

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

April 3, 2012

**NOTICE
 OF
 CONTRACT NO. 071B2200139**
 (Supercedes Contract No. 071B8200086)
**between
 THE STATE OF MICHIGAN
 and**

NAME & ADDRESS OF CONTRACTOR		TELEPHONE Kim Maylee (800) 542-8787 ext. 7036
OfficeMax North America, Inc. 13301 Stephens Rd. Warren, MI 48089-4341 Email: kimmaylee@officemax.com		CONTRACTOR NUMBER/MAIL CODE
		BUYER/CA (517) 241-7233 Donald Mandernach
Contract Compliance Inspector: Donald Mandernach (517) 241-7233 Office Supplies, Toner and Paper – Statewide and MiDEAL Members		
CONTRACT PERIOD: 3 yrs. + 2 one-year options From: April 1, 2012 To: March 31, 2015		
TERMS Refer to Section 2.2.2	SHIPMENT Refer to Section 1.4.1	
F.O.B. Delivered	SHIPPED FROM N/A	
ALTERNATE PAYMENT OPTIONS: <input checked="" type="checkbox"/> P-card <input checked="" type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other		
MINIMUM DELIVERY REQUIREMENTS No Minimum Order Requirements		
MISCELLANEOUS INFORMATION:		

THIS CONTRACT IS EXTENDED TO AUTHORIZED MiDEAL MEMBERS (www.michigan.gov/mideal).

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DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
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MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">No Minimum Order Requirements</p>	
MISCELLANEOUS INFORMATION: THIS CONTRACT IS EXTENDED TO AUTHORIZED MiDEAL MEMBERS (www.michigan.gov/mideal). The terms and conditions of this Contract are those of RFP #071R0200335, this Contract Agreement and the vendor's quote dated November 1, 2011 and December 7, 2011. In the event of any conflicts between the specifications, and terms and conditions, indicated by the State and those indicated by the vendor, those of the State take precedence.	

THIS IS NOT AN ORDER: This Contract Agreement is awarded on the basis of our inquiry bearing the RFP No. 071R0200335. Orders for delivery will be issued directly by the State Agencies through the issuance of a Purchase Order Form.

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

FOR THE CONTRACTOR: OfficeMax North America, Inc. Firm Name	FOR THE STATE: Signature Jeff Brownlee, Chief Procurement Officer
Authorized Agent Signature	Name/Title DTMB, Procurement.
Authorized Agent (Print or Type)	Division
Date	Date



STATE OF MICHIGAN
Department of Technology, Management and Budget
Procurement

Contract No. 071B2200139
Office Supplies, Toner & Paper
Statewide and MiDEAL Members

Buyer Name: [Donald Mandernach](#)
Telephone Number: (517) 241-7233
E-Mail Address: mandernachd@michigan.gov



Table of Contents

- 1.1 Project Identification.....9**
 - 1.1.1 Project Request.....9
 - 1.1.2 Background- Deleted, Not Applicable9
- 1.2 Scope of Work and Deliverable(s).....9**
 - 1.2.1 In Scope – [Deleted, Not Applicable]9
 - 1.2.2 Deliverable(s)9
 - 1.2.3 Quantity.....9
 - 1.2.4 Ordering9
 - 1.2.5 Alternate Bids - Deleted, Not Applicable 11
- 1.3 Management and Staffing12**
 - 1.3.1 Project Management.....12
 - 1.3.2 Reports.....12
 - 1.3.3 Staff, Duties, and Responsibilities – Deleted, Not Applicable12
 - 1.3.4 Meetings.....12
 - 1.3.5 Place of Performance.....12
 - 1.3.6 Reserved.....12
 - 1.3.7 Binding Commitments - Deleted, Not Applicable12
 - 1.3.8 Training12
 - 1.3.9 Security12
- 1.4 Delivery and Acceptance.....13**
 - 1.4.1 Time Frames.....13
 - 1.4.2 Minimum Order13
 - 1.4.3 Packaging13
 - 1.4.4 Palletizing.....13
 - 1.4.5 Delivery Term.....13
 - 1.4.6 Acceptance Process14
 - 1.4.7 Criteria - Deleted, Not Applicable.....14
- 1.5 Proposal Pricing14**
 - 1.5.1 Pricing14
 - 1.5.2 Quick Payment Terms - Deleted – Not Applicable.....14
 - 1.5.3 Price Term.....14
 - 1.5.4 Tax Excluded from Price15
 - 1.5.5 Invoices15
- 1.6 Commodity Requirements15**
 - 1.6.1 Customer Service.....15
 - 1.6.2 Research and Development.....16
 - 1.6.3 Quality Assurance Program16
 - 1.6.4 Warranty for Deliverable(s)16
 - 1.6.5 Special Incentives17
 - 1.6.6 Energy Efficiency17
 - 1.6.7 Environmental Requirements.....17
 - 1.6.8 Recycled Content and Recyclability17
 - 1.6.9 Materials Identification and Tracking.....18
- 1.7 Extended Purchasing18**
 - 1.7.1 MiDEAL.....18
 - 1.7.2 State Employee Purchases.....18
- Article 2 – Terms and Conditions.....19**



- 2.1 Contract Term19**
 - 2.1.1 Contract Term19
 - 2.1.2 Options to Renew.....19
- 2.2 Payments and Taxes19**
 - 2.2.1 Fixed Prices for Deliverable(s)19
 - 2.2.2 Payment Deadlines19
 - 2.2.3 Invoicing and Payment – In General19
 - 2.2.4 Pro-ration [Deleted, Not Applicable].....19
 - 2.2.5 Final Payment and Waivers19
 - 2.2.6 Electronic Payment Requirement.....19
 - 2.2.7 Employment Taxes19
 - 2.2.8 Sales and Use Taxes19
- 2.3 Contract Administration20**
 - 2.3.1 Issuing Office20
 - 2.3.2 Contract Compliance Inspector20
 - 2.3.3 Project Manager – Deleted, Not Applicable20
 - 2.3.4 Contract Changes20
 - 2.3.5 Price Changes.....20
 - 2.3.6 Notices21
 - 2.3.7 Covenant of Good Faith21
 - 2.3.8 Assignments.....22
 - 2.3.9 Equipment.....22
 - 2.3.10 Facilities [Deleted, Not Applicable].....22
- 2.4 Contract Management22**
 - 2.4.1 Contractor Personnel Qualifications.....22
 - 2.4.2 Contractor Key Personnel22
 - 2.4.3 Removal or Reassignment of Personnel at the State's Request22
 - 2.4.4 Contractor Personnel Location.....23
 - 2.4.5 Contractor Identification23
 - 2.4.6 Cooperation with Third Parties.....23
 - 2.4.7 Relationship of the Parties23
 - 2.4.8 Contractor Return of State Equipment/Resources.....23
 - 2.4.9 Background Checks23
 - 2.4.10 Compliance With State Policies23
- 2.5 Subcontracting by Contractor23**
 - 2.5.1 Contractor Responsible.....23
 - 2.5.2 State Approval of Subcontractor23
 - 2.5.3 Subcontract Requirements.....24
 - 2.5.4 Competitive Selection24
- 2.6 Reserved.....24**
- 2.7 Performance24**
 - 2.7.1 Time of Performance.....24
 - 2.7.2 Service Level Agreements [Deleted, Not Applicable].....24
 - 2.7.3 Liquidated Damages – Deleted Not Applicable.....24
 - 2.7.4 Excusable Failure.....24
- 2.8 Acceptance of Deliverable(s)25**
 - 2.8.1 Quality Assurance25
 - 2.8.2 Delivery Responsibilities25
 - 2.8.3 Process for Acceptance of Deliverable(s)25
 - 2.8.4 Acceptance of Deliverable(s)25
 - 2.8.5 Process for Approval of Written Deliverable(s) [Deleted, Not Applicable].....26



- 2.8.6 Process for Approval of Services [Deleted, Not Applicable]26
- 2.8.7 Final Acceptance.....26
- 2.9 Ownership [Deleted, Not Applicable]26**
- 2.10 State Standards [Deleted, Not Applicable]26**
- 2.11 Confidentiality26**
 - 2.11.1 Confidential Information26
 - 2.11.2 Protection and Destruction of Confidential Information26
 - 2.11.3 Exclusions26
 - 2.11.4 No Obligation to Disclose27
 - 2.11.5 Security Breach Notification27
- 2.12 Records and Inspections27**
 - 2.12.1 Inspection of Work Performed.....27
 - 2.12.2 Retention of Records27
 - 2.12.3 Examination of Records27
 - 2.12.4 Audit Resolution27
 - 2.12.5 Errors27
- 2.13 Warranties28**
 - 2.13.1 Warranties and Representations.....28
 - 2.13.2 Warranty of Merchantability28
 - 2.13.3 Warranty of Fitness for a Particular Purpose29
 - 2.13.4 Warranty of Title.....29
 - 2.13.5 Equipment Warranty29
 - 2.13.6 New Deliverable(s).....29
 - 2.13.7 Prohibited Products.....29
 - 2.13.8 Consequences For Breach29
- 2.14 Insurance29**
 - 2.14.1 Liability Insurance29
 - 2.14.2 Subcontractor Insurance Coverage31
 - 2.14.3 Certificates of Insurance and Other Requirements31
- 2.15 Indemnification32**
 - 2.15.1 General Indemnification32
 - 2.15.2 Code Indemnification [Deleted, Not Applicable].....32
 - 2.15.3 Employee Indemnification32
 - 2.15.4 Patent/Copyright Infringement Indemnification32
 - 2.15.5 Continuing Obligation.....32
 - 2.15.6 Indemnification Procedures.....33
 - 2.15.7 Limitation of Liability.....33
- 2.16 Termination by the State33**
 - 2.16.1 Notice and Right to Cure.....33
 - 2.16.2 Termination for Cause.....34
 - 2.16.3 Termination for Convenience34
 - 2.16.4 Termination for Non-Appropriation34
 - 2.16.5 Termination for Criminal Conviction34
 - 2.16.6 Termination for Approvals Rescinded35
 - 2.16.7 Rights and Obligations upon Termination35
 - 2.16.8 Reservation of Rights.....35
 - 2.16.9 Contractor Transition Responsibilities.....35
 - 2.16.10 Transition Payments35
- 2.17 Termination by the Contractor.....36**
 - 2.17.1 Termination36



- 2.18 Stop Work36**
 - 2.18.1 Stop Work Order36
 - 2.18.2 Termination of Stop Work Order36
 - 2.18.3 Allowance of the Contractor's Costs36
- 2.19 Reserved.....36**
- 2.20 Dispute Resolution36**
 - 2.20.1 General36
 - 2.20.2 Informal Dispute Resolution36
 - 2.20.3 Injunctive Relief.....37
 - 2.20.4 Continued Performance37
- 2.21 Disclosure Responsibilities37**
 - 2.21.1 Disclosure of Litigation37
 - 2.21.2 Other Disclosures.....38
 - 2.21.3 Call Center Disclosure38
- 2.22 Extended Purchasing38**
 - 2.22.1 MiDEAL Requirements.....38
 - 2.22.2 State Administrative Fee38
 - 2.22.3 State Employee Purchase Requirements39
- 2.23 Laws39**
 - 2.23.1 Governing Law39
 - 2.23.2 Compliance with Laws39
 - 2.23.3 Jurisdiction39
 - 2.23.4 Nondiscrimination.....39
 - 2.23.5 Unfair Labor Practices.....39
 - 2.23.6 Environmental Provision40
 - 2.23.7 Freedom of Information.....40
 - 2.23.8 Workplace Safety and Discriminatory Harassment [Deleted, Not Applicable]40
 - 2.23.9 Prevailing Wage [Deleted, Not Applicable]40
 - 2.23.10 Abusive Labor Practices40
- 2.24 General Provisions40**
 - 2.24.1 Bankruptcy and Insolvency40
 - 2.24.2 Media Releases41
 - 2.24.3 Contract Distribution.....41
 - 2.24.4 Permits41
 - 2.24.5 Website Incorporation41
 - 2.24.6 Future Bidding Preclusion [Deleted, Not Applicable]41
 - 2.24.7 Antitrust Assignment41
 - 2.24.8 Disaster Recovery41
 - 2.24.9 Legal Effect41
 - 2.24.10 Entire Agreement41
 - 2.24.11 Order of Precedence41
 - 2.24.12 Headings42
 - 2.24.13 Form, Function and Utility42
 - 2.24.14 Reformation and Severability42
 - 2.24.15 Approval42
 - 2.24.16 No Waiver of Default42
 - 2.24.17 Survival42
 - 2.24.18 PCI Data Security Standard42

Attachment A - Pricing
Attachment B - MiDEAL Report



Definitions

This section provides definitions for terms used throughout this document.

Business Day - whether capitalized or not, means any day other than a Saturday, Sunday, State employee temporary layoff day, or State-recognized legal holiday (as identified in the Collective Bargaining Agreement for State employees) from 8:00am through 5:00pm Eastern Time unless otherwise stated.

Buyer – the DTMB-Procurement employee identified on the cover page of this RFP.

Chronic Failure - as defined in applicable Service Level Agreements.

Contract – based on this RFP, an agreement that has been approved and executed by the awarded bidder, the DTMB-Procurement Director, and the State Administrative Board.

Contractor – the awarded bidder after the Effective Date.

Days - Business Days unless otherwise specified.

Deleted, Not Applicable - the section is not applicable or included in this RFP. This is used as a placeholder to maintain consistent numbering.

Deliverable(s) - physical goods or commodities as required or identified in a Statement of Work.

Eastern Time – either Eastern Standard Time or Eastern Daylight Time, whichever is prevailing in Lansing, Michigan.

Effective Date - the date that a binding contract is executed by the final party.

Final Acceptance - has the meaning provided in Section 2.8.7, Final Acceptance, unless otherwise stated in Article 1.

Key Personnel - any personnel designated as Key Personnel in Sections 1.3.3, Staff, Duties, and Responsibilities, and 2.4.2, Contractor Key Personnel, subject to the restrictions of Section 2.4.2.

Post-Industrial Waste - industrial by-products which would otherwise go to disposal and wastes generated after completion of a manufacturing process, but does not include internally generated scrap commonly returned to industrial or manufacturing processes.

Purchase Order - a written document issued by the State that requests full or partial performance of the Contract.

State - the State of Michigan.

State Location - any physical location where the State performs work. State Location may include state-owned, leased, or rented space.

Stop Work Order - a notice requiring the Contractor to fully or partially stop work in accordance with the terms of the notice.

Subcontractor - a company or person that the Contractor delegates performance of a portion of the Deliverable(s) to, but does not include independent contractors engaged by the Contractor solely in a staff augmentation role.

Unauthorized Removal - the Contractor's removal of Key Personnel without the prior written consent of the State.



Article 1 – Statement of Work

1.1 Project Identification

This Contract is for the statewide delivery of office supplies (border to border), including but not limited to toner and multi-purpose paper, to be used by State of Michigan agencies, its agents and employees, and MiDEAL members (authorized local units of government). The Contractor will carry out this Contract under the direction and control of the Department of Technology, Management and Budget (DTMB).

1.1.1 Project Request

The Contractor will work in cooperation with the State to furnish quality products at the lowest price available (as described in Section 1.5.1 Pricing). The Contractor is responsible for warehousing, data collection, reporting and distribution of office supplies to State agencies, participating MiDEAL members, and any other participating state.

1.1.2 Background- Deleted, Not Applicable

1.2 Scope of Work and Deliverable(s)

1.2.1 In Scope – [Deleted, Not Applicable]

1.2.2 Deliverable(s)

The Contractor must provide the following Deliverable(s):

The Contractor will be required to deliver to all State agencies and MiDEAL members located in the State of Michigan (border to border).

Orders for delivery will be issued directly to the Contractor by various State agencies and MiDEAL members. These entities will be invoiced separately by the Contractor and responsible for payment to the Contractor.

Contract items are listed in the following 14 categories:

1. Paper
2. Toner
3. Adhesives
4. Organizational Tools
5. Folders/Cases
6. General
7. Electronic & Miscellaneous
8. Calendars & Planners
9. Cases
10. Pens & Pencils
11. Ergonomic Office
12. Shredders
13. Drives, Sticks & Writers
14. Stamps & Daters

The item listing for each category can be found in **Attachment A – Pricing**.

1.2.3 Quantity

The State is not obligated to purchase in any specific quantity.

1.2.4 Ordering

Orders for delivery of commodities and/or services may be issued directly by the State Agencies through the issuance of a Purchase Order Form referencing this Contract (Blanket Purchase Order) agreement and the terms and conditions contained herein. Contractor should reference the Purchase Order Number on all invoices for payment. The Contractor is not authorized to begin performance until receipt of an order by one of



the following methods: (1) Purchase Order which references the Contract Number (2) Procurement Card (online or retail store purchases) or (3) Direct Voucher.

The Contractor must be able to receive orders by any of the following methods: electronically via online catalog tailored to the State's specific pricing and selections, phone, facsimile transmission, procurement card, written order, or in stores.

At the request of DTMB-Procurement, the Contractor shall have the ability to block certain non-contract items from being ordered. General exclusions include, but are not limited to, some office furniture, computers and computer accessories, file cabinets, janitorial supplies in large volume orders, photocopy machines and supplies, printers, surge protectors and telephones and accessories. These items are currently available through other State contracts.

Online Catalog/Ordering System

Contractor's online catalog/ordering system shall be available 24 hours a day, 7 days a week. Payments for online orders can be made with a procurement card and order acknowledgements are provided electronically to customers. Contractor's online catalog/ordering system identifies State of Michigan contract items. Online customers are able to view product availability before placing orders and will automatically notify online customers when less expensive alternate is available.

Website allows designated customer administrators to set up, add, and delete end users, with permissions and restrictions, approval paths, varying levels of authorization of purchases, etc. independently, without having to contact customer service or Contractor's sales representative.

The Contractor shall be willing and have the capacity to work with third-party providers of Electronic Data Interchange (EDI) services which have been chosen by the State. The Contractor shall be willing, at no additional charge to the State or to the EDI provider, to transmit text and image catalog information to the State's provider of EDI services.

The State does not currently have an E-Procurement system. If the State were to utilize such a system in the future, the Contractor will be able to migrate all electronic catalog and online ordering functions to the State's E-Procurement system within 60 days of notice.

Online Catalog Technical Support

Contractor shall have dedicated staff to address any issues with the system or access. Contractor has a separate help desk to provide technical assistance to State of Michigan employees.

Contractor has online Customer Service support which enables real-time, online interaction with Customer Service through instant messaging, live log-on assistance, web collaboration/screen sharing and call-back requests. Contractor's associates are available for web collaboration from 7:00 a.m. to 7:00 p.m. (CST).

Technical Support Team

Phone: (800) 817-8132

Assistance is available: Monday thru Friday from 7:00 a.m. to 9:30 p.m. (CST).

Retail Network

Contractor has a retail network within the State of Michigan (approx. 40 retail locations). Purchases can be made at any of the Contractor's 40 retail locations and receive contract pricing at the register using their Retail Connect Card. Contractor will provide authorized users with a plastic card or barcode labels that tie customers to their contract pricing. Contractor maintains approximately 26% of their contract catalog SKUs in their retail locations.

Fill Rate



The Contractor must maintain a monthly statewide average Fill Rate of 98%. If the fill rate falls below 98% for three consecutive months and the Contractor fails to provide an explanation for the reduction which is satisfactory to the State, the State may cancel the contract with a 30-day written notice to the Contractor.

Backorders

Customers shall be notified promptly of shipment delays, partial shipments and back orders. In the event that the Contractor is temporarily out of stock on an item, the Contractor will first notify the end user in one of the following ways:

- A backordered item will be annotated on a FaxBack or e-mail order confirmation.
- A backordered item will be annotated on the packing list that the end-user receives with the order. The packing list will automatically provide a systemically generated due date (this due date is based on average vendor lead-time).
- Contractor's Internet ordering system provides in-stock/backorder status.
- Customers phoning in orders will be notified of a backorder at the time of order placement.

The Contractor will then work to fill the backorder. If the Contractor's system is unable to fill a line, the Contractor's local purchasing group will source the backordered item. If an item is discontinued, or unavailable, the customer is called and given a choice of canceling the order, or specifying an alternate. The customer is also called if an item has an unusual lead-time. The order is then placed to ship from the nearest, quickest source.

Product Substitution

Product substitution is not allowable unless written approval is received from the requesting agency. Pricing for the substituted product cannot exceed the contract price for the item.

Special Orders

Customers may purchase items that are not normally stocked. Special order items are items not stocked by OfficeMax or their wholesale partners. Special order items can be placed on line with detailed description of item, or telephoned to customer service. Lead time for special order items range from 3-14 days depending on the manufacturer's lead time. Special orders are processed within 24 hours of receipt.

Special order items are not identified on **Attachment A - Pricing** or listed in the OfficeMax Maxi catalog. These items will be priced at a 10% discount from the product manufacturer's list price.

Disaster Recovery

In the event of a State emergency or disaster, the Contractor must have a policy to address data recovery, online ordering, disaster delivery, and warehouse access, and emergency contact information. Contractor has an emergency preparedness corporate support task force, a cross functional team of corporate support personnel, representing 22 departments which meet before, during and after a crisis or natural disaster to support customers, teams and communities. Contractor has created a Disaster Recovery Plan that enables the business to continue services in the event that problems are experienced with Contractor's computer systems, telecommunication systems, or warehouse/shipping capabilities. These plans have been designed and maintained to ensure timely recovery from a disaster.

Contractor's primary and secondary production data center facilities are backed up by Uninterruptible Power Supply and generator systems with the ability to power the facility for an unlimited amount of time in the event of a commercial electrical outage.

1.2.5 Alternate Bids - Deleted, Not Applicable



1.3 Management and Staffing

1.3.1 Project Management

The Contractor will carry out this project under the direction and control of the DTMB.

1.3.2 Reports

The Contractor must submit the following periodic reports to the State: usage reports, including quantity and dollars for State and MiDEAL members. The Contractor must submit reports of purchasing activities to the Procurement Buyer and MiDEAL program coordinator, on a monthly (State agency) and quarterly (MiDEAL) basis. The Contractor must submit reports of purchasing activities to MiDEAL members and any other cooperative purchasing participants on a quarterly basis. Refer to Section 2.22.2 State Administrative Fee. The Contractor shall utilize the format specified in **Attachment B, MiDEAL Report**. Reports shall include, at a minimum, an itemized listing of purchasing activities by each State of Michigan agency and MiDEAL member, with the agency name, invoice number, product description, quantity, total value of purchases for each agency, date of purchases, and a grand total of all purchases. The State reserves the right to request other reports throughout the term of this Contract.

1.3.3 Staff, Duties, and Responsibilities – Deleted, Not Applicable

1.3.4 Meetings

The State may request meetings as it deems appropriate.

1.3.5 Place of Performance

The Contractor’s location of all facilities that will be involved in performing this Contract:

Full address of place of performance	Owner/operator of facility to be used	Percent (%) of Contract value to be performed at listed location
13301 Stephens Road Warren, MI 48089	OfficeMax Customer Fulfillment Center	Approx. 90%
5131 South Towne Drive New Berlin, WI 53151	OfficeMax Cross Dock Location	Approx. 10%

1.3.6 Reserved

1.3.7 Binding Commitments - Deleted, Not Applicable

1.3.8 Training

The Contractor shall provide training to individual agencies, when necessary, on aspects of ordering, shipping, billing, and receiving. At the request of the Contract Administrator, the Contractor shall provide in-service training to agency personnel on products, installation, and product safety issues. The Contractor shall also provide agency training jointly with the State as needed during the period covered by the Contract at no additional charge.

1.3.9 Security

The Contract will require frequent deliveries to State of Michigan facilities. If the Contractor has performed security background checks on all personnel assigned to State of Michigan facilities (i.e. delivery people), the Contractor shall indicate the name of the company that performed the check as well as provide a document stating that each employee has satisfactorily completed a security check and is suitable for assignment to State facilities. Upon request by the State, the Contractor shall provide the results of all security background checks. Upon review of the Contractor’s security measures, the State will decide whether to issue State ID badges to the Contractor’s delivery personnel or accept the ID badge issued to delivery personnel by the Contractor. The State may decide to also perform an additional background check under Section 2.4.9, Background Checks. If so, the Contractor must provide a list of all personnel, including name and date of birth, that will be assigned to State work.



Contractor requests proof of driver background checks for all accounts assigned third party drivers. Contractor's partner couriers typically provide background checks at the time of driver hire and utilize services such as Intelius.com or USSearch.com. The Contractor conducts several types of employment screenings as part of the hiring process as well as post-employment screenings.

The Contractor and its subcontractors shall comply with the security access requirements of individual State facilities (e.g. Department of Corrections requires LEIN checks be performed on anyone entering a prison facility).

1.4 Delivery and Acceptance

1.4.1 Time Frames

Deliveries shall be within one (1) business day for all telephone and fax orders received by 4:00 p.m. Michigan time and internet orders received by 5:00 p.m. Michigan time. All deliveries to the Upper Peninsula locations will be within two (2) business days. The receipt of order date is governed in the same manner as notices sent under Section 2.3.6, Notices.

Same day orders can be picked up on a "will call basis" at the OfficeMax Customer Fulfillment Center (CFC) located at:

OfficeMax Detroit CFC
13301 Stephens Rd.
Warren, MI 48089

Emergency purchases can be made at any of the Contractor's 40 retail locations in Michigan and receive contract pricing at the register using their Retail Connect card.

1.4.2 Minimum Order

There is no minimum order requirement.

1.4.3 Packaging

Each order delivered shall be individually packaged and will indicate the ordering agency's name, address and order number. Each order will utilize the box size that is the most appropriate for the quantity of items being shipped. Each package will contain a packing slip. This packing slip shall contain the following information: agency name and address, name and telephone number or the person to whom the order is being delivered, the State's order number, stock number with a brief description of each item, unit of issue, quantity of each item issued, unit price and extended price for each item, date order was received by Contractor, shipping code to identify shipping condition (item temporarily out of stock/will ship late, discontinued item or item temporarily out of stock/please reorder) and total price of the order.

Packaging and containers must meet the current requirements of state and federal law applicable to rail and motor carrier freight classifications, which will permit application of the lowest freight rate.

1.4.4 Palletizing

Shipments must be palletized whenever possible. Manufacturer's standard 4-way shipping pallets must be used.

1.4.5 Delivery Term

Unless specified otherwise below, delivery is governed by Section 2.8.2, Delivery Responsibilities. Prices are F.O.B. Destination, within Government Premises" with transportation charges prepaid on all orders.

Some State employees work from home offices around the State. Orders from these employees shall be delivered to their home office (unless otherwise specified).



1.4.6 Acceptance Process

The acceptance process is defined in Section 2.8.4, Acceptance of Deliverable(s), unless otherwise defined in this section.

1.4.7 Criteria - Deleted, Not Applicable

1.5 Proposal Pricing

1.5.1 Pricing

The Contractor specified the fixed prices for all Deliverable(s), and the associated payment milestones and payment amounts as required by Section 2.2.1, Fixed Prices for Deliverable(s). Contract items are listed in the 14 categories and the pricing details are provided in **Attachment A - Pricing**.

Office supply items not identified on **Attachment A - Pricing**, can be purchased at a 30% discount off list price identified in the then current OfficeMax Maxi catalog.

Special order items not identified on **Attachment A - Pricing** that are not listed in the OfficeMax Maxi catalog will be priced at a 10% discount from the product manufacturer's list price.

List Price is defined as the manufacturer's suggested list price as found in the OfficeMax Maxi catalog, which may be updated at any time by notice from the manufacturer. The Contractor will provide updated price list files to the State of Michigan on a continual basis. The price list files will be uploaded to the MiDeal website www.michigan.gov/mideal and replaced as needed at the discretion of DTMB-Procurement.

The Contractor has included the administrative fee in Section 2.22.2, State Administrative Fee, in the Contract prices.

Lowest Available Price

Contractor is able to utilize Best Price Logic for purchases made in its retail stores using a Retail Connect Card, which would result in the State receiving the lower of the current retail store price or the current contract price. Further, if the State discovers that it can purchase a product from Contractor's Maxi Catalog, from www.officemax.com, or from an OfficeMax retail store for a price lower than its current contracted pricing, Contractor will match the lower price for all products that are an exact SKU match. If the lower priced item found in Contractor's Maxi Catalog, on www.officemax.com, or in the OfficeMax retail store is not an exact SKU match, the State is free to purchase the product from that alternate channel in order to obtain the lower price.

1.5.2 Quick Payment Terms - Deleted – Not Applicable

1.5.3 Price Term

Prices for general office supplies (identified in **Attachment A - Pricing**) with the exception of paper and toner are held firm for a period of two years from the date this Contract becomes effective. After the first two years of this Contract, the prices for general office supplies will be reviewed and renegotiated annually based upon market information (such as the CPI and PPI, US City Average, as published by the US Department of Labor, Bureau of Labor Statistics) and supporting manufacturer documentation. Requested changes may include increases or decreases in price.

Prices for toner (identified in **Attachment A - Pricing** Toner Tab) are held firm for a period of 365 days from the date the Contract becomes effective. After the first 365 days of the contract, the prices for toner will be reviewed and renegotiated annually based upon market information (such as the CPI and PPI, US City Average, as published by the US Department of Labor, Bureau of Labor Statistics) and supporting manufacturer documentation. Requested changes may include increases or decreases in price.

Prices for paper are listed in **Attachment A - Pricing** Paper Tab. The Contractor will not pass along paper price increases until such increases reach a cumulative of 3% (increase over the prices existing as of the sooner of either the effective date of the contract or the time of the last paper price increase effective on the State). Request for renegotiation of paper prices (where the Contractor is able to document manufacturer



increases above 3%) may be submitted at the end of each 120 day period. Accepted price increases of 3-10% will be evenly spread over two 120 day periods; accepted price increases of greater than 10% will be evenly spread over three 120 day periods. Example: An accepted price increase of 6% during Period 2 would result in an increase of 3% in Period 2 and 3% in Period 3; accepted price increase of 15% in Period 4 would result in an increase of 5% in Period 4, 5% in Period 5 and 5% in Period 6.

Office supply items listed in the OfficeMax Maxi catalog but not identified on **Attachment A - Pricing**, can be purchased at a 30% discount off list price identified in the then current OfficeMax Maxi catalog (minimum acceptable discount percentage through the life the Contract including option years and extensions). Office supply items not identified on **Attachment A - Pricing** that are not listed in the OfficeMax Maxi catalog will be priced at a 10% discount from the product manufacturer's list price. List Price is defined as the manufacturer's suggested list price as found in the OfficeMax Maxi catalog, which may be updated at any time by notice from the manufacturer. The Contractor will provide updated price list files to the State of Michigan on a continual basis. The price list files will uploaded to the MiDEAL website and replaced as needed at the discretion of DTMB-Procurement.

Contractor will provide the State with sixty (60) days notice of any requested price change prior to the end of the current applicable price hold period. If after the sixty (60) days has passed a Change Notice has not been executed by the State, Contractor reserves the right to remove products from the contract and not sell those products to the State or MiDEAL members.

Any changes to pricing must be implemented through an issuance by DTMB-Procurement of a Contract Change Notice (which will be executed by the Parties as soon as practicable). All Contract Change Notices will include a new item listing (for all categories: paper, toner, general office supplies) which will replace all prior versions of the item listing. The Change Notices will clearly describe which price category has not changed and which category has been modified.

1.5.4 Tax Excluded from Price

(a) Sales Tax: The State is exempt from sales tax for direct purchases. The Contractor's prices must not include sales tax. DTMB-Procurement will furnish exemption certificates for sales tax upon request.

(b) Federal Excise Tax: The State may be exempt from Federal Excise Tax, or the taxes may be reimbursable, if articles purchased under any resulting Contract are used for the State's exclusive use. Certificates showing exclusive use for the purposes of substantiating a tax-free, or tax-reimbursable sale will be sent upon request. If a sale is tax exempt or tax reimbursable under the Internal Revenue Code, the Contractor's prices must not include the Federal Excise Tax.

1.5.5 Invoices

The Contractor's invoice must include the following: Date, Quantity, Deliverable, Unit Price, Shipping Cost (if any) and Total Price. In addition, invoices for orders placed using a purchase order must include the purchase order number.

Contractor shall provide monthly invoice statements/ billings electronically to State agencies and have the ability to provide automatic payment processing capability. Some State agencies are centralized and some are decentralized for ordering and payment processes. The Contractor shall be capable of submitting one consolidated invoice to an agency-centralized location or multiple invoices to an agency for each delivery location (refer to Section 2.2.2 Payment Deadlines).

1.6 Commodity Requirements

1.6.1 Customer Service

The Contractor is able to receive orders by any of the following methods: electronically via online catalog tailored to the State's specific pricing and selections, phone, facsimile transmission, procurement card, written order, or in stores. The Contractor must have internal controls, approved by DTMB-Procurement, to: (a) ensure that only authorized individuals place orders; and (b) verify any orders that appear to be abnormal.



Customer Service Centers – Contractor maintains three (3) contract customer support centers and an additional support center for retail and centralized functions. All of the Contractor's contract call centers overlap support capabilities and have redundant data and power entry. Contractor will reroute calls in the event of a phone outage or other emergency.

Normal Business Hours

The Contractor's normal business hours for receiving orders and providing customer service are as follows:

Customer Service is available from 6:00 a.m. to 9:00 p.m. (CST) Monday through Friday and from 8:00 a.m. to 2:00 p.m. (CST) on Saturday.

Other hours of operation depend on the location. Contractor's offices are open from 8:00 a.m. to 5:00 p.m. in their local time zone. Warehouse staff picks orders, build order routes, and load trucks from 3:00 p.m. to midnight. Drivers come in at 6:00 a.m. to start delivering orders, and in most cases, end their day around 4:30 p.m. after delivering their entire route.

Customer Service (Orders) Dedicated to State of Michigan Accounts (Toll-Free):

Phone: (877) 969-OMAX (6629)

Fax: (877) 969-1MAX (1629)

Account Executive Assigned to State of Michigan Accounts:

Kim Maylee, Account Executive

OfficeMax, Inc.

13301 Stephens Road

Warren, MI 48089

Telephone: (800) 542-8787 ext. 7036

Cell Phone: (517) 902-3864

Email: KimMaylee@officemax.com

After-Hours Customer Service

For after-hours support, the Contractor's Account Executive assigned to the State's account is available 24/7 and can be reached via cell phone or email.

1.6.2 Research and Development

The Contractor shall have the ability to invest in new research and development to stay current with ongoing demands.

1.6.3 Quality Assurance Program

The Contractor shall have a Quality Assurance Program currently in place within their organization.

1.6.4 Warranty for Deliverable(s)

Contractor warrants that OfficeMax is the legal and rightful owner of the Products or that it is legally licensed and/or authorized to sell and/or distribute the Products. All Products delivered under this Contract will be free and clear of any and all encumbrances of any kind.

Customer acknowledges that Contractor is not the manufacturer of any of the Products. Other than as expressly set forth in this Contract, any warranty with respect to the Products must come from the manufacturer. Contractor will pass through to Customer any applicable manufacturer warranties, to the extent transferable.

Notwithstanding anything to the contrary, in no event will Contractor be liable for any indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory.

- Each of the Contractor's manufacturing partners provides their own warranties and will, ultimately, be responsible for defective products.



- The Contractor will pass through to the State of Michigan any applicable manufacturer warranties, to the extent transferable.
- Should a State of Michigan end-user encounter a warranty/return issue, the product may be returned to the Contractor for full credit or a replacement product, and the Contractor will return the product to the manufacturer.

All credits shall be made to the account codes used to purchase the returned items. If the order had multiple account codes, the agency shall instruct the Contractor to which code or codes the credit shall be assigned. The Contractor shall issue credit within seven (7) calendar days once item has been returned to Contractor's in-state distribution warehouse.

Customer satisfaction is the Contractor's main goal. The Contractor stands behind the products they sell, and every manufacturer stands behind the products that they represent. Contractor will work with their suppliers to resolve any quality issues as quickly as possible.

1.6.5 Special Incentives

Credit and Return Process

The Contractor shall fully credit any item purchased from this Contract within 30 days from the date of purchase with packing list. Without a packing list, items will be eligible for an exact-item exchange or merchandise credit. With the exception of damaged or defective items, products must be returned in resalable condition and in the original manufacturer's packaging where applicable. There are no restocking or freight charges for stocked items.

To process a return, end-users can call Contractor's Customer Service, or fill out the return request form on our website, in order to receive an Authorization to Return (ATR) number. The product will then be picked up on the next scheduled delivery day by Contractor's driver, UPS or common carrier.

Damaged Freight, Error in Shipment, Defective Items

The Contractor shall pay and arrange for all shipping and handling charges for items returned because of freight damage or error in shipment. Agencies shall be credited the full amount of all items returned. All credits shall be made to the account codes used to purchase the returned items. If the order had multiple account codes, the agency shall instruct the Contractor to which code or codes the credit shall be assigned. The Contractor shall issue credit within seven (7) calendar days once item has been returned to Contractor's in-state distribution warehouse.

1.6.6 Energy Efficiency

The State prefers to purchase energy-efficient products, including "Energy Star" certified products.

1.6.7 Environmental Requirements

The State prefers to purchase products that impact the environment less than competing products. Environmental components that may be considered include: recycled content, recyclability, and the presence of undesirable materials in the products, especially persistent, bioaccumulative, and toxic chemicals.

1.6.8 Recycled Content and Recyclability

(a) **Deliverable(s)**. Without compromising performance or quality, the State prefers Deliverable(s) containing higher percentages of recycled materials.

(b) **Packaging**. The State prefers packaging materials that:

- (i) are made from recycled content that meets or exceeds all federal and state recycled content guidelines (currently 35% post-consumer for all corrugated cardboard);
- (ii) minimize or eliminate the use of polystyrene and other difficult to recycle materials;
- (iii) minimize or eliminate the use of packaging and containers or, in the alternative, minimize or eliminate the use of non-recyclable packaging and containers;
- (iv) provide for a return program where packaging can be returned to a specific location for



- recycling; and
(v) contain materials that are easily recyclable in Michigan.

1.6.9 Materials Identification and Tracking

(a) **Hazardous Chemical Identification.** The Contractor must list any hazardous chemical, as defined in 40 CFR §370.2, to be delivered. Each hazardous chemical must be properly identified, including any applicable identification number, such as a National Stock Number or Special Item Number. Material Safety Data Sheets must be submitted in accordance with the federal Emergency Planning and Community Right-to-Know Act, 42 USC 11001 *et seq.*, as amended. This list must be updated whenever any other chemical to be delivered is hazardous.

(b) **Mercury Content.** Under MCL 18.1261d, the Contractor must offer mercury-free products whenever possible. The Contractor must explain if it intends to provide products containing mercury and whether cost competitive alternatives exist. If cost competitive alternatives do not exist, the Contractor must disclose the amount or concentration of mercury and justification as to why this particular product is essential. All products containing mercury must be labeled as containing mercury.

(c) **Brominated Flame Retardants.** The State prefers to purchase products that do not contain brominated flame retardants (BFRs) whenever possible. The Contractor must disclose whether the products contain BFRs.

(d) **Environmental Permits and Requirements.** The Contractor must disclose whether any of its facilities are in violation of any environmental laws. The Contractor must immediately notify DTMB-Procurement of the receipt of any EPA, State, or local agency communication indicating that any of the Contractor's facilities are in violation of applicable environmental laws.

1.7 Extended Purchasing

1.7.1 MiDEAL

The Management and Budget Act, MCL 18.1263, permits the State to provide purchasing services to any city, village, county, township, school district, intermediate school district, non-profit hospital, institution of higher education, or community or junior college (MiDEAL Members). A current listing of approved MiDEAL Members is available at: www.michigan.gov/mideal. Estimated requirements for MiDEAL Members are not included in the quantities shown in this Contract.

The Contractor must supply Deliverable(s) to the State and MiDEAL Members at the established State Contract prices and terms, subject to Section 2.22.1, MiDEAL Requirements.

Local Contract Option

Local units of government that are MiDEAL members and commit to purchasing office supplies from this Contract have the ability to create a "local" contract that is specific to that member and will contain no greater than 50 items that are not included in the State's core list of items. The "local" contract items and pricing will be determined by each MiDEAL member and their OfficeMax account executive. Additional products and services offered by Contractor such as Copy & Print Services, Managed Print Services, Furniture, Break-room and technology products and services can be added to the local contract and will not count toward the 50 item limit.

1.7.2 State Employee Purchases

The Contractor shall allow State employees to purchase from this Contract. The Contractor will supply Deliverable(s) to State employees on a direct and individual basis. Deliverable(s) supplied to State employees are subject to Section 2.22.3, State Employee Purchase Requirements. This program provides a 10% discount for State of Michigan employees that order from the Contractor's website using their personal credit card.



Article 2 – Terms and Conditions

2.1 Contract Term

2.1.1 Contract Term

The Contract term begins April 1, 2012 and expires March 31, 2015. All outstanding Purchase Orders will expire upon the termination of the Contract for any of the reasons listed in Section 2.16, Termination by the State, unless otherwise agreed to in writing by DTMB-Procurement. Absent an early termination, Purchase Orders issued, but not expired, by the end of the Contract's term will remain in effect until the next September 30.

2.1.2 Options to Renew

This Contract may be renewed for up to two (2) additional (1) one year period(s). Renewal must be by mutual written agreement of the parties, not less than 30 days before expiration of the Contract.

2.2 Payments and Taxes

2.2.1 Fixed Prices for Deliverable(s)

Prices are fixed for all Deliverable(s) and for all of the associated payment milestones and amounts.

2.2.2 Payment Deadlines

Undisputed invoices will be due and payable by the State, in accordance with the State's standard payment procedure as specified in 1984 PA 279, MCL 17.51 *et seq.*, within 45 days after receipt. Net 45 days for agencies and MiDEAL members who choose daily billing/invoicing), Net 20 days (for agencies and MiDEAL members who choose monthly billing/invoicing. The choice of terms is at each agency's discretion.

2.2.3 Invoicing and Payment – In General

This Contract will be audited quarterly as specified in Section 2.12.2 Retention of Records. If audit findings show that correct prices were not invoiced, the State will contact the Contractor to remedy the situation. Incorrect pricing will be considered a breach of contract and may lead to cancellation of this Contract.

2.2.4 Pro-ration [Deleted, Not Applicable]

2.2.5 Final Payment and Waivers

The Contractor's acceptance of final payment by the State constitutes a waiver of all claims by the Contractor against the State for payment under this Contract, other than those claims previously filed in writing on a timely basis and still disputed. For other claims, final payment by the State will not constitute a waiver by either party of any rights as to the other party's continuing obligations, nor will it constitute a waiver of any claims under this Contract, including claims for Deliverable(s) not reasonably known to be defective or substandard.

2.2.6 Electronic Payment Requirement

As required by MCL 18.1283a, the Contractor must electronically register with the State at <http://www.michigan.gov/cpexpress> to receive electronic fund transfer (EFT) payments.

2.2.7 Employment Taxes

The Contractor must collect and pay all applicable federal, state, and local employment taxes.

2.2.8 Sales and Use Taxes

The Contractor must register and remit sales and use taxes on taxable sales of tangible personal property or services delivered into the State. If the Contractor lacks sufficient presence in Michigan to be required to register and pay taxes, it must do so on a voluntary basis. The requirement to register and remit sales and use taxes extends to (a) all members of a "controlled group of corporations" as defined in § 1563(a) of the Internal Revenue Code, 26 USC 1563(a), and applicable regulations; and (b) all organizations under common control that make sales at retail for delivery into the State. Any United States Department of Treasury regulation that references "two or more trades or businesses under common control" includes organizations such as sole



proprietorships, partnerships (as defined in § 7701(a)(2) of the Internal Revenue Code, 26 USC 7701(a)(2)), trusts, estates, corporations, or limited liability companies.

2.3 Contract Administration

2.3.1 Issuing Office

This Contract is issued by DTMB-Procurement on behalf of Department of Technology, Management and Budget (State). **DTMB-Procurement is the only entity authorized to modify the terms and conditions of this Contract, including the prices and specifications.** The Contract Administrator within DTMB-Procurement for this Contract is:

Donald Mandernach, Buyer
Procurement, Department of Technology, Management and Budget
Mason Bldg., 2nd Floor
PO Box 30026
Email: mandernachd@michigan.gov
Phone: (517) 241-7233

2.3.2 Contract Compliance Inspector

The Contract Compliance Inspector, named below, will monitor and coordinate Contract activities on a day-to-day basis. However, monitoring of this Contract implies **no authority to modify the terms and conditions of this Contract, including the prices and specifications.**

Donald Mandernach, Buyer
Procurement, Department of Technology, Management and Budget
Mason Bldg., 2nd Floor
PO Box 30026
Email: mandernachd@michigan.gov
Phone: (517) 241-7233

2.3.3 Project Manager – Deleted, Not Applicable

2.3.4 Contract Changes

(a) If the State requests or directs the Contractor to provide any Deliverable(s) that the Contractor believes are outside the scope of the Contractor's responsibilities under the Contract, the Contractor must notify the State before performing the requested activities. If the Contractor fails to notify the State, any activities performed will be considered in-scope and not entitled to additional compensation or time. If the Contractor begins work outside the scope of the Contract and then ceases performing that work, the Contractor must, at the request of the State, retract any out-of-scope work that would adversely affect the Contract.

(b) The State or the Contractor may propose changes to the Contract. If the Contractor or the State requests a change to the Deliverable(s) or if the State requests additional Deliverable(s), the Contractor must provide a detailed outline of all work to be done, including tasks, timeframes, listing of key personnel assigned, estimated hours for each individual per Deliverable, and a complete and detailed cost justification. If the parties agree on the proposed change, DTMB-Procurement will prepare and issue a notice that describes the change, its effects on the Deliverable(s), and any affected components of the Contract (Contract Change Notice).

(c) No proposed change may be performed until DTMB-Procurement issues a duly executed Contract Change Notice for the proposed change.

2.3.5 Price Changes

If allowed by Section 1.5.3, Price Term, the State and the Contractor will complete a pricing review (Review), to allow for changes based on actual costs incurred. Requested changes may include increases or decreases in price and must be accompanied by supporting information indicating market support of proposed modifications



(such as the CPI and PPI, US City Average, as published by the US Department of Labor, Bureau of Labor Statistics) and supporting manufacturer documentation.

(a) The State may request a Review upon 60 days written notice that specifies what Deliverable is being reviewed. At the Review, each party may present supporting information including information created by, presented, or received from third parties.

(b) Following the presentation of supporting information, both parties will have 60 days to review the supporting information and prepare any written response.

(c) In the event the Review reveals no need for modifications of any type, pricing will remain unchanged unless mutually agreed to by the parties. However, if the Review reveals that changes may be recommended, both parties will negotiate in good faith for 60 days unless extended by mutual agreement of the parties.

(d) If the supporting information reveals a reduction in prices is necessary and Contractor agrees to reduce rates accordingly, then the State may elect to exercise the next one year option, if available.

(e) If the supporting information reveals a reduction in prices is necessary and the parties are unable to reach agreement, then the State may eliminate all remaining Contract renewal options.

(f) Any changes based on the Review must be implemented through the issuance of a Contract Change Notice.

(g) In the event that any price increase is not accepted after the sixty (60) day notice period, Contractor reserves the right to remove products from the Contract and not sell those products to the State or MiDEAL members.

2.3.6 Notices

All notices and other communications required or permitted under this Contract must be in writing and will be considered given when delivered personally, by fax (if provided) or by e-mail (if provided), or by registered mail, return receipt requested, addressed as follows (or any other address that is specified in writing by either party):

If to State:

State of Michigan
 DTMB-Procurement
 Attention: Donald Mandernach, Buyer
 PO Box 30026
 530 West Allegan
 Lansing, MI 48909
 Email: mandernachd@michigan.gov
 Fax: (517) 335-0046

If to Contractor:

OfficeMax, Inc.
 Attention: Kim Maylee, Account Executive
 13301 Stephens Road
 Warren, MI 48089
 Email: KimMaylee@officemax.com
 Fax: (586) 427-6167

Delivery by a nationally recognized overnight express courier will be treated as personal delivery.

2.3.7 Covenant of Good Faith

Each party must act reasonably and in good faith. Unless otherwise provided in this Contract, the parties will not unreasonably delay, condition or withhold their consent, decision, or approval any time it is requested or reasonably required in order for the other party to perform its responsibilities under the Contract.



2.3.8 Assignments

(a) Neither party may assign this Contract, or assign or delegate any of its duties or obligations under the Contract, to another party (whether by operation of law or otherwise), without the prior approval of the other party. The State may, however, assign this Contract to any other State agency, department, or division without the prior approval of the Contractor.

(b) If the Contractor intends to assign this Contract or any of the Contractor's rights or duties under the Contract, the Contractor must notify the State and provide adequate information about the assignee at least 90 days before the proposed assignment or as otherwise provided by law or court order. The State may withhold approval from proposed assignments, subcontracts, or novations if the State determines, in its sole discretion, that the transfer of responsibility would decrease the State's likelihood of receiving performance on the Contract or the State's ability to recover damages.

(c) If the State permits an assignment of the Contractor's right to receive payments, the Contractor is not relieved of its responsibility to perform any of its contractual duties. All payments must continue to be made to one entity.

2.3.9 Equipment

The State will not provide equipment and resources unless specifically identified in the Statement(s) of Work or other Contract exhibits.

2.3.10 Facilities [Deleted, Not Applicable]

2.4 Contract Management

2.4.1 Contractor Personnel Qualifications

All persons assigned by the Contractor to perform work must be employees of the Contractor or its majority-owned subsidiaries, or a State-approved Subcontractor, and must be fully qualified to perform the work assigned to them. The Contractor must include this requirement in any subcontract.

2.4.2 Contractor Key Personnel

(a) The Contractor must provide the Contract Compliance Inspector with the names of Key Personnel.

(b) The Contractor must dedicate Key Personnel to perform work for the duration of the Contract as provided in Section 1.3.3, Staff, Duties, and Responsibilities.

(c) Before assigning a new individual to any Key Personnel position, the Contractor must notify the State of the proposed assignment, introduce the individual to the appropriate State representatives, and provide the State with a resume and any other reasonably requested information. The State must approve or disapprove the assignment, reassignment, or replacement of any Key Personnel. The State may interview the individual before making its decision. If the State disapproves an individual, the State will provide a written explanation outlining the reasons for the rejection.

(d) The Contractor may not remove any Key Personnel from their assigned roles without the prior consent of the State. The Contractor's removal of Key Personnel without the prior consent of the State constitutes Unauthorized Removal. Unauthorized Removal does not include replacing Key Personnel for reasons beyond the Contractor's reasonable control, including illness, disability, death, leave of absence, personal emergency circumstances, resignation, or termination for cause. Unauthorized Removal does not include replacing Key Personnel because of promotions or other job movements allowed by the Contractor's personnel policies or Collective Bargaining Agreement(s), as long as the Contractor assigns the proposed replacement to train the outgoing Key Personnel for 30 days. Any Unauthorized Removal will be considered a material breach of the Contract.

(e) The Contractor must notify the Contract Compliance Inspector and the Contract Administrator at least 10 Days before redeploying non-Key Personnel to other projects.

2.4.3 Removal or Reassignment of Personnel at the State's Request

The State may require the Contractor to remove or reassign personnel if the State has legitimate, good-faith reasons articulated in a notice to the Contractor. Replacement personnel must be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed personnel, the State agrees to an equitable adjustment in schedule or other terms that may be affected.



2.4.4 Contractor Personnel Location

Subject to availability, the State may allow selected Contractor personnel to use State office space.

2.4.5 Contractor Identification

The Contractor's employees must be clearly identifiable while on State property by wearing a State-issued badge, and must clearly identify themselves and the company they work for whenever making contact with State personnel by telephone or other means.

2.4.6 Cooperation with Third Parties

The Contractor and its Subcontractors must cooperate with the State and its agents and other contractors, including the State's quality assurance personnel. The Contractor must provide reasonable access to its personnel, systems, and facilities related to the Contract to the extent that access will not interfere with or jeopardize the safety or operation of the systems or facilities.

2.4.7 Relationship of the Parties

The relationship between the State and Contractor is that of client and independent contractor. No agent, employee, or servant of the Contractor, or any of its subcontractors, is an employee, agent or servant of the State. The 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.

2.4.8 Contractor Return of State Equipment/Resources

The Contractor must return 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.

2.4.9 Background Checks

The State may investigate the Contractor's personnel before granting access to State facilities and systems. The scope of the background check is at the discretion of the State and the results will be used to determine eligibility for working within State facilities and systems. The investigations will include a Michigan State Police background check (ICHAT) and may include a Criminal Justice Information Services (CJIS) fingerprint check. Proposed Contractor personnel may be required to complete and submit an RI-8 Fingerprint Card for the CJIS fingerprint check.

2.4.10 Compliance With State Policies

All Contractor personnel must comply with the State's security and acceptable use policies for State IT equipment and resources, available at <http://www.michigan.gov/pcpolicy>. Contractor personnel must agree to the State's security and acceptable use policies before the State grants access to its IT equipment and resources. The Contractor must provide these policies to prospective personnel before requesting access from the State. Contractor personnel must comply with all physical security procedures in State facilities.

2.5 Subcontracting by Contractor

2.5.1 Contractor Responsible

The Contractor is responsible for the completion of all Deliverable(s). The State will consider the Contractor to be the sole point of contact with regard to all contractual matters, including payment of any charges for Deliverable(s). The Contractor must make all payments to its Subcontractors or suppliers. Except as otherwise agreed in writing, the State is not obligated to make payments for the Deliverable(s) to any party other than the Contractor.

2.5.2 State Approval of Subcontractor

(a) The Contractor may not delegate any duties under this Contract to a Subcontractor unless DTMB-Procurement gives prior approval to the delegation. The State is entitled to receive copies of and review all subcontracts. The Contractor may delete or redact any proprietary information before providing it to the State.

(b) The State may require the Contractor to terminate and replace any Subcontractor the State reasonably finds unacceptable. The required replacement of a Subcontractor must be written and contain reasonable detail outlining the State's reasons. If the State exercises this right, and the Contractor cannot immediately replace the Subcontractor, the State will agree to an equitable adjustment in the schedule or other



terms that may be affected by the State's required replacement. If this requirement results in a delay, the delay will not be counted against any applicable Service Level Agreement (SLA).

2.5.3 Subcontract Requirements

Except where specifically approved by the State, Contractor must include the obligations in Sections 2.24.2, Media Releases, 2.4, Contract Management, 2.11, Confidentiality, 2.12, Records and Inspections, 2.13, Warranties, 2.14, Insurance, and 2.23, Laws, in all of its agreements with Subcontractors.

2.5.4 Competitive Selection

Contractor must select Subcontractors (including suppliers) on a competitive basis to the maximum practical extent consistent with the objectives and requirements of this Contract.

2.6 Reserved

2.7 Performance

2.7.1 Time of Performance

(a) The Contractor must immediately notify the State upon becoming aware of any circumstances that may reasonably be expected to jeopardize the completion of any Deliverable(s) by the scheduled due dates in the latest State-approved delivery schedule and must inform the State of the projected actual delivery date.

(b) If the Contractor believes that a delay in performance by the State has caused or will cause the Contractor to be unable to perform its obligations according to specified Contract time periods, the Contractor must immediately notify the State and, to the extent practicable, continue to perform its obligations according to the Contract time periods. The Contractor will not be in default for a delay in performance to the extent the delay is caused by the State.

2.7.2 Service Level Agreements [Deleted, Not Applicable]

2.7.3 Liquidated Damages – Deleted Not Applicable

2.7.4 Excusable Failure

Neither party will be liable for any default, damage or delay in the performance of its obligations that is caused by government regulations or requirements, power failure, electrical surges or current fluctuations, war, forces of nature or acts of God, delays or failures of transportation, equipment shortages, suppliers' failures, acts or omissions of common carriers, fire, riots, civil disorders, 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 a party; provided the non-performing party and any Subcontractors are without fault in causing the default or delay, and the 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.

If a party does not perform its contractual obligations for any of the reasons listed, the non-performing party will be excused from any further performance of its affected obligation(s) for as long as the circumstances prevail. The non-performing party must promptly notify the other party immediately after the excusable failure occurs, and when it abates or ends. Both parties must use commercially reasonable efforts to resume performance.

If any of the reasons listed substantially prevent, hinder, or delay the Contractor's performance of the Deliverable(s) for more than 10 Days, and the State reasonably determines that performance is not likely to be resumed within a period of time that is satisfactory to the State, the State may: (a) procure the affected Deliverable(s) from an alternate source without liability for payment so long as the delay in performance continues; or (b) terminate any portion of the Contract so affected and equitably adjust charges payable to the Contractor to reflect those Deliverable(s) that are terminated. The State must pay for all Deliverable(s) for which Final Acceptance has been granted before the termination date.

The Contractor will not have the right to any additional payments from the State as a result of any Excusable Failure or to payments for Deliverable(s) not provided as a result of the Excusable Failure. The Contractor will



not be relieved of a default or delay caused by acts or omissions of its Subcontractors except to the extent that a Subcontractor experiences an Excusable Failure and the Contractor cannot reasonably circumvent the effect of the Subcontractor's default or delay in performance through the use of alternate sources, workarounds, plans, or other means, including disaster recovery plans.

2.8 Acceptance of Deliverable(s)

Acceptance of Deliverables is per Section 1.4.

2.8.1 Quality Assurance

By tendering any Deliverable to the State, the Contractor certifies to the State that (a) it has performed reasonable quality assurance activities; (b) it has performed any reasonable testing; and (c) it has corrected all material deficiencies discovered during the quality assurance activities and testing. To the extent that testing occurs at State Locations, the State is entitled to observe and otherwise participate in the testing.

2.8.2 Delivery Responsibilities

Unless otherwise specified by the State in Section 1.4.5, Delivery Term, the following are applicable to all deliveries:

- (a) The Contractor is responsible for delivering the Deliverable(s) by the applicable delivery date to the location(s) specified in the SOW or individual Purchase Order.
- (b) The Contractor must ship the Deliverable(s) "F.O.B. Destination, within Government Premises."
- (c) The State will examine all packages at the time of delivery. The quantity of packages delivered must be recorded and any obvious visible or suspected damage must be noted at the time of delivery using the shipper's delivery document(s) and appropriate procedures to record the damage.

2.8.3 Process for Acceptance of Deliverable(s)

The State's review period for acceptance of the Deliverable(s) is governed by the applicable Statement of Work, and if the Statement of Work does not specify the State's review period, it is by default 30 Days for a Deliverable (State Review Period). The State will notify the Contractor by the end of the State Review Period that either:

- (a) the Deliverable is accepted in the form delivered by the Contractor;
- (b) the Deliverable is accepted, but noted deficiencies must be corrected; or
- (c) the Deliverable is rejected along with notation of any deficiencies that must be corrected before acceptance of the Deliverable.

If the State delivers to the Contractor a notice of deficiencies, the Contractor will correct the described deficiencies and within 30 Days resubmit the Deliverable(s) with an explanation that demonstrates all corrections have been made to the original Deliverable(s). The Contractor's correction efforts will be made at no additional charge. Upon receipt of a corrected Deliverable from the Contractor, the State will have a reasonable additional period of time, not to exceed 30 Days, to accept the corrected Deliverable.

2.8.4 Acceptance of Deliverable(s)

(a) The State's obligation to comply with any State Review Period is conditioned on the timely delivery of the Deliverable(s). The State Review Period will begin on the first Business Day following the State's receipt of the Deliverable(s).

(b) The State may inspect the Deliverable to confirm that all components have been delivered without material deficiencies. If the State determines that the Deliverable or one of its components has material deficiencies, the State may reject the Deliverable without performing any further inspection or testing.

(c) The State will only approve a Deliverable after confirming that it conforms to and performs according to its specifications without material deficiency. The State may, in its discretion, conditionally approve a Deliverable that contains material deficiencies if the State elects to permit the Contractor to correct those deficiencies post-approval. The Contractor remains responsible for working diligently to correct, within a reasonable time at the Contractor's expense, all deficiencies in the Deliverable that remain outstanding at the time of State approval.

(d) If, after three opportunities the Contractor is unable to correct all deficiencies, the State may: (i) demand that the Contractor cure the failure and give the Contractor additional time to do so at the sole expense of the Contractor; (ii) keep the Contract in force and perform, either itself or through other parties,



whatever the Contractor has failed to do, and recover the difference between the cost to cure the deficiency and the Contract price plus an additional amount equal to 10% of the State's cost to cure the deficiency; or (iii) fully or partially terminate the Contract for default by giving notice to the Contractor. Notwithstanding the foregoing, the State cannot 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.

(e) The State, at any time and in its reasonable discretion, may reject the Deliverable without notation of all deficiencies if the acceptance process reveals deficiencies in a sufficient quantity or of a sufficient severity that renders continuing the process unproductive or unworkable.

2.8.5 Process for Approval of Written Deliverable(s) [Deleted, Not Applicable]

2.8.6 Process for Approval of Services [Deleted, Not Applicable]

2.8.7 Final Acceptance

Unless otherwise stated in the Statement of Work, "Final Acceptance" of a Deliverable occurs when that Deliverable has been accepted by the State following the applicable State Review Period.

2.9 Ownership [Deleted, Not Applicable]

2.10 State Standards [Deleted, Not Applicable]

2.11 Confidentiality

2.11.1 Confidential Information

As used in this Section, "Confidential Information" means all information of the parties, except information that is:

- (a) disclosable under the Michigan Freedom Of Information Act (FOIA);
- (b) now available or becomes available to the public without breach of this Contract;
- (c) released in writing by the disclosing party;
- (d) obtained from a third party or parties having no obligation of confidentiality with respect to such information;
- (e) publicly disclosed pursuant to federal or state law; or
- (f) independently developed by the receiving party without reference to Confidential Information of the furnishing party.

2.11.2 Protection and Destruction of Confidential Information

(a) Each party must use the same care to prevent unauthorized disclosure of Confidential Information as it uses to prevent disclosure of its own information of a similar nature, but in no event less than a reasonable degree of care. Neither the 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 interest or license 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.

(b) Each party will limit disclosure of the other party's Confidential Information to employees, agents, and Subcontractors who must have access to fulfill the purposes of this Contract. Disclosure to, and use by, a Subcontractor is permissible where: (i) use of a Subcontractor is authorized under this Contract; (ii) the disclosure is necessary or otherwise naturally occurs in connection with work that is within the Subcontractor's scope of responsibility; and (iii) Contractor obligates the Subcontractor in a written contract to maintain the State's Confidential Information in confidence. At the State's request, any employee of Contractor and of any Subcontractor having access to the State's Confidential Information may be required to execute a separate agreement to be bound by the confidentiality requirements of this Section.

(c) Upon termination of the Contract, Contractor must promptly return the State's Confidential Information or certify to the State that Contractor has destroyed all of the State's Confidential Information.

2.11.3 Exclusions

The provisions of Section 2.11, Confidentiality, will not apply where the receiving party is required by law to disclose the other party's 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 the disclosure as reasonably requested by the furnishing party.

2.11.4 No Obligation to Disclose

Nothing contained in Section 2.11, Confidentiality, will be construed as obligating a party to disclose any particular Confidential Information to the other party.

2.11.5 Security Breach Notification

If Contractor breaches this Section, it must (i) promptly cure any deficiencies in Contractor's internal security controls; and (ii) comply with any applicable federal and state laws and regulations pertaining to unauthorized disclosures. Contractor and the State will cooperate to mitigate, to the extent practicable, the effects of any breach, intrusion, or unauthorized access, use, or disclosure. Contractor must notify the State of any unauthorized use or disclosure of Confidential Information, whether suspected or actual, within 10 days of becoming aware of the use or disclosure or a shorter time period as is reasonable under the circumstances. The State may require Contractor to purchase credit monitoring services for any individuals affected by the breach.

2.12 Records and Inspections

2.12.1 Inspection of Work Performed

The State's authorized representatives, at reasonable times and with 10 days prior notice, have the right to enter the Contractor's premises or any other places where work is being performed in relation to this Contract. The representatives may inspect, monitor, or evaluate the work being performed, to the extent the access will not reasonably interfere with or jeopardize the safety or operation of Contractor's systems or facilities. The Contractor must provide reasonable assistance for the State's representatives during inspections.

2.12.2 Retention of Records

(a) The Contractor must retain all financial and accounting records related to this Contract for a period of seven years after the Contractor performs any work under this Contract (Audit Period).

(b) If an audit, litigation, or other action involving the Contractor's records is initiated before the end of the Audit Period, the Contractor must retain the records 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.

(c) The State expects Contractor to conduct audits continuously throughout the term of this Contract, on a quarterly basis, during the months of July, October, January, and April.

2.12.3 Examination of Records

The State, upon 10 days notice to the Contractor, may examine and copy any of the Contractor's records that relate to this Contract. The State does not have the right to review any information deemed confidential by the Contractor if access would require the information to become publicly available. This requirement also applies to the records of any parent, affiliate, or subsidiary organization of the Contractor, or any Subcontractor that performs services in connection with this Contract.

2.12.4 Audit Resolution

If necessary, the Contractor and the State will meet to review any audit report promptly after its issuance. The Contractor must respond to each report in writing within 30 days after receiving the report, unless the report specifies a shorter response time. The Contractor and the State must develop, agree upon, and monitor an action plan to promptly address and resolve any deficiencies, concerns, or recommendations in the report.

2.12.5 Errors

(a) If an audit reveals any financial errors in the records provided to the State, the amount in error must be reflected as a credit or debit on the next invoice and subsequent invoices until the amount is paid or refunded in full. However, a credit or debit may not be carried forward for more than four invoices or beyond the termination of the Contract. If a balance remains after four invoices, the remaining amount will be due as a payment or refund within 45 days of the last invoice on which the balance appeared or upon termination of the Contract, whichever is earlier.



(b) In addition to other available remedies, if the difference between the State's actual payment and the correct invoice amount, as determined by an audit, is greater than 10%, the Contractor must pay all reasonable audit costs.

2.13 Warranties

2.13.1 Warranties and Representations

The Contractor represents and warrants:

(a) It is capable of fulfilling and will fulfill all of its obligations under this Contract. The performance of all obligations under this Contract must be provided in a timely, professional, and workmanlike manner and must meet the performance and operational standards required under this Contract.

(b) The Contract appendices, attachments, and exhibits identify the equipment, software, and services necessary for the Deliverable(s) to comply with the Contract's requirements.

(c) It is the lawful owner or licensee of any Deliverable licensed or sold to the State by Contractor or developed by the Contractor for 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 Deliverable(s). None of the Deliverable(s) provided by Contractor to the State, nor their use by the State, will infringe the patent, trademark, copyright, trade secret, or other proprietary rights of any third party.

(d) If the Contractor procures any equipment, software, or other Deliverable(s) for the State (including equipment, software, and other Deliverable(s) manufactured, re-marketed or otherwise sold by the Contractor or under the Contractor's name), then the Contractor must assign or otherwise transfer to the State or its designees, or afford the State the benefits of, any manufacturer's warranty for the Deliverable(s).

(e) The Contract signatory has the authority to enter into this Contract on behalf of the 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, will have, or will acquire, any interest that would conflict in any manner with the Contractor's performance of its duties and responsibilities to the State or otherwise create an appearance of impropriety with respect to the award or performance of this Contract. The Contractor must notify the State about the nature of any conflict or appearance of impropriety within two days of learning about it.

(h) Neither the Contractor nor any affiliates, nor any employee of either, has accepted or will accept anything of value based on an understanding that the actions of the Contractor, its affiliates, or its employees on behalf of the State would be influenced. The Contractor must not attempt to influence any State employee by the direct or indirect offer of anything of value.

(i) Neither the 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 the Contractor or the 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 Contractor arrived at its proposed prices independently, without communication or agreement with any other bidder for the purpose of restricting competition. The Contractor did not knowingly disclose its quoted prices for this Contract to any other bidder before the award of the Contract. The Contractor made no attempt to induce any other person or entity to submit or not submit a proposal for the purpose of restricting competition.

(k) All financial statements, reports, and other information furnished by the Contractor to the State in connection with the award of this Contract fairly and accurately represent the Contractor's business, properties, financial condition, and results of operations as of the respective dates covered by the financial statements, reports, or other information. There has been no material adverse change in the Contractor's business, properties, financial condition, or results of operation.

(l) All written information furnished to the State by or for the Contractor in connection with the award of this Contract is true, accurate, and complete, and contains no false statement of material fact nor omits any material fact that would make the submitted information misleading.

(m) It will immediately notify DTMB-Procurement if any of the certifications, representations, or disclosures made in the Contractor's original bid response change after the Contract is awarded.

2.13.2 Warranty of Merchantability

The Deliverable(s) provided by the Contractor must be merchantable.



2.13.3 Warranty of Fitness for a Particular Purpose

The Deliverable(s) provided by the Contractor must be fit for the purpose(s) identified in this Contract.

2.13.4 Warranty of Title

The Contractor must convey good title to any Deliverable(s) provided to the State. All Deliverable(s) provided by the Contractor must be delivered free from any security interest, lien, or encumbrance of which the State, at the time of contracting, has no knowledge. Deliverable(s) provided by the Contractor must be delivered free of any rightful claim of infringement by any third person.

2.13.5 Equipment Warranty

(a) The Contractor represents and warrants that the equipment/system(s) are in good operating condition and perform to the requirements contained in this Contract at the time of Final Acceptance, and for a period of one year following Final Acceptance.

(b) To the extent the Contractor is responsible for maintaining equipment/system(s), the Contractor represents and warrants that it will maintain the equipment/system(s) in good operating condition and will undertake all repairs and preventive maintenance according to the applicable manufacturer's recommendations for the period specified in this Contract.

(c) The Contractor must provide a toll-free telephone number for the State to report equipment failures and problems.

(d) Within 45 Days of notification, the Contractor must adjust, repair or replace all equipment that is defective or not performing in compliance with the Contract. The Contractor must assume all costs for replacing parts or units and their installation including transportation and delivery fees, if any.

(e) The Contractor agrees that all warranty service it provides must be performed by Original Equipment Manufacturer (OEM) trained, certified, and authorized technicians.

(f) The Contractor is the sole point of contact for warranty service.

2.13.6 New Deliverable(s)

The Contractor must provide new Deliverable(s) where the Contractor knows or has the ability to select between new or like-new. Unless specified in Article 1, Statement of Work, equipment that is assembled from new or serviceable used parts that are like new in performance is acceptable only where the Contractor does not have knowledge or the ability to select one or the other.

2.13.7 Prohibited Products

Shipping of salvage, distressed, outdated, or discontinued goods to any State agency will be considered a material default by the Contractor. The brand and product number offered for all items will remain consistent for the term of the Contract, unless DTMB-Procurement has approved a change order under Section 2.3.4, Contract Changes.

2.13.8 Consequences For Breach

In addition to any remedies available in law, if the Contractor breaches any of the warranties contained in Section 2.13, Warranties, the breach may be considered a material default.

2.14 Insurance

2.14.1 Liability Insurance

For the purpose of this Section, "State" includes its departments, divisions, agencies, offices, commissions, officers, employees, and agents.

(a) The following apply to all insurance requirements:

(i) The State, in its sole discretion, may approve the use of a fully-funded self-insurance program in place of any specified insurance identified in this Section.

(ii) Where specific coverage limits are listed in this Section, they represent the minimum acceptable limits. If the Contractor's policy contains higher limits, the State is entitled to coverage to the extent of the higher limits. The minimum limits of coverage specified are not intended, and may not be construed to limit any liability or indemnity of the Contractor to any indemnified party or other persons.



(iii) If the Contractor fails to pay any premium for a required insurance policy, or if any insurer cancels or significantly reduces any required insurance without the State's approval, the State may, after giving the Contractor at least 30 days notice, pay the premium or procure similar insurance coverage from another company or companies. The State may deduct any part of the cost from any payment due the Contractor, or require the Contractor to pay that cost upon demand.

(iv) 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 Michigan Attorney General.

(b) The Contractor must:

(i) provide proof that it has obtained the minimum levels of insurance coverage indicated or required by law, whichever is greater. The insurance must protect the State from claims that are alleged or may arise or result from the Contractor's or a Subcontractor's performance, including any person directly or indirectly employed by the Contractor or a Subcontractor, or any person for whose acts the Contractor or a Subcontractor may be liable.

(ii) waive all rights against the State for the recovery of damages that are covered by the insurance policies the Contractor is required to maintain under this Section. The Contractor's failure to obtain and maintain the required insurance will not limit this waiver.

(iii) ensure that all insurance coverage provided relative to this Contract is primary and non-contributing to any comparable liability insurance (including self-insurance) carried by the State.

(iv) obtain insurance, unless the State approves otherwise, from any insurer that has an A.M. Best rating of "A" or better and a financial size of VII or better, or if those ratings are not available, a comparable rating from an insurance rating agency approved by the State. All policies of insurance must be issued by companies that have been approved to do business in the State.

(v) maintain all required insurance coverage throughout the term of this Contract and any extensions. However, in the case of claims-made Commercial General Liability policies, the Contractor must secure tail coverage for at least three years following the termination of this Contract.

(vi) pay all deductibles.

(vii) pay for and provide the type and amount of insurance checked below:

(A) Commercial General Liability Insurance

Minimal Limits:

\$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; and
 \$1,000,000 Each Occurrence Limit.

Additional Requirements:

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.

(B) Umbrella or Excess Liability Insurance

Minimal Limits:

\$10,000,000 General Aggregate

Additional Requirements:

Umbrella or Excess Liability limits must at least apply to the insurance required in (A), General Commercial Liability. The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.



(C) Motor Vehicle Insurance

Minimal Limits:

If a motor vehicle is used in relation to the Contractor's performance, the Contractor must have vehicle liability insurance on the motor vehicle for bodily injury and property damage as required by law.

(D) Hired and Non-Owned Motor Vehicle Coverage

Minimal Limits:

\$1,000,000 Per Accident

Additional Requirements:

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 must also provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

(E) Workers' Compensation Insurance

Minimal Limits:

The Contractor must provide Workers' Compensation coverage according to applicable laws governing work activities in the state of the Contractor's domicile. If the applicable coverage is provided by a self-insurer, the Contractor must provide proof of an approved self-insured authority by the jurisdiction of domicile.

For employees working outside of the state of the Contractor's domicile, the Contractor must provide certificates of insurance proving mandated coverage levels for the jurisdictions where the employees' activities occur.

Additional Requirements:

The Contractor must provide the applicable certificates of insurance and a list of states where the coverage is applicable. Contractor must provide proof that the Workers' Compensation insurance policies contain a waiver of subrogation by the insurance company, except where such a provision is prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

(F) Employers Liability Insurance

Minimal Limits:

\$100,000 Each Accident;
 \$100,000 Each Employee by Disease
 \$500,000 Aggregate Disease

Additional Requirements:

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the certificate.

2.14.2 Subcontractor Insurance Coverage

Except where the State has approved a subcontract with other insurance provisions, the Contractor must require any Subcontractor to purchase and maintain the insurance coverage required in Section 2.14.1, Liability Insurance. Alternatively, the Contractor may include a Subcontractor under the Contractor's insurance on the coverage required in that Section. The failure of a Subcontractor to comply with insurance requirements does not limit the Contractor's liability or responsibility.

2.14.3 Certificates of Insurance and Other Requirements

Before the Contract is signed, and not less than 20 days before the insurance expiration date every year thereafter, the Contractor must 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. The Contractor must provide DTMB-Procurement with all applicable certificates of insurance verifying insurance coverage or providing satisfactory evidence of self-insurance as required in Section 2.14.1, Liability Insurance. Each certificate must be on the standard "accord" form or equivalent and **MUST CONTAIN THE APPLICABLE CONTRACT OR PURCHASE ORDER NUMBER**. Each certificate must be prepared and



submitted by the insurer and must contain a provision indicating that the coverage afforded will not be cancelled, materially changed, or not renewed without 30 days prior notice, except for 10 days for nonpayment of premium, to the Director of DTMB-Procurement. The notice to the Director of DTMB-Procurement must include the applicable Contract or Purchase Order number.

2.15 Indemnification

2.15.1 General Indemnification

The Contractor must indemnify, defend, and hold the State harmless 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 that may be injured or damaged by the Contractor in the performance of this Contract and that are attributable to the negligence or tortious acts of the Contractor, any of its subcontractors, or by anyone else for whose acts any of them may be liable.

2.15.2 Code Indemnification [Deleted, Not Applicable]

2.15.3 Employee Indemnification

In any claims against the State, its departments, agencies, commissions, officers, employees, and agents, by any employee of the Contractor or any of its subcontractors, the indemnification obligation will 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.

2.15.4 Patent/Copyright Infringement Indemnification

(a) The Contractor must indemnify and hold the State harmless 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) resulting from any action threatened or brought against the State to the extent that the action is based on a claim that any piece of equipment, software, commodity, or service supplied by the Contractor or its subcontractors, or its operation, use, or reproduction, infringes any United States patent, copyright, trademark or trade secret of any person or entity.

(b) If, in the State's or the Contractor's opinion, any piece of equipment, software, commodity or service supplied by the Contractor or its subcontractors, or its operation, use, or reproduction, is likely to become the subject of an infringement claim, the Contractor must, at its expense: (i) procure for the State the right to continue using the equipment, software, commodity or service or, if this 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 this 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.

(c) Notwithstanding the foregoing, the Contractor has no obligation to indemnify or defend the State for, or to pay any costs, damages or attorneys' fees related to, any infringement claim based upon: (i) equipment, software, commodity or service developed based on written specifications of the State; (ii) use of the equipment, software, or commodity in a configuration other than implemented or approved by the Contractor, including any modification of the same by the State; or (iii) the combination, operation, or use of the equipment, software, or commodity with equipment, software, or commodities not supplied by the Contractor under this Contract.

2.15.5 Continuing Obligation

The Contractor's duty to indemnify under Section 2.15, Indemnification, 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 before expiration or cancellation.



2.15.6 Indemnification Procedures

These procedures apply to all indemnity obligations:

(a) After the State receives notice of an action or proceeding involving a claim for which it will seek indemnification, the State must promptly notify the Contractor of the claim and take, or assist the Contractor in taking, any reasonable action to avoid a default judgment against the Contractor. Failure to notify the Contractor does not relieve the Contractor of its indemnification obligations except to the extent that the Contractor can prove damages attributable to the notification failure. Within 10 days following receipt of notice from the State relating to any claim, the Contractor must notify the State whether the Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying the Contractor of a claim and before the State receives the Contractor's Notice of Election, the State is entitled to defend against the claim, at the Contractor's expense, and the Contractor will be responsible for any reasonable costs, including attorney fees, incurred by the State in defending against the claim during that period.

(b) If the Contractor delivers a Notice of Election relating to any claim: (i) the State is entitled to participate in the defense of the claim and to employ counsel at its own expense to assist in handling the claim and to monitor and advise the State about the status and progress of the defense; (ii) the Contractor must, at the request of the State, demonstrate the Contractor's financial ability to carry out its defense and indemnity obligations under this Contract; (iii) the Contractor must periodically advise the State about the status and progress of the defense and must obtain prior approval of the State before entering into any settlement of the claim or ceasing to defend against the claim; and (iv) to the extent that any principles of Michigan governmental or public law may be involved or challenged, the State has the right, at its own expense, to control the defense of that portion of the claim. The State may retain control of the defense and settlement of a claim by notifying the Contractor within 10 days after the State's receipt of the Contractor's information requested by the State under clause (ii) of this paragraph, if the State determines that the Contractor has failed to demonstrate to the reasonable satisfaction of the State the Contractor's financial ability to carry out its defense and indemnity obligations under this Section. Any litigation activity on behalf of the State, or any of its subdivisions under this Section, must be coordinated with the Department of Attorney General. In the event the insurer's attorney represents the State under 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 the Contractor does not deliver a Notice of Election relating to any claim of which it is notified, the State may defend the claim in a manner it deems appropriate, at the cost and expense of the Contractor. If it is determined that the claim was one against which the Contractor was required to indemnify the State, upon request of the State, the Contractor must promptly reimburse the State for all reasonable costs and expenses.

2.15.7 Limitation of Liability

Neither the Contractor nor the State is liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability does not apply to claims for infringement of United States patent, copyright, trademark or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract calling for liquidated damages; or to court costs or attorneys' fees awarded by a court in addition to damages after litigation based on this Contract.

2.16 Termination by the State

2.16.1 Notice and Right to Cure

If the Contractor breaches the Contract, and the State, in its sole discretion, determines that the breach is curable, the State will provide the Contractor notice of the breach and a period of at least 30 days to cure the breach. The State does not need to provide notice or an opportunity to cure for successive or repeated breaches or if the State determines, in its sole discretion, that a breach poses a serious and imminent threat to the health or safety of any person or the imminent loss, damage, or destruction of any real or tangible personal property.



2.16.2 Termination for Cause

(a) The State may fully or partially terminate this Contract for cause by notifying the Contractor if the Contractor: (i) breaches any of its material duties or obligations (including a Chronic Failure to meet any SLA); or (ii) fails to cure a breach within the time period specified in a notice of breach provided by the State.

(b) The Contractor must pay all reasonable costs incurred by the State in terminating this Contract for cause, including administrative costs, attorneys' fees and court costs, and any additional costs the State incurs to procure the Deliverable(s) from other sources. Re-procurement costs are not consequential, indirect, or incidental damages, and cannot be excluded by any other terms otherwise included in this Contract, provided the costs are not in excess of 50% more than the prices for the Deliverable(s).

(c) If the State partially terminates this Contract for cause, any charges payable to the Contractor will be equitably adjusted to reflect those Deliverable(s) that are terminated. The State must pay for all Deliverable(s) for which Final Acceptance has been granted before the termination date. Any services or related provisions of this Contract that are terminated for cause must cease on the effective date of the termination.

(d) If the State terminates this Contract for cause and it is determined, for any reason, that the Contractor was not in breach of the Contract, the termination will be deemed to have been a termination under Section 2.16.3, Termination for Convenience, effective as of the same date, and the rights and obligations of the parties will be limited to those provided in that Section.

2.16.3 Termination for Convenience

The State may fully or partially terminate this Contract for its convenience if the State determines that a termination is in the State's best interest. Reasons for the termination are within the sole discretion of the State and may include: (a) the State no longer needs the Deliverable(s) specified in this Contract; (b) a relocation of office, program changes, or changes in laws, rules, or regulations make the Deliverable(s) no longer practical or feasible for the State; (c) unacceptable prices for Contract changes; 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 by giving Contractor notice at least 30 days before the date of termination. If the State chooses to terminate this Contract in part, any charges payable to the Contractor must be equitably adjusted to reflect those Deliverable(s) that are terminated.

2.16.4 Termination for Non-Appropriation

(a) If this Contract extends for more than one fiscal year, continuation of this Contract is subject to the appropriation or availability of funds. If sufficient funds to enable the State to continue payment are not appropriated or otherwise made available, the State must fully or partially terminate this Contract at the end of the last period for which funds have been appropriated or otherwise made available. The State must give the Contractor notice at least 30 days before the date of termination, unless the State receives notice of the non-appropriation or unavailability less than 30 days before the end of the last period for which funds have been appropriated or otherwise made available.

(b) If funding for this Contract is reduced by law, or funds to pay the Contractor for the Deliverable(s) are not appropriated or are otherwise unavailable, the State may, upon 30 days notice to the Contractor, change the Deliverable(s) in the manner and for the periods of time the State may elect. The charges payable under this Contract will be equitably adjusted to reflect any Deliverable(s) not provided because of the reduction.

(c) If the State fully or partially terminates this Contract for non-appropriation, the State must pay the Contractor for all work-in-progress performed through the effective date of the termination to the extent funds are available.

2.16.5 Termination for Criminal Conviction

The State may terminate this Contract immediately and without further liability or penalty if the Contractor, an officer of the Contractor, or an owner of a 25% or greater share of the Contractor is convicted of a criminal offense related to a State, public, or private Contract or subcontract.



2.16.6 Termination for Approvals Rescinded

The State may terminate this Contract if any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services under Constitution 1963, Article 11, § 5, and Civil Service Rule 7-1. In that case, the State will pay the Contractor for all work-in-progress performed through the effective date of the termination. The Contract may be fully or partially terminated and will be effective as of the date stated in the notice.

2.16.7 Rights and Obligations upon Termination

- (a) If the State terminates this Contract for any reason, the Contractor must:
- (i) stop all work as specified in the notice of termination;
 - (ii) take any action that may be necessary, or that the State may direct, to preserve and protect Deliverable(s) or other State property in the Contractor's possession;
 - (iii) return all materials and property provided directly or indirectly to the Contractor by any entity, agent, or employee of the State;
 - (iv) transfer title in and deliver to the State, unless otherwise directed, all Deliverable(s) intended to be transferred to the State at the termination of the Contract (which will be provided to the State on an "As-Is" basis except to the extent the State compensated the Contractor for warranty services related to the materials);
 - (v) to the maximum practical extent, take any action to mitigate and limit potential damages, including terminating or limiting subcontracts and outstanding orders for materials and supplies; and
 - (vi) take all appropriate action to secure and maintain State information confidentially in accordance with Section 2.11, Confidentiality.

(b) If the State terminates this Contract under Section 2.16.3, Termination for Convenience, the State must pay the Contractor all charges due for Deliverable(s) provided before the date of termination and, if applicable, as a separate item of payment, for work-in-progress, based on a percentage of completion determined by the State. All completed or partially completed Deliverable(s) prepared by the Contractor, at the option of the State, become the State's property, and the Contractor is entitled to receive equitable compensation for those Deliverable(s). Regardless of the basis for the termination, the State is not obligated to pay or otherwise compensate the Contractor for any lost expected future profits, costs, or expenses incurred with respect to Deliverable(s) not actually completed.

(c) If the State terminates this Contract for any reason, the State may assume, at its option, any subcontracts and agreements for Deliverable(s), and may pursue completion of the Deliverable(s) by replacement contract or as the State deems expedient.

2.16.8 Reservation of Rights

In the event of any full or partial termination of this Contract, each party reserves all rights or remedies otherwise available to the party.

2.16.9 Contractor Transition Responsibilities

If this Contract terminates under Section 2.16, Termination by the State, the Contractor must make reasonable efforts to transition the performance of the work, including all applicable equipment, services, software, and leases, to the State or a third party designated by the State within a reasonable period of time that does not exceed 60 days from the date of termination. The Contractor must provide any required reports and documentation.

2.16.10 Transition Payments

If the transition responsibilities outlined in Section 2.16.9, Contractor Transition Responsibilities, arise based on a termination of this Contract, reimbursement will be governed by the provisions of Section 2.16, Termination by the State. If the transition results from expiration, the Contractor will be reimbursed for all reasonable transition costs (i.e., costs incurred after the expiration within the time period in Section 2.16.9 that result from transition operations) at the Contract rates. The Contractor must prepare an accurate accounting from which the State and the Contractor may reconcile all outstanding accounts.



2.17 Termination by the Contractor

2.17.1 Termination

If the State breaches the Contract and the Contractor, in its sole discretion, determines that the breach is curable, then the Contractor will provide the State with notice of the breach and a time period (not less than 30 days) to cure the breach.

The Contractor may terminate this Contract if the State: (a) materially breaches its obligation to pay the Contractor undisputed amounts due; (b) breaches its other obligations to an extent that makes it impossible or commercially impractical for the Contractor to complete the Deliverable(s); or (c) does not cure the breach within the time period specified in a notice of breach. The Contractor must discharge its obligations under Section 2.20, Dispute Resolution, before it terminates the Contract.

2.18 Stop Work

2.18.1 Stop Work Order

The State may, by issuing a Stop Work Order, require that the Contractor fully or partially stop work for a period of up to 90 calendar days, and for any further period to which the parties agree. Upon receipt of the Stop Work Order, the Contractor must immediately take all reasonable steps to minimize incurring costs. Within the period of the Stop Work Order, the State must either: (a) terminate the Stop Work Order; or (b) terminate the work covered by the Stop Work Order as provided in Section 2.16, Termination by the State.

2.18.2 Termination of Stop Work Order

The Contractor must resume work if the State terminates a Stop Work Order or if it expires. The parties will agree upon an equitable adjustment in the delivery schedule, the Contract price, or both, and the Contract must be modified, if: (a) the Stop Work Order results in an increase in the time required for, or the Contractor's costs properly allocated to, the performance of the Contract; and (b) the Contractor asserts its right to an equitable adjustment within 20 days after the end of the Stop Work Order by submission of a request for adjustment to the State; provided that, the State may receive and act upon the Contractor's request submitted at any time before final payment. Any adjustment will conform to the requirements of Section 2.3.4, Contract Changes.

2.18.3 Allowance of the Contractor's Costs

If the State fully or partially terminates the work covered by the Stop Work Order, for reasons other than material breach, the termination is a termination for convenience under Section 2.16, Termination by the State, and the State will pay reasonable costs resulting from the Stop Work Order in arriving at the termination settlement. The State is not liable to the Contractor for lost profits because of a Stop Work Order issued under Section 2.18, Stop Work.

2.19 Reserved

2.20 Dispute Resolution

2.20.1 General

(a) The Contractor must submit any claim related to this Contract to the State under Section 2.3.6, Notices, together with all supporting documentation for the claim.

(b) The representatives of the Contractor and the State must meet as often as the parties reasonably deem necessary to gather and furnish to each other all information related to the claim.

(c) During the course of negotiations, each party will honor all reasonable requests made by the other for non-privileged information reasonably related to the claim.

2.20.2 Informal Dispute Resolution

(a) If, after a reasonable time following submission of a claim under Section 2.20.1, General, the parties are unable to resolve the claim, the parties must meet with the Director of DTMB-Procurement, or his or her designee, for the purpose of attempting to resolve the dispute without the need for formal legal proceedings.



(b) Within 60 calendar days of the meeting with the Director of DTMB-Procurement, or such other time as agreed to by the parties, the Director of DTMB-Procurement will issue a written recommendation regarding settlement of the claim. The Contractor must notify DTMB-Procurement within 21 days after the recommendation is issued whether the Contractor accepts or rejects the recommendation. Acceptance by the Contractor constitutes the final resolution of the claim addressed in the recommendation, and the Contractor may not assert that claim in any future litigation or other proceeding between the parties.

(c) The recommendation of the Director of DTMB-Procurement is not admissible in any future litigation or other proceeding between the parties. The conduct and statements made during the course of negotiations or dispute resolution under Section 2.20, Dispute Resolution, are subject to Michigan Rule of Evidence 408 and are not admissible in any future litigation or other proceeding between the parties.

(d) This section will not be construed to prohibit either party from instituting formal proceedings to avoid the expiration of any applicable limitations period, to preserve a superior position with respect to other creditors, or under Section 2.20.3, Injunctive Relief.

(e) DTMB-Procurement will not mediate disputes between the Contractor and any other entity, except State agencies, concerning responsibility for performance of work.

2.20.3 Injunctive Relief

A claim between the State and the Contractor is not subject to the provisions of Section 2.20.2, Informal Dispute Resolution, where a party makes a good faith determination that a breach of the Contract by the other party will result in damages so immediate, so large or severe, and so incapable of adequate redress that a temporary restraining order or other injunctive relief is the only adequate remedy.

2.20.4 Continued Performance

Each party will continue performing its obligations under the Contract while a claim is being resolved, except to the extent the claim precludes performance and without limiting either party's right to terminate the Contract as provided in Section 2.16, Termination by the State or Section 2.17, Termination by the Contractor. A claim involving payment does not preclude performance.

2.21 Disclosure Responsibilities

2.21.1 Disclosure of Litigation

(a) Within 30 days after receiving notice of any litigation, investigation, arbitration, or other proceeding (collectively, "Proceeding") that arises during the term of this Contract, the Contractor must disclose the following to the Contract Administrator:

- (i) A criminal Proceeding involving the Contractor (or any Subcontractor) or any of its officers or directors;
- (ii) A parole or probation Proceeding;
- (iii) A Proceeding involving the Contractor (or any Subcontractor) or any of its officers or directors under the Sarbanes-Oxley Act; and
- (iv) A civil Proceeding to which the Contractor (or, if the Contractor is aware, any Subcontractor) is a party, and which involves (A) a claim that might reasonably be expected to adversely affect the viability or financial stability of the Contractor or any Subcontractor; or (B) a claim or written allegation of fraud against the Contractor (or, if the Contractor is aware, any Subcontractor) by a governmental or public entity arising out of the Contractor's business dealings with governmental or public entities.

(b) Information provided to the State from the Contractor's publicly filed documents will satisfy the requirements of this Section.

(c) If any Proceeding that is disclosed to the State or of which the State otherwise becomes aware, during the term of this Contract, would cause a reasonable party to be concerned about: (i) the ability of the Contractor (or a Subcontractor) to continue to perform this Contract; or (ii) whether the Contractor (or a Subcontractor) is engaged in conduct that is similar in nature to the conduct alleged in the Proceeding and would constitute a breach of this Contract or a violation of federal or state law, regulations, or public policy, then the Contractor must provide the State all requested reasonable assurances that the Contractor and its Subcontractors will be able to continue to perform this Contract.



2.21.2 Other Disclosures

The Contractor must notify DTMB-Procurement within 30 days of:

- (a) becoming aware that a change in the Contractor's ownership or officers has occurred or is certain to occur; or
- (b) any changes to company affiliations.

2.21.3 Call Center Disclosure

The Contractor and 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 is a material breach of this Contract.

2.22 Extended Purchasing

2.22.1 MiDEAL Requirements

- (a) The Contractor must ensure that all purchasers are MiDEAL Members before extending the Contract pricing.
- (b) The Contractor must submit quarterly reports of MiDEAL purchasing activities to DTMB-Procurement.
- (c) To the extent that MiDEAL Members purchase Deliverable(s) under this Contract, the quantities of Deliverable(s) purchased will be included in determining the appropriate rate wherever tiered pricing based on quantity is provided.
- (d) The Contractor must submit invoices to and receive payment from MiDEAL Members on a direct and individual basis.

2.22.2 State Administrative Fee

The Contractor must collect an administrative fee on all sales (State and MiDEAL) transacted under this Contract. The administrative fee equals [six percent \(6%\)](#) of the total sales reported.

The administrative fee is remitted as follows:

To the State:

The administrative fee equals [six percent \(6%\)](#) of the total sales reported from the State. The Contractor must pay the administrative fee, based on total sales reported from the State, by check payable to the State of Michigan. The Contractor must remit the fee within 30 days after the end of each month.

In addition, the administrative fee remitted to the State equals [three percent \(3%\)](#) of the total sales reported from MiDEAL and any other cooperative purchasing participants. The Contractor must pay the administrative fee, based on total sales reported from MiDEAL, by check payable to the State of Michigan. The Contractor must remit the fee within 30 days after the end of each quarter.

The Contractor must identify the check as an "Administrative Fee" and include the following information with the payment: the applicable Contract Number, the total monthly/quarterly sales by volume and dollar amount, and the month covered.

The Contractor must send the check to the following address:

Department of Technology, Management and Budget
Financial Services – Cashier Unit
Lewis Cass Building
320 South Walnut St.
P.O. Box 30681
Lansing, MI 48909

To the MiDEAL Members and Any Other Cooperative Purchasing Participants:



The administrative fee remitted to the MiDEAL member or any other cooperative purchasing participant equals three percent (3%) of the total sales reported from MiDEAL or any other cooperative purchasing participant. The Contractor must pay the administrative fee, based on total sales reported from MiDEAL or any other cooperative purchasing participants, by check payable to the MiDEAL member or cooperative purchasing participant. The Contractor must remit the fee within 30 days after the end of each quarter.

The Contractor must identify the check as an "Administrative Fee" and include the following information with the payment: the applicable Contract Number, the total quarterly sales by volume and dollar amount, and the quarter covered.

The Contractor must send the check to the MiDeal member or cooperative purchasing participant's address.

2.22.3 State Employee Purchase Requirements

(a) The Contractor must supply Deliverable(s) to State employees at the established State contract prices and terms or as otherwise provided in Section 1.7.2, State Employee Purchases.

(b) The Contractor must ensure that the purchaser is a State employee.

(c) The Contractor must send its invoices to and collect payment from the State employee on a direct and individual basis.

(d) To the extent that State employees purchase Deliverable(s) under this Contract, the quantities of Deliverable(s) purchased will be included in determining the appropriate rate wherever tiered pricing based on quantity is provided.

2.23 Laws

2.23.1 Governing Law

This Contract is governed by, and construed according to, the substantive laws of the State of Michigan without regard to any Michigan choice of law rules that would apply the substantive law of another jurisdiction to the extent not inconsistent with or preempted by federal law.

2.23.2 Compliance with Laws

The Contractor must comply with all applicable federal, state, and local laws and ordinances in providing the Deliverable(s).

2.23.3 Jurisdiction

Any dispute arising from the Contract must be resolved in the State of Michigan. With respect to any claim between the parties, the Contractor consents to venue in Ingham County, Michigan, and irrevocably waives any objections to this venue that it may have, such as lack of personal jurisdiction or *forum non conveniens*. The Contractor must appoint agents in the State of Michigan to receive service of process.

2.23.4 Nondiscrimination

In the performance of the Contract, the 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, or physical or mental disability. The Contractor further agrees that every subcontract entered into for the performance of this Contract will contain a provision requiring non-discrimination in employment, as specified here, binding upon each Subcontractor. This covenant is required under the Elliott-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.

2.23.5 Unfair Labor Practices

Under 1980 PA 278, MCL 423.321, *et seq.*, the State must 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 under MCL 423.322. This information is compiled by the United States National Labor Relations Board. A Contractor of the State, in relation to the Contract, must not enter into a contract with a Subcontractor, manufacturer, or supplier whose name appears in this register. Under MCL 423.324, the State may void any



Contract if, after award of the Contract, the name of the Contractor as an employer or the name of the Subcontractor, manufacturer or supplier of the Contractor appears in the register.

2.23.6 Environmental Provision

For the purposes of this section, "Hazardous Materials" include asbestos, ACBMs, PCBs, petroleum products, construction materials including paint thinners, solvents, gasoline, oil, and any other material the manufacture, use, treatment, storage, transportation or disposal of which is regulated by the federal, state, or local laws governing the protection of the public health, natural resources, or the environment:

(a) The Contractor must use, handle, store, dispose of, process, transport, and transfer any Hazardous Material according to all federal, State, and local laws. The State must immediately advise the Contractor of the presence of any known Hazardous Material at the work site. If the Contractor encounters material reasonably believed to be Hazardous Material that may present a substantial danger, the Contractor must: (i) immediately stop all affected work; (ii) notify the State in accordance with Section 2.3.6, Notices; (iii) notify any entities required by law; and (iv) take appropriate health and safety precautions.

(b) The State may issue a Stop Work Order if the material is a Hazardous Material that may present a substantial danger and the Hazardous Material was not brought to the site by the Contractor, or does not wholly or partially result from any violation by the Contractor of any laws covering the use, handling, storage, disposal of, processing, transport and transfer of Hazardous Materials. The State may remove the Hazardous Material, render it harmless, or terminate the affected work for the State's convenience.

(c) If the Hazardous Material was brought to the site by the Contractor, or wholly or partially results from any violation by the Contractor of any laws covering the use, handling, storage, disposal of, processing, transport and transfer of Hazardous Material, or from any other act or omission within the control of the Contractor, the Contractor must bear its proportionate share of the delay and costs involved in cleaning up the site and removing and rendering harmless the Hazardous Material according to applicable laws.

2.23.7 Freedom of Information

This Contract and all information submitted to the State by the Contractor is subject to the Michigan Freedom of Information Act (FOIA), 1976 PA 442, MCL 15.231, *et seq.*

2.23.8 Workplace Safety and Discriminatory Harassment [Deleted, Not Applicable]

2.23.9 Prevailing Wage [Deleted, Not Applicable]

2.23.10 Abusive Labor Practices

To the best of its knowledge, the Contractor may not furnish any Deliverable(s) that were produced fully or partially by forced labor, convict labor, forced or indentured child labor, or indentured servitude.

"Forced or indentured child labor" means all work or service (1) exacted from any person under the age of 18 under the menace of any penalty for its nonperformance and for which the worker does not offer himself voluntarily; or (2) performed by any person under the age of 18 under a contract the enforcement of which can be accomplished by process or penalties.

2.24 General Provisions

2.24.1 Bankruptcy and Insolvency

The State may, without prejudice to any other right or remedy, fully or partially terminate this Contract and, at its option, take possession of the work-in-progress and finish the work-in-progress by whatever method the State deems appropriate if:

- (a) the Contractor files for bankruptcy protection;
- (b) an involuntary petition is filed against the Contractor and not dismissed within 30 days;
- (c) the Contractor becomes insolvent or a receiver is appointed due to the Contractor's insolvency;
- (d) the Contractor makes a general assignment for the benefit of creditors; or
- (e) the Contractor or its affiliates are unable to provide reasonable assurances that the Contractor or its affiliates can provide the Deliverable(s) under this Contract.



Contractor will place appropriate notices or labels on the work-in-progress to indicate ownership by the State. To the extent reasonably possible, work-in-progress must be stored separately from other stock and marked conspicuously with labels indicating State ownership.

2.24.2 Media Releases

News releases (including promotional literature and commercial advertisements) pertaining to the RFP and this Contract or the project to which it relates will not be made without prior approval by the State, and only in accordance with the instructions from the State.

2.24.3 Contract Distribution

DTMB-Procurement retains the sole right of Contract distribution to all State agencies and local units of government unless other arrangements are authorized by DTMB-Procurement.

2.24.4 Permits

Contractor must obtain and pay any associated costs for all required governmental permits, licenses, and approvals for the delivery, installation, and performance of the Contract.

2.24.5 Website Incorporation

The State is not bound by any content on the Contractor's website unless incorporated directly into this Contract.

2.24.6 Future Bidding Preclusion [Deleted, Not Applicable]

2.24.7 Antitrust Assignment

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

2.24.8 Disaster Recovery

Contractor and the State recognize that the State provides essential services in times of natural or man-made disasters. Therefore, except as mandated by federal disaster response requirements, Contractor personnel dedicated to providing Deliverable(s) under this Contract will provide the State with priority.

2.24.9 Legal Effect

The State is not liable for costs incurred by the Contractor or for payment(s) under this Contract until the Contractor is authorized to perform under Section 1.2.4, Ordering.

2.24.10 Entire Agreement

This Contract constitutes the entire agreement between the parties and supersedes all prior agreements, whether written or oral, with respect to the subject matter. All attachments referenced in this Contract are incorporated in their entirety and form part of this Contract.

2.24.11 Order of Precedence

Any inconsistency in the terms associated with this Contract will be resolved by giving precedence to the terms in the following descending order:

- (a) Mandatory sections (2.1.1, Contract Term, 2.24.9, Legal Effect, 2.2.2, Payment Deadlines, 2.14, Insurance, 2.15, Indemnification, 2.16, Termination, 2.23, Governing Law, 2.15.7, Limitation of Liability);
- (b) The most recent Statement of Work related to this Contract;
- (c) All sections from Article 2 - Terms and Conditions, not listed in subsection (a);
- (d) Any attachment or exhibit to the Contract documents;
- (e) Any Purchase Order, Direct Voucher, or Procurement Card Order issued under the Contract; and
- (f) Bidder Responses contained in any of the RFP documents.

**2.24.12 Headings**

The captions and section headings used in this Contract are for convenience only and may not be used to interpret the scope and intent of this Contract.

2.24.13 Form, Function and Utility

If this Contract is for statewide use, but the Deliverable(s) does not meet the form, function, and utility required by a State agency, that agency may, subject to State purchasing policies, procure the Deliverable(s) from another source.

2.24.14 Reformation and Severability

Each provision of the Contract is severable from all other provisions of the Contract. If any provision of this Contract is held unenforceable, then the Contract will be modified to reflect the parties' original intent. All remaining provisions of the Contract remain in full force and effect.

2.24.15 Approval

Unless otherwise provided in this Contract, approval(s) must be in writing and must not be unreasonably withheld or delayed.

2.24.16 No Waiver of Default

Failure by a party to insist upon strict adherence to any term of the Contract does not waive that party's right to later insist upon strict adherence to that term, or any other term, of the Contract.

2.24.17 Survival

The provisions of this Contract that impose continuing obligations, including warranties, indemnification, and confidentiality, will survive the expiration or termination of this Contract.

2.24.18 PCI Data Security Standard

(a) Contractors that process, transmit or store credit/debit cardholder data, must adhere to the Payment Card Industry (PCI) Data Security Standards. The Contractor is responsible for the security of cardholder data in its possession. The data may only be used to assist the State or for other uses specifically authorized by law.

(b) The Contractor must notify the CCI (within 72 hours of discovery) of any breaches in security where cardholder data has been compromised. In that event, the Contractor must provide full cooperation to the Visa, MasterCard, Discover and state Acquirer representative(s), and/or a PCI approved third party to conduct a thorough security review. The Contractor must make the forensic report available within two weeks of completion. The review must validate compliance with the current PCI Data Security Standards for protecting cardholder data.

(c) The Contractor must properly dispose of cardholder data, in compliance with PCI standards, when it is no longer needed. The Contractor must continue to treat cardholder data as confidential upon contract termination.

(d) Upon written request from the CCI, the Contractor must provide the CCI with an annual Attestation of Compliance (AOC) or a Report on Compliance (ROC) showing the contractor is in compliance with the PCI Data Security Standards. The Contractor must notify the CCI of all failures to comply with the PCI Data Security Standard.



**MiDEAL Report
Attachment B - Report Format**

MiDEAL contracts cover a diverse range of items, and this report format is set up in a manner that accommodates this diversity. Please contact Mary Hanses at 517-335-4364 or Genevieve Hayes 517-335-4730 if you have specific questions about your contract area.

General

This report is designed to collect contract usage information in electronic form. Completed spreadsheets will feed into a central database for aggregate usage.

Headings

Please enter all required information and verify any pre-entered information. Please make corrections to any pre-entered information if needed. The contract number is listed on the first page of your contract with the State of Michigan.

Reporting information on data entry sheet

Complete "Sold To" for every purchaser. Please note that there are separate spreadsheets for MiDEAL and State Agencies. **State Agencies are actual state departments. MiDEAL Members are political subdivisions.**

Administrative Fee

If your contract includes an administrative fee, please complete the tab.

<p>Column Headers Defined</p> <p>Sold To</p> <p>Invoice Number</p> <p>Product Description</p> <p>Quantity</p> <p>Member Cost</p> <p>Total Cost of Purchase</p> <p>Total Savings (If Applicable)</p>	<p>The name of the entity which purchased the product or service.</p> <p>Specify the invoice number.</p> <p>List the product(s) sold.</p> <p>Number of product(s) sold.</p> <p>Cost for MiDEAL Members.</p> <p>Total cost of purchase.</p> <p>Please estimate what would have paid without using the state contract. (This helps us market your contract to MiDEAL Members.) If your contract has significant volumes of line items (for example, office supplies and computers), you can opt to summarize the savings on the Administrative Fee tab and leave the total savings columns blank on the MiDEAL Report page and the State Agency Report page.</p>
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State Agency Report

Contractor Name			Contract #			
Date Report Submitted			Report Begin Date			
Contractor Contact Name			Report End Date			
Contact Phone Number						
Contact Email Address						

Sold To	Invoice Number	Product Description	Quantity	Total Cost of Purchase	Total Savings (If Applicable)	Admin Fee (If Applicable)	Misc Comments



Administrative Fee

Contractor Name		Contract #			
Date Report Submitted		Report Begin Date			
Contractor Contact Name		Report End Date			
Contact Phone Number		Administrative Fee %			
		Administrative Fee Total			
Contact Email Address		Savings Summary (If Applicable)			
Total MiDEAL Purchases					
MiDEAL Administrative Fee					
Total State Agency Purchases					
State Agency Administrative Fee					
Total Purchases					
Total Administrative Fee					