State directs it to do so.

(iv) By giving Contractor written notice within a reasonable time, the State shall be entitled to accept a Contractor proposal for Change, to reject it or to reach another agreement with Contractor. Should the parties agree on carrying out a Change, a written Contract Change Notice shall be prepared and issued under this Contract, describing the Change and its effects on the Services and any affected components of this Contract (a "Contract Change Notice").

(v) No proposed Change shall be performed until the proposed Change has been specified in a duly executed Contract Change Notice issued by the Department of Management and Budget, Office of Acquisition Services.



(vi) If the State requests Contractor to perform any activities that Contractor believes constitute a Change, Contractor must notify the State that it believes the requested activities are a Change prior to commencing the performance of the requested activities. If Contractor fails to so notify the State prior to commencing performance of the requested activities, such activities shall be considered to be performed gratuitously by Contractor, and Contractor shall not have any right thereafter to assert any claim for additional compensation or time for the performance of such activities. If Contractor commences performance of gratuitous services outside the scope of this Contract and subsequently elects to stop performing such out-of-scope services, Contractor must, at the request of the State, back out or reverse any changes resulting from such performance that would adversely affect the Contract.

2.108 Management Tools

RESERVED

2.110 Records and Inspections

2.111a Records and Inspections

(a) Inspection of Work Performed. The State's authorized representatives shall at all reasonable times and with ten (10) days prior written request, have access, to interim drafts of Deliverables or work-in-progress. Upon ten (10) Days prior written notice and at all reasonable times, the State's representatives shall be allowed to inspect, monitor, or otherwise evaluate the work being performed and to the extent that such access will not reasonably interfere or jeopardize the safety or operation of the systems or facilities. Contractor must provide all reasonable facilities and assistance for the State's representatives.

(b) Examination of Records. Contractor agrees that the State, including its duly authorized representatives, until the expiration of three(3) years following the creation of the material (collectively, the "Audit Period"), shall, upon twenty (20) days prior written notice, have access to and the right to examine and copy any of Contractor's books, records, documents and papers related to this Contract and pertinent to establishing Contractor's compliance with the Contract and with applicable laws and rules, including the State's procurement rules, regulations and procedures, and actual performance of the Contract for the purpose of conducting an audit, examination, excerpt and/or transcription but the State or any third party shall not have access to any information deemed confidential to Contractor to the extent such access would require such confidential information to become publicly available (including but not limited to Contractor's confidential financial information such as cost or pricing methodologies, overheads, profit margins, internal audit results, Contractor's Personnel data or those of its subcontractors).. This provision also applies to the books, records, accounts, documents and papers, in print or electronic form, of any parent, affiliated or subsidiary organization of Contractor, or any Subcontractor of Contractor performing services in connection with the Contract.

(c) Retention of Records. Contractor shall maintain at least until the end of the Audit Period all pertinent financial and accounting records (including time sheets and payroll records, and information pertaining to the Contract and to the Services, equipment, and commodities provided under the Contract) pertaining to the Contract in accordance with generally accepted accounting principles and other procedures specified in this Section. Financial and accounting records shall be made available, upon request, on no more than an annual basis to the State. If an audit, litigation, or other action involving Contractor's records is initiated before the end of the Audit Period, the records must be retained until all issues arising out of the audit, litigation, or other action are resolved or until the end of the Audit Period, whichever is later.

(d) Audit Resolution. If necessary, the Contractor and the State shall meet to review each audit report promptly after issuance. The Contractor will respond to each audit report in writing within thirty (30) days from receipt of such report, unless a shorter response time is specified in such report. The Contractor and the State shall develop, agree upon and monitor an action plan to promptly address and resolve any deficiencies, concerns, and/or recommendations in such audit report.



2.112 Errors

(a) If the audit demonstrates any errors in the statements provided to the State, then the amount in error shall be reflected as a credit or debit on the next invoice and in subsequent invoices until the amount is paid or refunded in full. However, a credit or debit may not be carried for more than four (4) quarterly statements. If a balance remains after four (4) quarterly statements, then the remaining amount will be due as a payment or refund within forty-five (45) days of the last quarterly statement that the balance appeared on or termination of the contract, whichever is earlier.

(b) In addition to other available remedies, the difference between the payment received and the correct payment amount is greater than ten percent (10%), then the Contractor shall pay all of the reasonable costs of the audit.

2.120 State Responsibilities

2.121 State Performance Obligations

(a) Equipment and Other Resources. To facilitate Contractor's performance of the Services/Deliverables, the State shall provide to Contractor such equipment and resources as identified in the Statements of Work or other Contract Exhibits as items to be provided by the State.

(b) Facilities. The State shall designate space as long as it is available and as provided in the Statement of Work, to house Contractor's personnel whom the parties agree will perform the Services/Deliverables at State facilities (collectively, the "State Facilities"). Contractor shall have reasonable access to, and unless agreed otherwise by the parties in writing shall observe and comply with all reasonable rules and regulations, relating to each of the State Facilities (including hours of operation) used by Contractor in the course of providing the Services. Contractor agrees that it will not, without the prior written consent of the State, use any State Facilities or access any State information systems provided for Contractor's use, or to which Contractor otherwise gains access in the course of performing the Services, for any purpose other than providing the Services to the State.

(c) Return. Contractor shall be responsible for returning to the State any State-furnished equipment, facilities and other resources when no longer required for the Contract in the same condition as when provided by the State, reasonable wear and tear excepted.

(d) Except as otherwise provided in **Section 2.220**, the State's failure to perform its responsibilities as set forth in this Contract shall not be deemed to be grounds for termination by Contractor. However, Contractor will not be liable for any default or delay in the performance of its obligations under this Contract to the extent such default or delay is caused by nonperformance of the State's obligations under this Contract, provided Contractor provides the State with reasonable written notice of such nonperformance and Contractor uses commercially reasonable efforts to perform notwithstanding the State's failure to perform. In addition, if the State's nonperformance of its responsibilities under this Contract materially increases the time required for Contractor's performance or Contractor's cost of performance, Contractor shall be entitled to seek an equitable extension via the Change Request process described in **Section 2.106**.

2.130 Security

2.131 Background Checks (required for IT contracts)

The Contractor shall authorize the investigation of its personnel (to the extent contractor is authorized to make such authorization) proposed to have access to State facilities and systems on a case by case basis. The scope of the background check is at the discretion of the State (according to Michigan State Police policy and practice) and the results will be used to determine Contractor personnel eligibility for working within State facilities and systems. Such investigations will include Michigan State Police Background checks (ICHAT) and may include the National Crime Information Center (NCIC) Finger Prints. Proposed Contractor personnel may be required to complete and submit an RI-8 Fingerprint Card for the NCIC Finger Print Check. Any request for background checks will be initiated by the State and will be reasonably related to the type of work requested.

All Contractor personnel will also be expected to comply with the State's reasonable security and acceptable use policies for State IT equipment and resources. See <http://www.michigan.gov/ditservice/0,1607,7-179-25781-73760--,00.html>. Furthermore, Contractor personnel will be expected to agree to the State's security



and acceptable use policies before the Contractor personnel will be accepted as a resource to perform work for the State. It is expected the Contractor will present these documents to the prospective employee before the Contractor presents the individual to the State as a proposed resource. Contractor staff will be expected to comply with all Physical Security procedures in place within the facilities where they are working.

2.140 Reserved

2.150 Confidentiality

2.151 Freedom of Information

All information in any proposal submitted to the State by Contractor and this Contract is subject to the provisions of the Michigan Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, et seq (the "FOIA").

2.152 Confidentiality

Contractor and the State each acknowledge that the other possesses and will continue to possess confidential information that has been developed or received by it. As used in this Section, "Confidential Information" of Contractor shall mean all non-public proprietary information of Contractor (other than Confidential Information of the State as defined below) which is marked confidential, restricted, proprietary or with a similar designation. "Confidential Information" of the State shall mean any information which is retained in confidence by the State (or otherwise required to be held in confidence by the State pursuant to applicable federal, state and local laws and regulations) or which, in the case of tangible materials provided to Contractor by the State pursuant to its performance under this Contract, is marked as confidential, proprietary or with a similar designation by the State. In the case of information of either Contractor or the State "Confidential Information" shall exclude any information (including this Contract) that is publicly available pursuant to the Michigan FOIA.

2.153 Protection of Confidential Information

The State and Contractor will each use at least the same degree of care to prevent disclosing to third parties the Confidential Information of the other as it employs to avoid unauthorized disclosure, publication or dissemination of its own confidential information of like character, but in no event less than reasonable care. Neither Contractor nor the State will (i) make any use of the Confidential Information of the other except as contemplated by this Contract, (ii) acquire any right in or assert any lien against the Confidential Information of the other, or (iii) if requested to do so, refuse for any reason to promptly return the other party's Confidential Information to the other party. Each party will limit disclosure of the other party's Confidential Information to employees and Subcontractors who must have access in order to fulfill the purposes of this Contract. Disclosure to, and use by, a Subcontractor is permissible where (A) use of a Subcontractor is authorized under this Contract, (B) such disclosure is necessary or otherwise naturally occurs in connection with work that is within such Subcontractor's scope of responsibility, and (C) Contractor obligates the Subcontractor in a written Contract to maintain the State's Confidential Information in confidence. Except for personally identifiable information, Confidential Information disclosed under this Agreement will be subject to this Agreement for two years following the initial date of disclosure

2.154 Exclusions

Notwithstanding the foregoing, the provisions of this Section will not apply to any particular information which the State or Contractor can demonstrate (i) was, at the time of disclosure to it, in the public domain; (ii) after disclosure to it, is published or otherwise becomes part of the public domain through no fault of the receiving party; (iii) was in the possession of the receiving party at the time of disclosure to it without an obligation of confidentiality; (iv) was received after disclosure to it from a third party who had a lawful right to disclose such information to it without any obligation to restrict its further disclosure; or (v) was independently developed by the receiving party without reference to Confidential Information of the furnishing party. Further, the provisions of this Section will not apply to any particular Confidential Information to the extent the receiving party is required by law to disclose such Confidential Information, provided that the receiving party (i) promptly



provides the furnishing party with notice of the legal request, and (ii) assists the furnishing party in resisting or limiting the scope of such disclosure as reasonably requested by the furnishing party.

2.155 No Implied Rights

Nothing contained in this Section shall be construed as obligating a party to disclose any particular Confidential Information to the other party, or as granting to or conferring on a party, expressly or impliedly, any right or license to the Confidential Information of the other party.

2.156 Remedies

Each party acknowledges that, if it breaches (or attempts or threatens to breach) its obligations under this Section, the other party may be irreparably harmed. Accordingly, if a court of competent jurisdiction should find that a party has breached (or attempted or threatened to breach) any such obligations, the non-breaching party may be entitled to seek an injunction preventing such breach (or attempted or threatened breach).

2.157 Security Breach Notification

In the event of a breach of this Section, Contractor shall take (i) prompt corrective action to cure any such deficiencies and (ii) any reasonable action pertaining to such unauthorized disclosure required by applicable federal and state laws and regulations. Contractor and the State will cooperate to mitigate, to the extent practicable, the effects of any breach, intrusion, or unauthorized use or disclosure. Contractor shall report to the State in writing any use or disclosure of Confidential Information, whether suspected or actual, other than as provided for by the Contract within ten (10) days of becoming aware of such use or disclosure or such shorter time period as is reasonable under the circumstances. All such Contractor obligations in Articles 2.152 thru 2.157 shall be subject to Article 2.201 herein.

2.158 Survival

The parties' respective obligations under this Section shall survive the termination or expiration of this Contract for any reason.

2.159 Destruction of Confidential Information

Promptly upon termination or cancellation of the Contract for any reason, Contractor shall certify to the State that Contractor has destroyed all State Confidential Information.

2.160 Proprietary Rights

2.161 Ownership

RESERVED

2.165 Rights in Data

RESERVED

2.164 Ownership of Materials

State and Contractor will continue to own their respective technologies developed before entering into the Contract. Any hardware bought through the Contractor by the State, and paid for by the State, will be owned by the State. Any software licensed through the Contractor and sold to the State, will be licensed directly to the State.

2.166 Standard Software

RESERVED



2.167 Pre-existing Materials for Custom Software Deliverables

RESERVED

2.167 General Skills

Notwithstanding anything to the contrary in this Section, each party, its Subcontractors and their personnel shall be free to use and employ its and their general skills, know-how and expertise, and to use, disclose and employ any generalized ideas, concepts, know-how, methods, techniques or skills gained or learned during the course of performing the Services.

2.170 Warranties And Representations

2.171 Warranties and Representations

The Contractor represents and warrants:

- (a) It is capable in all respects of fulfilling and shall fulfill all of its obligations under this Contract. The performance of all obligations under this Contract shall be provided in a timely, professional, and workman-like manner and shall meet the performance and operational standards required under this Contract.
- (b) The Contract Appendices, Attachments and Exhibits identify the equipment and software and services necessary for the Deliverable(s) to perform and Services to operate in compliance with the Contract's requirements and other standards of performance.
- (c) It is the lawful owner or licensee of any Deliverable licensed or sold to the State by Contractor or developed by Contractor under this Contract, and Contractor has all of the rights necessary to convey to the State the ownership rights or licensed use, as applicable, of any and all Deliverables. .
- (d) If, under this Contract, Contractor procures any equipment, software or other Deliverable for the State (including equipment, software and other Deliverables manufactured, re-marketed or otherwise sold by Contractor under Contractor's name), then in addition to Contractor's other responsibilities with respect to such items in this Contract, Contractor shall assign or otherwise transfer to the State or its designees, or afford the State the benefits of, any manufacturer's warranty for the Deliverable.
- (e) The contract signatory has the power and authority, including any necessary corporate authorizations, necessary to enter into this Contract, on behalf of Contractor.
- (f) It is qualified and registered to transact business in all locations where required.
- (g) Neither the Contractor nor any Affiliates, nor any employee of either, has, shall have, or shall acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of its duties and responsibilities to the State under this Contract or otherwise create an appearance of impropriety with respect to the award or performance of this Agreement. Contractor shall notify the State within two (2) days of any such interest that may be incompatible with the interests of the State.
- (h) Neither Contractor nor any Affiliates, nor any employee of either has accepted or shall accept anything of value based on an understanding that the actions of the Contractor or Affiliates or employee on behalf of the State would be influenced. Contractor shall not attempt to influence any State employee by the direct or indirect offer of anything of value.
- (i) Neither Contractor nor any Affiliates, nor any employee of either has paid or agreed to pay any person, other than bona fide employees and consultants working solely for Contractor or such Affiliate, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of this Contract.



(j) The prices proposed by Contractor were arrived at independently, without consultation, communication, or agreement with any other bidder for the purpose of restricting competition; the prices quoted were not knowingly disclosed by Contractor to any other bidder; and no attempt was made by Contractor to induce any other person to submit or not submit a proposal for the purpose of restricting competition.

(k) All financial statements, reports, and other information furnished by Contractor to the State as part of its response to the RFP or otherwise in connection with the award of this Contract fairly and accurately represent the business, properties, financial condition, and results of operations of Contractor as of the respective dates, or for the respective periods, covered by such financial statements, reports, other information. Since the respective dates or periods covered by such financial statements, reports, or other information, there have been no material adverse change in the business, properties, financial condition, or results of operations of Contractor.

(m) All written information furnished to the State by or behalf of Contractor in connection with this Contract, including its bid, is true, accurate, and complete, and contains no untrue statement of material fact or omits any material fact necessary to make such information not misleading.

(n) It is not in material default or breach of any other contract or agreement that it may have with the State or any of its departments, commissions, boards, or agencies. Contractor further represents and warrants that it has not been a party to any contract with the State or any of its departments that was terminated by the State or such department within the previous five (5) years for the reason that Contractor failed to perform or otherwise breached an obligation of such contract.

2.172 Software Warranties

RESERVED

2.173 Equipment Warranty

RESERVED

2.174 Physical Media Warranty

RESERVED

2.175a DISCLAIMER

THE FOREGOING EXPRESS WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES AND EACH PARTY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

2.175b Standard Warranties

(a) Warranty of title

Contractor shall convey good title in those Deliverables, whose transfer is right and lawful. All Deliverables provided by Contractor shall be delivered free from any security interest, lien, or encumbrance. Deliverables shall be delivered free of any rightful claim of any third person of ownership, interest, lien or encumbrance.

THE FOREGOING EXPRESS WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES AND EACH PARTY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE



2.176 Consequences For Breach

In addition to any remedies available in law, if the Contractor breaches any of the warranties contained in this section, such material breach may be considered as a default in the performance of a material obligation of this Contract.

2.180 Insurance

2.181 Liability Insurance

(a) Liability Insurance

The Contractor is required to provide proof of the minimum levels of insurance coverage as indicated below. The purpose of this coverage shall be to protect the State from claims which may arise out of or result from the Contractor's performance of services under the terms of this Contract, whether such services are performed by the Contractor, or by any subcontractor, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts they may be liable.

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies and only if the contractor's negligent in their performance of work within the scope of this contract, the Contractor is required to maintain pursuant to this Contract.

All insurance coverages provided relative to this Contract/Purchase Order are PRIMARY and NON-CONTRIBUTING to any comparable liability insurance (including self-insurances) carried by the State, and only as respect to third party property damage and third party bodily injury arising out of contractor's negligence and for which contractor is found to be legally liable. Primary and noncontributory coverage will apply only as respect to the specific activities/projects that contractor undertakes under this specific contract, except for premise liability on customer premise under Commercial General Liability where IBM does not control the premises.

The insurance shall be written for not less than any minimum coverage specified in this Contract or required by law, whichever is greater.

The insurers selected by Contractor shall have an A.M. Best rating of A or better, or as otherwise approved in writing by the State, or if such ratings are no longer available, with a comparable rating from a recognized insurance rating agency. All policies of insurance required in this Contract shall be issued by companies that have been approved to do business in the State.

See http://www.mi.gov/cis/0,1607,7-154-10555_22535---,00.html.

Where specific limits are shown, they are the minimum acceptable limits. If Contractor's policy contains higher limits, the State shall be entitled to coverage to the extent of such higher limits.

Before the Contract is signed by both parties or before the purchase order is issued by the State, the Contractor must furnish to the Director of Purchasing Operations, certificate(s) of insurance verifying insurance coverage ("Certificates"). The Certificate must be on the standard "accord" form or equivalent. **THE CONTRACT OR PURCHASE ORDER NO. MUST BE SHOWN ON THE CERTIFICATE OF INSURANCE TO ASSURE CORRECT FILING.** All Certificate(s) are to be prepared and submitted by the Insurance Provider. All certificate(s) shall contain a provision indicating that coverage's afforded under the policies will not be cancelled or not renewed. The certificate of insurance shall outline that the insurer will endeavor to provide thirty (30) days prior written notice, except for ten (10) days for non-payment of premium, having been given to the Director of Purchasing Operations, Department Of Management and Budget. The notice must include the Contract or Purchase Order number affected and be mailed to: Director, Purchasing Operations, Department of Management and Budget, P.O> Box 30026, Lansing, Michigan 48909. Failure to provide evidence of coverage, may, at the State's sole option, result in this Contract's termination.

The Contractor is required to pay for and provide the type and amount of insurance checked below:



- 1. Commercial General Liability with the following minimum coverage:
 \$2,000,000 General Aggregate Limit other than Products/Completed Operations
 \$2,000,000 Products/Completed Operations Aggregate Limit
 \$1,000,000 Personal & Advertising Injury Limit
 \$1,000,000 Each Occurrence Limit
 \$500,000 Fire Damage Limit (any one fire)

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

- 2. If a motor vehicle is used to provide services or products under this Contract, the Contractor must have vehicle liability insurance on any auto including owned, hired and non-owned vehicles used in Contractor’s business for bodily injury and property damage as required by law.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the vehicle liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company .

- 3. Workers’ compensation coverage must be provided in accordance with applicable laws governing the employees and employers work activities in the state of the Contractor’s domicile. If the applicable coverage is provided by a self-insurer, proof must be provided of approved self-insured authority by the jurisdiction of domicile. For employees working outside of the state of qualification, Contractor must provide appropriate certificates of insurance proving mandated coverage levels for the jurisdictions where the employees’ activities occur.

Any certificates of insurance received must also provide a list of states where the coverage is applicable.

The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company. This provision shall not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

- 4. Employers liability insurance with the following minimum limits:

\$100,000 each accident
 \$100,000 each employee by disease
 \$500,000 aggregate disease

- 5. Employee Fidelity, including Computer Crimes, insurance naming the State as a loss payee, providing coverage for direct loss to the State and any legal liability of the State arising out of or related to fraudulent or dishonest acts committed by the employees of Contractor or its Subcontractors, acting alone or in collusion with others, in a minimum amount of one million dollars (\$1,000,000.00) with a maximum deductible of fifty thousand dollars (\$50,000.00).

- 6. Umbrella or Excess Liability Insurance in a minimum amount of ten million dollars (\$10,000,000.00), which shall apply, at a minimum, to the insurance required in Subsection 1 (Commercial General Liability) above.

- 7. Professional Liability (Errors and Omissions) Insurance with the following minimum coverage: three million dollars (\$3,000,000.00) each occurrence and three million dollars (\$3,000,000.00) annual aggregate.



□ 8. Fire and Personal Property Insurance covering against any loss or damage to the office space used by Contractor for any reason under this Contract, and the equipment, software and other contents of such office space, including without limitation, those contents used by Contractor to provide the Services to the State, up to the replacement value thereof, where such office space and its contents are under the care, custody and control of Contractor. Such policy shall cover all risks of direct physical loss or damage, including without limitation, flood and earthquake coverage and coverage for computer hardware and software. The State shall be endorsed on the policy as a loss payee as its interests appear.

(b) Subcontractors

Except where the State has approved in writing a Contractor subcontract with other insurance provisions, Contractor shall require all of its Subcontractors under this Contract to purchase and maintain the insurance coverage as described in this Section for the Contractor in connection with the performance of work by those Subcontractors. Alternatively, Contractor may include any Subcontractors under Contractor's insurance on the coverage required in this Section. Subcontractor(s) shall fully comply with the insurance coverage required in this Section. Failure of Subcontractor(s) to comply with insurance requirements does not limit Contractor's liability or responsibility.

(c) Certificates of Insurance and Other Requirements

Contractor shall furnish to the Office of Acquisition Services certificate(s) of insurance verifying insurance coverage or providing satisfactory evidence of self-insurance as required in this Section (the "Certificates"). Before the Contract is signed, and not less than 20 days before the insurance expiration date every year thereafter, the Contractor shall provide evidence that the State and its agents, officers and employees are listed as additional insureds under each commercial general liability and commercial automobile liability policy. In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

Contractor shall maintain all required insurance coverage throughout the term of the Contract and any extensions thereto and, in the case of claims-made Commercial General Liability policies, shall secure tail coverage for at least three (3) years following the expiration or termination for any reason of this Contract. The minimum limits of coverage specified above are not intended, and shall not be construed, to limit any liability or indemnity of Contractor under this Contract to any indemnified party or other persons. Contractor shall be responsible for all deductibles with regard to such insurance. If Contractor fails to pay any premium for required insurance as specified in this Contract, or if any insurer cancels or significantly reduces any required insurance as specified in this Contract without the State's written consent, at the State's election (but without any obligation to do so) after the State has given Contractor at least thirty (30) days written notice, the State may pay such premium or procure similar insurance coverage from another company or companies; and at the State's election, the State may deduct the entire cost (or part thereof) from any payment due Contractor, or Contractor shall pay the entire cost (or any part thereof) upon demand by the State.

2.190 Indemnification

2.191 Indemnification

(a) General Indemnification

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from liability, including all claims and losses, and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties), accruing or resulting to any person, firm or corporation from property damage or bodily injury solely caused by the Contractor in the performance of this Contract and that are attributable to the negligence or tortious acts of the Contractor or any of its subcontractors, or by anyone else for whose acts any of them may be liable.



(b) Code Indemnification

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from any claim, loss, or expense arising from Contractor's breach of the No Surreptitious Code Warranty.

(c) Employee Indemnification

In any and all claims against the State of Michigan, its departments, divisions, agencies, sections, commissions, officers, employees and agents, by any employee of the Contractor or any of its subcontractors, the indemnification obligation under the Contract shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its subcontractors under worker's disability compensation acts, disability benefit acts or other employee benefit acts. This indemnification clause is intended to be comprehensive. Any overlap in provisions, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other provisions.

(d) Patent/Copyright Infringement Indemnification

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from and against all third party claims for losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding brought against the State to the extent that such action or proceeding is based on a claim that any piece of IBM equipment, software, commodity or service supplied by the Contractor or its subcontractors, or the operation of such equipment, software, commodity or service, or the use or reproduction of any documentation provided with such equipment, software, commodity or service infringes any United States patent, copyright, trademark or trade secret of any person or entity, which is enforceable under the laws of the United States.

In addition, should the equipment, software, commodity, or service, or its operation, become or in the State's or Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor shall at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if such option is not reasonably available to the Contractor, (ii) replace or modify to the State's satisfaction the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if such option is not reasonably available to Contractor, (iii) accept its return by the State with appropriate credits to the State against the Contractor's charges and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it, subject to Section 2.201 herein.

The foregoing shall be the State's sole and exclusive remedy for any infringement covered under this provision. Notwithstanding the foregoing, the Contractor shall have no obligation to indemnify or defend the State for, or to pay any costs, damages or attorneys' fees related to, any claim based upon (i) equipment developed based on written specifications of the State; or (ii) use of the equipment in a configuration other than implemented or approved in writing by the Contractor, including, but not limited to, any modification of the equipment by the State; or (iii) the combination, operation, or use of the equipment with equipment or software not supplied by the Contractor under this Contract.

2.192 Continuation of Indemnification Obligations

The Contractor's duty to indemnify pursuant to this Section continues in full force and effect, notwithstanding the expiration or early cancellation of the Contract, with respect to any claims based on facts or conditions that occurred prior to expiration or cancellation.

2.193 Indemnification Procedures

The procedures set forth below shall apply to all indemnity obligations under this Contract.

(a) After receipt by the State of notice of the action or proceeding involving a claim in respect of which it will seek indemnification, the State shall promptly notify Contractor of such claim in writing and take or assist Contractor in taking, as the case may be, any reasonable action to avoid the imposition of a default judgment against Contractor. No failure to notify Contractor shall relieve Contractor of its indemnification obligations except to the extent that Contractor can demonstrate damages attributable to such failure. Within ten (10) days following receipt of written notice from the State relating to any claim, Contractor shall notify the State in writing whether Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying Contractor of a claim and prior to the State receiving Contractor's Notice of



Election, the State shall be entitled to defend against the claim, at Contractor's expense, and Contractor will be responsible for any reasonable costs incurred by the State in defending against the claim during such period.

(b) If Contractor delivers a Notice of Election relating to any claim periodically advise the State about the status and progress of the defense. Any litigation activity on behalf of the State of Michigan, or any of its subdivisions pursuant to this Section, must be coordinated with the Department of Attorney General. In the event the insurer's attorney represents the State pursuant to this Section, the insurer's attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

(c) If Contractor does not deliver a Notice of Election relating to any claim of which it is notified by the State as provided above, the State shall have the right to defend the claim in such manner as it may deem appropriate, at the cost and expense of Contractor. If it is determined that the claim was one against which Contractor was required to indemnify the State, upon request of the State, Contractor shall promptly reimburse the State for all such reasonable costs and expenses.

2.200 Limits of Liability and Excusable Failure

2.201 Limits of Liability

The Contractor's liability for damages to the State shall be limited to two times the value of the Contract or \$200,000 (which ever is higher). The foregoing limitation of liability shall not apply to claims for infringement of United States patent, copyright, trademarks or for misappropriation of trade secrets; to claims for bodily injury or damage to property; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

The State's liability for damages to the Contractor shall be limited to the value of the Contract.

Neither the Contractor nor the State shall be liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability shall not apply to claims for infringement of United States patent, copyright, trademark or for misappropriation of trade secrets; to claims for bodily injury or damage to property or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

2.202 Excusable Failure

Neither party will be liable for any default, damage or delay in the performance of its obligations under the Contract to the extent such default, damage or delay is caused by government regulations or requirements (executive, legislative, judicial, military or otherwise), power failure, electrical surges or current fluctuations, lightning, earthquake, war, water or other forces of nature or acts of God, delays or failures of transportation, equipment shortages, suppliers' failures, or acts or omissions of common carriers, fire; riots, civil disorders; strikes or other labor disputes, embargoes; injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of such party; provided the non-performing party and its Subcontractors are without fault in causing such default or delay, and such default or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workaround plans or other means, including disaster recovery plans.

In such event, the non-performing party will be excused from any further performance or observance of the obligation(s) so affected for as long as such circumstances prevail and such party continues to use its commercially reasonable efforts to recommence performance or observance whenever and to whatever extent possible without delay and provided further that such party promptly notifies the other party in writing of the inception of the excusable failure occurrence, and also of its abatement or cessation.

If any of the above-enumerated circumstances substantially prevent, hinder, or delay Contractor's performance of the Services/provision of Deliverables for more than ten (10) Business Days, and the State determines that performance is not likely to be resumed within a period of time that is satisfactory to the State in its reasonable discretion, then at the State's option: (a) the State may procure the affected Services/Deliverables from an alternate source, and the State shall not be liable for payment for the unperformed Services/ Deliverables not



provided under the Contract for so long as the delay in performance shall continue; (b) the State may terminate for convenience any portion of the Contract so affected and the charges payable there under shall be equitably adjusted to reflect those Services/Deliverables terminated; or (c) the State may terminate for convenience the affected Statement of Work without liability to Contractor except for Services rendered and products delivered, as of the effective date specified by the State in a written notice of termination to Contractor, except to the extent that the State shall pay for Services/Deliverables provided through the date of termination.

Contractor will not have the right to any additional payments from the State as a result of any Excusable Failure occurrence or to payments for Services not rendered/Deliverables not provided as a result of the Excusable Failure condition. Defaults or delays in performance by Contractor which are caused by acts or omissions of its Subcontractors will not relieve Contractor of its obligations under the Contract except to the extent that a Subcontractor is itself subject to an Excusable Failure condition described above and Contractor cannot reasonably circumvent the effect of the Subcontractor's default or delay in performance through the use of alternate sources, workaround plans or other means.

2.203 Disaster Recovery

Contractor and the State recognize that the State provides essential services in times of natural or man-made disasters. Therefore, except as so mandated by Federal disaster response requirements, Contractor personnel dedicated to providing Services/Deliverables under this Contract will provide the State service for repair and work around in the event of a natural or manmade disaster in a timely manner.

2.210 Termination/Cancellation by the State

The State may terminate this Contract without further liability or penalty to the State, its departments, divisions, agencies, offices, commissions, officers, agents and employees for any of the following reasons:

2.211 Termination for Cause

(a) In the event that Contractor breaches any of its material duties or obligations under this Contract (including a Chronic Failure to meet any particular SLA as defined in **Section 2.076**), which are either not capable of or subject to being cured, or are not cured within the time period specified in the written notice of breach provided by the State (such time period not to be less than thirty (30) days), or pose a serious and imminent threat to the health and safety of any person, or the imminent loss, damage or destruction of any real or tangible personal property, the State may, having provided written notice of termination to Contractor, terminate this Contract in whole or in part, for cause, as of the date specified in the notice of termination.

(b) In the event that this Contract is terminated for cause, in addition to any legal remedies otherwise available to the State by law or equity, Contractor shall be responsible for all reasonable incurred by the State in terminating this Contract, including but not limited to, State administrative costs, reasonable attorneys' fees and court costs, and any reasonable additional costs the State may incur to procure the Services/Deliverables required by this Contract from other sources, subject to Section 2.201 herein. Re-procurement costs shall not be considered by the parties to be consequential, indirect or incidental damages, and shall not be excluded by any other terms otherwise included in this Contract, provided such costs are not in excess of fifty percent (50%) more than the prices for such Service/Deliverables provided under this Contract.

(c) In the event the State chooses to partially terminate this Contract for cause, charges payable under this Contract will be equitably adjusted to reflect those Services/Deliverables that are terminated and the State shall pay for all Services/Deliverables for which Final Acceptance has been granted provided up to the termination date. Services and related provisions of this Contract that are terminated for cause shall cease on the effective date of the termination.

(d) In the event this Contract is terminated for cause pursuant to this Section, and it is determined, for any reason, that Contractor was not in breach of contract pursuant to the provisions of this section, that termination for cause shall be deemed to have been a termination for convenience, effective as of the same date, and the rights and obligations of the parties shall be limited to that otherwise provided in this Contract for a termination for convenience.

2.212 Termination for Convenience



The State may terminate this Contract for its convenience, in whole or part, if the State determines that such a termination is in the State's best interest. Reasons for such termination shall be left to the sole discretion of the State and may include, but not necessarily be limited to (a) the State no longer needs the Services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Services no longer practical or feasible, (c) unacceptable prices for Additional Services or New Work requested by the State, or (d) falsification or misrepresentation, by inclusion or non-inclusion, of information material to a response to any RFP issued by the State. The State may terminate this Contract for its convenience, in whole or in part, by giving Contractor written notice at least thirty (30) days prior to the date of termination. If the State chooses to terminate this Contract in part, the charges payable under this Contract shall be equitably adjusted to reflect those Services/Deliverables that are terminated. Services and related provisions of this Contract that are terminated for cause shall cease on the effective date of the termination.

2.213 Non-Appropriation

(a) Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this Contract. If funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available, the State shall have the right to terminate this Contract and all affected Statements of Work, in whole or in part, at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to Contractor. The State shall give Contractor at least thirty (30) days advance written notice of termination for non-appropriation or unavailability (or such time as is available if the State receives notice of the final decision less than thirty (30) days before the funding cutoff).

(b) If funding for the Contract is reduced by law, or funds to pay Contractor for the agreed-to level of the Services or production of Deliverables to be provided by Contractor are not appropriated or otherwise made available, the State may, upon thirty (30) days written notice to Contractor, reduce the level of the Services or the change the production of Deliverables in such manner and for such periods of time as the State may elect. The charges payable under this Contract will be equitably adjusted to reflect any equipment, services or commodities not provided by reason of such reduction.

(c) In the event the State terminates this Contract, eliminates certain Deliverables, or reduces the level of Services to be provided by Contractor pursuant to this Section, the State shall pay Contractor for all Work-in-Process performed through the effective date of the termination or reduction in level, as the case may be and as determined by the State, to the extent funds are available. For the avoidance of doubt, this Section will not preclude Contractor from reducing or stopping Services/Deliverables and/or raising against the State in a court of competent jurisdiction, any claim for a shortfall in payment for Services performed or Deliverables finally accepted before the effective date of termination.

2.214 Criminal Conviction

The State may terminate this Contract immediately and without further liability or penalty in the event Contractor, an officer of Contractor, or an owner of a 25% or greater share of Contractor is convicted of a criminal offense incident to the application for, or performance of, a State, public or private Contract or subcontract; convicted of a criminal offense, including any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of Michigan employees; convicted under State or federal antitrust statutes; or convicted of any other criminal offense which in the sole discretion of the State reflects upon Contractor's business integrity.

2.215 Approvals Rescinded

The State may terminate this Contract without further liability or penalty in the event any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services pursuant to Constitution 1963, Article 11, § 5, and Civil Service Rule 7-1. Termination may be in whole or in part and may be immediate as of the date of the written notice to Contractor or may be effective as of the date stated in such written notice. Any such termination under this section shall be deemed a termination for convenience.

2.216 Rights and Obligations Upon Termination



(a) If this Contract is terminated by the State for any reason, Contractor shall (a) stop all work as specified in the notice of termination, (b) take any action that may be necessary, or that the State may direct, for preservation and protection of Deliverables or other property derived or resulting from this Contract that may be in Contractor's possession, (c) return all materials and property provided directly or indirectly to Contractor by any entity, agent or employee of the State, (d) in the event that the Contractor maintains title in Deliverables that is intended to be transferred to the State at the termination of the Contract, Contractor will transfer title in, and deliver to, the State, unless otherwise directed, all Deliverables intended to be transferred to the State at the termination of the Contract and which are resulting from the Contract (which shall be provided to the State on an "As-Is" basis except to the extent the amounts paid by the State in respect of such items included compensation to Contractor for the provision of warranty services in respect of such materials), and (e) take any commercially reasonable action to mitigate and limit any potential damages, or requests for Contractor adjustment or termination settlement costs, to the maximum practical extent, including terminating or limiting as otherwise applicable those subcontracts and outstanding orders for material and supplies resulting from the terminated Contract.

(b) In the event the State terminates this Contract prior to its expiration for its own convenience, the State shall pay Contractor for all charges due for Services provided prior to the date of termination and, if applicable, as a separate item of payment pursuant to this Contract, for Work In Process, on a percentage of completion basis at the level of completion determined by the State. All completed or partially completed Deliverables prepared by Contractor pursuant to this Contract shall, at the option of the State, become the State's property, and Contractor shall be entitled to receive equitable fair compensation for such Deliverables. Regardless of the basis for the termination, the State shall not be obligated to pay, or otherwise compensate, Contractor for any lost expected future profits, costs or expenses incurred with respect to Services not actually performed for the State.

(c) Upon a good faith termination, the State shall have the right to assume, at its option, any and all subcontracts and agreements for services and deliverables provided under this Contract, and may further pursue completion of the Services/Deliverables under this Contract by replacement contract or otherwise as the State may in its sole judgment deem expedient.

2.217 Reservation of Rights

Any termination of this Contract or any Statement of Work issued under it by a party shall be with full reservation of, and without prejudice to, any rights or remedies otherwise available to such party with respect to any claims arising prior to or as a result of such termination.

2.218 Contractor Transition Responsibilities

In the event this contract is terminated, for convenience or cause, dissolved, voided, rescinded, nullified, expires or is otherwise rendered unenforceable, the Contractor agrees to comply with direction provided by the State to assist in the orderly transition of equipment, services, software, leases, etc. to the State or a third party designated by the State. In the event of termination or the expiration of this Contract, the Contractor agrees to make all reasonable efforts to effect an orderly transition of services within a reasonable period of time that in no event will exceed ninety (90) days. These efforts shall include, but are not limited to, the following:

(a) Personnel - The Contractor shall work with the State, or a specified third party, to develop a transition plan setting forth the specific tasks and schedule to be accomplished by the parties, to effect an orderly transition. The Contractor shall allow as many personnel as practicable to remain on the job to help the State, or a specified third party, maintain the continuity and consistency of the services required by this Contract. In addition, during or following the transition period, in the event the State requires the Services of the Contractor's subcontractors or vendors, as necessary to meet its needs, Contractor agrees to reasonably, and with good-faith, work with the State to use the Services of Contractor's subcontractors or vendors. Contractor will notify all of Contractor's subcontractors of procedures to be followed during transition.

(b) Information - The Contractor agrees to provide reasonable detailed specifications for all Services/Deliverables needed by the State, or specified third party, to properly provide the Services/Deliverables required under this Contract. The Contractor will provide the State with asset management data generated from the inception of this Contract through the date on which this Contractor is terminated in a comma-delineated format unless otherwise requested by the State. The Contractor will deliver to the State any remaining owed reports and documentation still in Contractor's possession subject to appropriate payment by the State.



(d) Software. - The Contractor shall reasonably assist the State in the acquisition of any Contractor software required to perform the Services/use the Deliverables under this Contract. This shall include any documentation being used by the Contractor to perform the Services under this Contract. If the State transfers any software licenses to the Contractor, those licenses shall, upon expiration of the Contract, transfer back to the State at their current revision level. Upon notification by the State, Contractor may be required to freeze all non-critical changes to Deliverables/Services.

(e) Payment - If the transition results from a termination for any reason, reimbursement shall be governed by the termination provisions of this Contract. If the transition results from expiration, the Contractor will be reimbursed for all reasonable transition costs (i.e. costs incurred within the agreed period after contract expiration that result from transition operations) at the rates specified by **Exhibit D**. The Contractor will prepare an accurate accounting from which the State and Contractor may reconcile all outstanding accounts.

2.219 State Transition Responsibilities

In the event that this Contract is terminated, dissolved, voided, rescinded, nullified, or otherwise rendered unenforceable, the State agrees to perform the following obligations, and any others upon which the State and the Contractor agree:

- (a) Reconciling all accounts between the State and the Contractor;
- (b) Completing any pending post-project reviews.

2.221 Termination by Contractor

If the State materially breaches its obligation to pay Contractor undisputed amounts due and owing under this Contract in accordance with **Section 2.090**, or if the State breaches its other obligations under this Contract to an extent that makes it impossible or commercially impractical for Contractor to perform the Services, and if the State does not cure the breach within the time period specified in a written notice of breach provided to the State by Contractor (such time period not to be less than thirty (30) days), then Contractor may terminate this Contract, in whole or in part based on Statement of Work for cause, as of the date specified in the notice of termination; provided, however, that Contractor must discharge its obligations under **Section 2.250** before any such termination.

2.230 Stop Work

2.231 Stop Work Orders

The State may, at any time, by written stop work order to Contractor, require that Contractor stop all, or any part, of the work called for by the Contract for a period of up to ninety (90) calendar days after the stop work order is delivered to Contractor, and for any further period to which the parties may agree. The stop work order shall be specifically identified as such and shall indicate that it is issued under this **Section 2.230**. Upon receipt of the stop work order, Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the stop work order during the period of work stoppage. Within the period of the stop work order, the State shall either: (a) cancel the stop work order; or (b) terminate the work covered by the stop work order as provided in **Section 2.210**.

2.232 Cancellation or Expiration of Stop Work Order

If a stop work order issued under this **Section 2.230** is canceled or the period of the stop work order or any extension thereof expires, Contractor shall resume work. The parties shall agree upon an equitable adjustment in the delivery schedule, the Contract price, or both, and the Contract shall be modified, in writing, accordingly, if: (a) the stop work order results in an increase in the time required for, or in Contractor's costs properly allocable to, the performance of any part of the Contract; and (b) Contractor asserts its right to an equitable adjustment within thirty (30) calendar days after the end of the period of work stoppage; provided that, if the State decides the facts justify the action, the State may receive and act upon a Contractor proposal submitted at any time before final payment under the Contract. Any adjustment will conform to the requirements of **Section 2.106**. In the event that the State fails to rescind any Stop Work Order within the ninety calendar day period the contract shall be terminated for convenience pursuant to section 2.212, Termination for Convenience

2.233 Allowance of Contractor Costs



If the stop work order is not canceled and the work covered by the stop work order is terminated for reasons other than material breach, such termination shall be deemed to be a termination for convenience under **Section 2.212**, and the State shall allow reasonable costs resulting from the stop work order in arriving at the termination settlement. For the avoidance of doubt, the State shall not be liable to Contractor for loss of profits because of a stop work order issued under this **Section 2.230**.

2.241 Reserved

2.250 Dispute Resolution

2.251 In General

Any claim, counterclaim, or dispute between the State and Contractor arising out of or relating to the Contract or any Statement of Work shall be resolved as follows. For all Contractor claims seeking an increase in the amounts payable to Contractor under the Contract, or the time for Contractor's performance, Contractor shall submit a letter executed by Contractor's Contract Administrator or his designee certifying that (a) the claim is made in good faith, (b) the amount claimed accurately reflects the adjustments in the amounts payable to Contractor or the time for Contractor's performance for which Contractor believes the State is liable and covers all costs of every type to which Contractor is entitled from the occurrence of the claimed event, and (c) the supporting data provided with such an affidavit are current and complete to Contractor's best knowledge and belief.

2.252 Informal Dispute Resolution

(a) All operational disputes between the parties shall be resolved under the Contract Management procedures developed pursuant to **Section 2.100**. If the parties are unable to resolve any disputes after compliance with such processes, the parties shall meet with the Director of Acquisition Services, DMB, or designee, for the purpose of attempting to resolve such dispute without the need for formal legal proceedings, as follows:

(i) The representatives of Contractor and the State shall meet as often as the parties reasonably deem necessary in order to gather and furnish to each other all information with respect to the matter in issue which the parties believe to be appropriate and germane in connection with its resolution. The representatives shall discuss the problem and negotiate in good faith in an effort to resolve the dispute without the necessity of any formal proceeding.

(ii) During the course of negotiations, all reasonable requests made by one party to another for non-privileged information reasonably related to the Contract will be honored in order that each of the parties may be fully advised of the other's position.

(iii) The specific format for the discussions will be left to the discretion of the designated State and Contractor representatives, but may include the preparation of agreed upon statements of fact or written statements of position.

(iv) Following the completion of this process within sixty (60) calendar days, the Director of Acquisition Services, DMB, or designee, shall issue a written opinion regarding the issue(s) in dispute within thirty (30) calendar days. The opinion regarding the dispute shall be considered the State's final action and the exhaustion of administrative remedies.

(b) This **Section 2.250** will not be construed to prevent either party from instituting, and a party is authorized to institute, formal proceedings earlier to avoid the expiration of any applicable limitations period, to preserve a superior position with respect to other creditors, or pursuant to **Section 2.253**.

(c) The State will not mediate disputes between the Contractor and any other entity, except state agencies, concerning responsibility for performance of work pursuant to the Contract.



2.253 Injunctive Relief

The only circumstance in which disputes between the State and Contractor will not be subject to the provisions of **Section 2.252** is where a party makes a good faith determination that a breach of the terms of the Contract by the other party is such that the damages to such party resulting from the breach will be so immediate, so large or severe and so incapable of adequate redress after the fact that a temporary restraining order or other immediate injunctive relief is the only adequate remedy.

2.254 Continued Performance

Each party agrees to continue performing its obligations under the Contract while a dispute is being resolved except to the extent the issue in dispute precludes performance (dispute over payment shall not be deemed to preclude performance) and without limiting either party's right to terminate the Contract as provided in **Section 2.210** and **2.220**, as the case may be.

2.260 Federal and State Contract Requirements

2.261 Nondiscrimination

In the performance of the Contract, Contractor agrees not to discriminate against any employee or applicant for employment, with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status, physical or mental disability. Contractor further agrees that every subcontract entered into for the performance of this Contract or any purchase order resulting from this Contract will contain a provision requiring non-discrimination in employment, as specified here, binding upon each Subcontractor. This covenant is required pursuant to the Elliot Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, *et seq.*, and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, *et seq.*, and any breach of this provision may be regarded as a material breach of the Contract.

2.262 Unfair Labor Practices

Pursuant to 1980 PA 278, MCL 423.231, *et seq.*, the State shall not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled pursuant to section 2 of the Act. This information is compiled by the United States National Labor Relations Board. A Contractor of the State, in relation to the Contract, shall not enter into a contract with a Subcontractor, manufacturer, or supplier whose name appears in this register. Pursuant to section 4 of 1980 PA 278, MCL 423.324, the State may void any Contract if, subsequent to award of the Contract, the name of Contractor as an employer or the name of the Subcontractor, manufacturer or supplier of Contractor appears in the register.

2.263 Workplace Safety and Discriminatory Harassment

In performing Services for the State, the Contractor shall comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, the Contractor shall comply with Civil Service regulations and any applicable agency rules provided to the Contractor. For Civil Service Rules, see <http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html>.

2.270 Litigation

2.271 Disclosure of Litigation

IBM is subject to a variety of claims and suits that arise from time to time in the ordinary course of its business, including actions with respect to contracts, IP, product liability, employment and environmental matters.

In addition the company is a defendant in a class action challenge to its defined benefit plan. The suit alleges that the current pension plan formulas violate a number of Employee Retirement Income Security Act (ERISA) provisions including the ERISA age discrimination provision.

While it is not possible to predict the ultimate outcome of the matters discussed above, given the unique factors and circumstances involved in each matter, historically, the company has been successful in defending



itself against claims and suits that have been brought against it, and payments made by the company in such claims and suits have not been material to the company. The company will continue to defend itself vigorously in all such matters and believes that if it were to incur a loss in any such matter, such loss should not have a material effect on the company's business, financial condition or results of operations.

(a) Disclosure. Contractor must disclose any material criminal litigation, investigations or proceedings involving the Contractor (and each Subcontractor) or any of its officers or directors or any litigation, investigations or proceedings under the Sarbanes-Oxley Act. In addition, each Contractor (and each Subcontractor) must notify the State of any material civil litigation, arbitration or proceeding, which arises during the term of the Contract and extensions thereto, to which Contractor (or, to the extent Contractor is aware, any Subcontractor hereunder) is a party, and which involves. IBM intends to satisfy this requirement through submission of their annual report.

2.272 Governing Law

The Contract shall in all respects be governed by, and construed in accordance with, the substantive laws of the State of Michigan without regard to any Michigan choice of law rules that would apply the substantive law of any other jurisdiction to the extent not inconsistent with, or pre-empted by federal law.

2.273 Compliance with Laws

Contractor shall comply with all applicable state, federal, and local laws and ordinances ("Applicable Laws") in providing the Services/Deliverables.

2.274 Jurisdiction

Any dispute arising from the Contract shall be resolved in the State of Michigan. With respect to any claim between the parties, Contractor consents to venue in Ingham County, Michigan, and irrevocably waives any objections it may have to such jurisdiction on the grounds of lack of personal jurisdiction of such court or the laying of venue of such court or on the basis of forum non convenience or otherwise. Contractor agrees to appoint agents in the State of Michigan to receive service of process.

2.280 Environmental Provision

2.281 Environmental Provision

RESERVED

Not applicable to Vendor as a services provider.

2.290 General

2.291 Amendments

The Contract may not be modified, amended, extended, or augmented, except by a writing executed by the parties.

2.292 Assignment

(a) Neither party shall have the right to assign the Contract, or to assign or delegate any of its duties or obligations under the Contract, to any other party (whether by operation of law or otherwise), without the prior written consent of the other party; provided, however, that the State may assign the Contract to any other State agency, department, division or department without the prior consent of Contractor and Contractor may assign the Contract to an affiliate so long as such affiliate is adequately capitalized and can provide adequate assurances that such affiliate can perform the Contract; and, provided that it is not considered an assignment for IBM to divest a particular part of its business in a manner that similarly effects all of its customers. Any purported assignment in violation of this Section shall be null and void. It is the policy of the State of Michigan to withhold consent from proposed assignments, subcontracts, or novations when such transfer of responsibility would operate to decrease the State's likelihood of receiving performance on the Contract or the State's ability to recover damages.

(b) Contractor may not, without the prior written approval of the State, assign its right to receive payments due under the Contract. In the event of any such permitted assignment, Contractor shall not be



relieved of its responsibility to perform any duty imposed upon it herein, and the requirement under the Contract that all payments shall be made to one entity shall continue.

2.293 Entire Contract; Order of Precedence

(a) The Contract, including any Statements of Work and Exhibits, to the extent not contrary to the Contract, each of which is incorporated for all purposes, constitutes the entire agreement between the parties with respect to the subject matter and supersedes all prior agreements, whether written or oral, with respect to such subject matter and as additional terms and conditions on the purchase order shall apply as limited by **Section 2.061**.

(b) In the event of any inconsistency between the terms of the Contract and a Statement of Work, the terms of the Statement of Work will take precedence (as to that Statement of Work only); provided, however, that a Statement of Work may not modify or amend the terms of **Sections 2.110 through 2.220** of the Contract, which may be modified or amended only by a formal Contract amendment.

2.294 Headings

Captions and headings used in the Contract are for information and organization purposes. Captions and headings, including inaccurate references, do not, in any way, define or limit the requirements or terms and conditions of the Contract.

2.295 Relationship of the Parties (Independent Contractor Relationship)

The relationship between the State and Contractor is that of client and independent Contractor. No agent, employee, or servant of Contractor or any of its Subcontractors shall be or shall be deemed to be an employee, agent or servant of the State for any reason. Contractor will be solely and entirely responsible for its acts and the acts of its agents, employees, servants and Subcontractors during the performance of the Contract.

2.296 Notices

(a) Any notice given to a party under the Contract shall be deemed effective, if addressed to such party as addressed below, upon: (i) delivery, if hand delivered; (ii) receipt of a confirmed transmission by facsimile if a copy of the notice is sent by another means specified in this Section; (iii) the third (3rd) Business Day after being sent by U.S. mail, postage pre-paid, return receipt requested; or (iv) the next Business Day after being sent by a nationally recognized overnight express courier with a reliable tracking system.

State of Michigan
Office of Acquisition Services
Attention: Jacque Kuch
PO Box 30026
530 West Allegan
Lansing, Michigan 48909

with a copy to:
State of Michigan
Department of Information Technology
Attention: Ann Lindberg
Cadillac Place, Suite 9-350
3032 W. Grand Boulevard
Detroit, MI 48202
lindberga@michigan.gov
(313)456-3218

Either party may change its address where notices are to be sent by giving notice in accordance with this Section.

(b) Binding Commitments



Representatives of Contractor shall have the authority to make binding commitments on Contractor's behalf within the bounds set forth in such table. Contractor may change such representatives from time to time upon written notice.

2.297 Media Releases and Contract Distribution

(a) Media Releases

Neither Contractor nor the State will make any news releases, public announcements or public disclosures, nor will they have any conversations with representatives of the news media, pertaining to the Contract, the Services or the Contract without the prior written approval of the other party, and then only in accordance with explicit written instructions provided by that party. In addition, neither Contractor nor the State will use the name, trademarks or other proprietary identifying symbol of the other party or its affiliates without such party's prior written consent. Prior written consent of the Contractor must be obtained from authorized representatives.

(b) Contract Distribution

Acquisition Services shall retain the sole right of Contract distribution to all State agencies and local units of government unless other arrangements are authorized by Acquisition Services.

2.298 Reformation and Severability

Each provision of the Contract shall be deemed to be severable from all other provisions of the Contract and, if one or more of the provisions of the Contract shall be declared invalid, the remaining provisions of the Contract shall remain in full force and effect.

2.299 Consents and Approvals

Except as expressly provided otherwise in the Contract, if either party requires the consent or approval of the other party for the taking of any action under the Contract, such consent or approval shall be in writing and shall not be unreasonably withheld or delayed. State authorizes Contractor and its subsidiaries (and their successors and assigns, and contractors and IBM Business Partners) to store and use State business contact information wherever they do business, in connection with IBM Products and Services or in further interests of Contractor's business relationship of State.

2.300 No Waiver of Default

The failure of a party to insist upon strict adherence to any term of the Contract shall not be considered a waiver or deprive the party of the right thereafter to insist upon strict adherence to that term, or any other term, of the Contract.

2.301 Survival

Any provisions of the Contract that impose continuing obligations on the parties including the parties' respective warranty, indemnity and confidentiality obligations, shall survive the expiration or termination of the Contract for any reason. Specific references to survival in the Contract are solely for identification purposes and not meant to limit or prevent the survival of any other section.

2.302 Covenant of Good Faith

Each party agrees that, in its dealings with the other party or in connection with the Contract, it shall act reasonably and in good faith. Unless stated otherwise in the Contract, the parties will not unreasonably delay, condition or withhold the giving of any consent, decision or approval that is either requested or reasonably required of them in order for the other party to perform its responsibilities under the Contract.

2.303 Permits

Contractor shall obtain and pay any associated costs for all required governmental permits, licenses and approvals for the delivery, installation and performance of the Services. The State shall pay for all costs and expenses incurred in obtaining and maintaining any necessary easements or right of way. The State shall be obligated to obtain and provide to IBM all Required Consents necessary for us to provide the Services described herein. A Required Consent means any consents or approvals required to give Contractor or its subcontractors the right or license to access, use and/or modify (including creating derivative works) the hardware, software, firmware and other products not provided by Contractor under this Contract, to enable



Contractor and its subcontractors to perform the Services set forth herein without infringing the ownership or license rights (including patent and copyright) of the providers or owners of such products. Contractor will make the State aware of the need for any Required Consents of which Contractor is aware.

The State releases Contractor and its subcontractors from any and all liability for all claims, losses and damages (whether stated in contract or tort, including but not limited to all claims for patent and copyright infringement) arising from, in connection with, related to, or as a result of any claim arising from the State's failure to provide Contractor with Required Consents.

Both parties will be relieved of the performance of any obligations that cannot be performed as a result of the State's failure or inability to promptly provide any Required Consents to Contractor.

2.304 Website Incorporation

State expressly states that it will not be bound by any content on the Contractor's website, even if the Contractor's documentation specifically referenced that content and attempts to incorporate it into any other communication, unless the State has actual knowledge of such content and has expressly agreed to be bound by it in a writing that has been manually signed by an authorized representation of the State.

2.305 Taxes

Vendors are expected to collect and pay all applicable federal, state, and local employment taxes, including the taxes defined in Section 3.022 for all persons involved in the resulting Contract.

The State may refuse to award a contract to any Vendor who has failed to pay any applicable State taxes. The State may refuse to accept Vendor's bid, if Vendor has any outstanding debt with the State. Prior to any award, the State will verify whether Vendor has any outstanding debt with the State.

2.306 Prevailing Wage

The rates of wages and fringe benefits to be paid each class of individuals employed by the Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this Contract in privity of contract with the Contractor shall not be less than the wage rates and fringe benefits established by the Michigan Department of Labor and Economic Development, Wage and Hour Bureau, schedule of occupational classification and wage rates and fringe benefits for the local where the work is to be performed. The term Contractor shall include all general contractors, prime contractors, project managers, trade contractors, and all of their contractors or subcontractors and persons in privity of contract with them.

The Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this contract in privity of contract with the Contractor shall keep posted on the work site, in a conspicuous place, a copy of all wage rates and fringe benefits as prescribed in the contract. You must also post, in a conspicuous place, the address and telephone number of the Michigan Department of Labor and Economic Development, the office responsible for enforcement of the wage rates and fringe benefits. You shall keep an accurate record showing the name and occupation of the actual wage and benefits paid to each individual employed in connection with this contract. This record shall be available to the State upon request for reasonable inspection.

If any trade is omitted from the list of wage rates and fringe benefits to be paid to each class of individuals by the Contractor, it is understood that the trades omitted shall also be paid not less than the wage rate and fringe benefits prevailing in the local where the work is to be performed.

2.307 Call Center Disclosure

Contractor and/or all subcontractors involved in the performance of this Contract providing call or contact center services to the State must disclose the location of its call or contact center services to inbound callers. Failure to disclose this information shall be a material breach of this Contract.

2.308 Future Bidding Preclusion



Contractor acknowledges that, to the extent this Contract involves the creation, research, investigation or generation of a future RFP, it may be precluded from bidding on the subsequent RFP. The State reserves the right to disqualify any bidder if the State determines that the bidder has used its position (whether as an incumbent Contractor, or as a Contractor hired to assist with the RFP development, or as a Vendor offering free assistance) to gain a leading edge on the competitive RFP.

2.311 *Reserved*

2.320 *Extended Purchasing*

2.321 MiDEAL

Public Act 431 of 1984 permits DMB to provide purchasing services to any city, village, county, township, school district, intermediate school district, non-profit hospital, institution of higher education, community, or junior college. A current listing of approved program members is available at: <http://www.michigan.gov/doingbusiness/0,1607,7-146-6586-16656--,00.html>. Unless otherwise stated, it is the responsibility of the Contractor to ensure that the non-state agency is an authorized purchaser before extending the Contract pricing.

The Contractor will supply Contract Services and equipment at the established State of Michigan contract prices and terms to the extent applicable and where available. Inasmuch as these are non-state agencies, all invoices will be submitted to and payment remitted by the local unit of government on a direct and individual basis.

To the extent that authorized local units of government purchase quantities of Services and/or equipment under this Contract, the quantities of Services and/or equipment purchased will be included in determining the appropriate rate wherever tiered pricing based on quantity is provided.

2.323 State Employee Purchases
RESERVED

2.330 *Federal Grant Requirements*

2.332 Federal Grant Requirements
RESERVED



Appendix I State Standard Requirements

The services must meet the standard requirements listed below. Contractor must complete columns two and three, stating whether the requirement is met (yes/no) and providing information in the comments section to explain and clarify the response.

General System Requirements	Yes/No	Comments
a. A minimum of two (2) copies of the following documentation in an electronic format, online and in hard copy will be provided:		
i. User and Technical Manuals - On-line and Hard Copy		User manuals are provided with machine purchase. Additional copies can be purchased separately. Technical manuals are for IBM use only.
ii. Operations Manual	NA	Operations manuals are provided with machine purchase. Additional copies can be purchased separately
iii. All updates of documentation during the term of the Contract, software license, and maintenance agreement	NA	
a. Maintenance programs commence at the end of the warranty period.	Yes	
b. All maintenance is performed by qualified personnel familiar with the equipment.	Yes	
c. Remote diagnostic capabilities are provided	Yes	
d. Maintenance is available on an annually renewable contract	Yes	
e. The software maintenance program includes all future software updates and system enhancements applicable to system modules licensed without further charge to all licensed users maintaining an annually renewable software support contract.	NA	
i. Support is provided for superseded releases and back releases still in use by the State.	NA	
j. For the first year and all subsequent Contract years, the following services are provided for the current version and one previous version of any Software provided with the deliverables, commencing upon installation of the deliverables or delivery of the Software:	NA	



<p>i. Error Correction. Upon notice by State of a problem with the Software (which problem can be verified), reasonable efforts to correct or provide a working solution for the problem.</p>	<p>NA</p>	
<p>ii. Material Defects. The State will be notified of any material errors or defects in the deliverables known, or made known to Vendor from any source during the Contract term that could cause the production of inaccurate, or otherwise materially incorrect,</p>	<p>NA</p>	



Schedule for ServiceElite

This Schedule contains a listing of the Eligible Machines at the Specified Locations identified below for which IBM will provide the identified Services as described in the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations. The complete agreement between us about these Services consists of 1) this Schedule 2) the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations, and 3) the IBM Customer Agreement (or any equivalent agreement in effect between us) identified below.

Name and Address of Customer:

STATE OF MICHIGAN
UNEMPLOYMENT AGENCY
14333 WOODROW WILSON
DETROIT MI 48238-2812

Customer Billing Address:

STATE OF MICHIGAN
SANDI THORNE
CONTRACT & PROCUREMENT
525 W ALLEGAN
LANSING MI 48901

Agreement Number: SSL7917
Master Services Attachment Number: MAB50FX
Statement of Work Number: AV9DBX
Change Authorization Number: 08461410
Customer Number:

Schedule Number: AV9DBX
Revised Schedule: No
Schedule Effective Date: 10/10/2006
Proposal Reference Date: 10/10/2006
Transaction Contract Period: 11/01/2006
Start Date: 11/01/2006
End Date: 10/31/2009
Renewal Contract Period: 0 Year(s)

Charge Period Charges / Payment Plan (Inclusive of MES):

WSU One Time Charges: 0.00
SWMA ALF One Time Charges: 0.00
MMS for CISCO HW One Time Charges: 0.00
MMS for CISCO SW One Time Charges: 0.00
MMS for Nortel One Time Charges: 0.00
One Time Charges: 0.00

¹Maintenance Charges: 446,019.35
Service Charges: 0.00
TOTAL CHARGE PERIOD CHARGES: 446,019.35

Charge Period: 11/01/2006
Start Date: 11/01/2006
End Date: 10/31/2009

Accumulated Adjustment Invoicing option: N

Automatic Inventory Increase Option Applies: Y
HWMA Option #1: N
Software Option #2: N

Price Protection Option: Prepay Price Protection
Pricing Method: Line Item

Type of Discount(s) Applied: Term Incentive

¹ Charges are based on the current inventory and services identified in this Schedule. Actual charges may vary with any additions, deletions, or changes to the inventory or services. Any applicable taxes are not included in the charge amounts herein but will be added to your invoice.

For a Machine subject to usage charges, in addition to the Service charge identified herein, you will be separately billed for usage in accordance with applicable usage rates and billing cycles.

The Parties need not to sign this Schedule, unless either of us requests it.

Agreed to:

STATE OF MICHIGAN

By: _____
Name (type or print): _____
Date: _____
Authorized signature

Agreed to:

International Business Machines Corporation

By: _____
Name (type or print): _____
Date: _____
Authorized signature



Schedule for ServiceElite



Enterprise Total for Charge Period by Customer Number Inclusive of MES:

Customer No.	Customer Name	Customer Location	Charges ⁴
08461410	STATE OF MICHIGAN	14333 WOODROW WILSON, UNEMPLOYMENT AGENCY, DETROIT MI 48238-2812	411,128.89
08461540	STATE OF MICHIGAN	3024 W GRAND BLVD, 12TH FLR STE 100, DETROIT MI 48202-6024	34,890.46
Total			446,019.35

Note: One Time Charges are not included in the Total



IBM Schedule for ServiceElite

Maintenance Machine List

-----Eligible Machine Description-----

Mfg	Type	Mod/Feat	Add/Rem	Order/Serial Number	Related Order/Serial Number	Product Description	Qty.	Type of Svc ²	Maint Svc ³	Charges ⁴	Charges Start ⁵	Charges Stop
Specified Location: 08461410 City, State: DETROIT MI 48238-2812												
OEM	1332	044		000011772		ROLL SYSTEMS, I503603 BOOKMAST	1	B	2	18,516.49		
OEM	1332	044		000011782		ROLL SYSTEMS, I503603 BOOKMAST	1	B	2	18,516.49		
OEM	1332	024		000017388		ROLL SYSTEMS, I024 CTS	1	B	2	39,493.85		
OEM	1332	024		000017389		ROLL SYSTEMS, I024 CTS	1	B	2	39,493.85		
OEM	1332	054		000017399		ROLL SYSTEMS, I503410 BOOKMAST	1	B	2	16,377.96		
OEM	1332	032		000017400		ROLL SYSTEMS, I800153HSP	1	B	2	22,057.73		
OEM	1332	041		000017438		ROLL SYSTEMS, I800174	1	B	2	13,629.78		
OEM	1332	041		000017466		ROLL SYSTEMS, I800174	1	B	2	13,629.78		
IBM	4000	ID1		000013254		INFOPRINT ADVANCED PRINT	1	B	1	60,269.50 C		
IBM	4000	ID1		000013255		INFOPRINT ADVANCED PRINT	1	B	1	60,269.50 C		
IBM	4000	ID2		000014254		INFOPRINT ADVANCED PRINT	1	B	1	54,436.98 C		
IBM	4000	ID2		000014255		INFOPRINT ADVANCED PRINT	1	B	1	54,436.98 C		
Subtotal Without MES										411,128.89		
Subtotal With MES										411,128.89		
Specified Location: 08461540 City, State: DETROIT MI 48202-6024												
IBM	3160	002		000030857		INFOPRINT 60	1	B	1	34,890.46 C		
Subtotal Without MES										34,890.46		
Subtotal With MES										34,890.46		
Total Charge Period Charges for Maintenance Machine List Without MES										\$446,019.35		
Total Charge Period Charges for Maintenance Machine List With MES										\$446,019.35		

See Legend for Details





IBM Schedule for ServiceElite

Legends:

²TYPE OF SERVICE

- A) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, next business day
- B) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day.
- C) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, 4 hour response objective
This type of repair service includes a response objective and is not a guarantee.
- D) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day, 2 hour response objective.
This type of repair service includes a response objective and is not a guarantee.
- X) EasyServe (remotely delivered services)

³MAINTENANCE SERVICES

- 1) Maintenance of IBM Machines
- 2) Maintenance of non-IBM Machines
- 3) Warranty Service Upgrade
- 4) Maintenance of Cisco Products
- 5) Maintenance of IBM Machines - Enhanced Service Response
- 6) Service for Machines Withdrawn from IBM Maintenance
- 7) Non-IBM Service for Machines Withdrawn from IBM Maintenance
- 8) Maintenance of IBM Machines (Labor Only)
- 9) Non-IBM Memory Exchange
- 10) Enhanced Parts Inventory
- 11) Spare Machine
- 12) Key Operator Support
- 13) Maintenance of non-IBM Machines during the Manufacturer's Warranty Period
- 16) IBM Maintenance Services - First Line Maintenance for Wincor Nixdorf ATMs
- 17) IBM Maintenance Services - Applications Maintenance Services for Wincor Nixdorf ATMs
- 18) Post Installation Coverage (PIC) Service Upgrade, for selected Non-IBM Machines

⁴Charges shown are for the Charge Period

- A (C) indicates a Machine that will have Usage Charges billed separately
- An (E) indicates a Machine that has been announced as withdrawn from generally available Maintenance Service
- An (H) identifies a Machine on an existing ServiceElite/ServiceSuite/ ServiceElect CHIS contract with duplicate Maintenance Services Coverage
- A (K) indicates Assumptive priced products included in the total Charge Period Price but will be billed based on the terms of the Contract
- An (N) indicates that the product is a non-GSA Schedule Item
- An (O) indicates a One Time Charge
- A (P) indicates averaged billing or annual prepayment
- An (R) indicates the usage charge rate (Feet, Hours, or Impressions) for a machine under a usage plan
- A (U) indicates Usage Charges which are measured in either Feet, Hours, or Impressions
- A (W) indicates a Machine under Warranty
- An (X) indicates On-order MES products which are shown for planning purposes only
- A (Y) indicates On-order MES products which are shown for planning purposes only. These charges are included in the related machine.

⁵Charges Start/Stop dates shown are those that differ from the Contract Period Start/End Dates

⁶Charge adjustments related to inventory and service changes will be accumulated and invoiced with your next standard invoicing cycle (may be sooner for annual or semiannual payment plans)



IBM Statement of Work for ServiceElite

Both of us agree to add the following Services as part of our ServiceElite contract.

Each of us agrees that the complete agreement between us about these Services consists of 1) this Statement of Work and its Change Authorizations and Schedules, 2) the referenced Attachment, 3) supplemental terms referenced in any of the documents in 1 and 2 above, and 4) the referenced Agreement. Accordingly, in entering into this Statement of Work you acknowledge that you are not relying upon any representation made by or on behalf of IBM that is not fully and expressly set out in the documents specified above, such as the results of any Services. By signing below, both of us agree to the terms of this Statement of Work without modification.

As used in this Statement of Work, "you" and "your" refer to the Customer Company identified below.

Agreed to:
STATE OF MICHIGAN

Agreed to:
International Business Machines Corporation

By _____
Authorized signature

By _____
Authorized signature

Name (type or print):

Name (type or print):

Date:

Date:

Customer Number: 08461410

Reference Agreement number: SSL7917

Customer address:

Reference Attachment number: MAB50FX

UNEMPLOYMENT AGENCY
14333 WOODROW WILSON
DETROIT MI 48238-2812

Statement of Work number: AV9DBX

IBM Address:

Customer telephone number:

IBM CORPORATION
4111 NORTHSIDE PARKWAY
ATLANTA, GA 30327

Customer billing Address:

STATE OF MICHIGAN
SANDI THORNE
CONTRACT & PROCUREMENT
525 W ALLEGAN
LANSING MI 48901