

STATE OF MICHIGAN  
ENTERPruSE PROCUREMENT  
Department of Technology, Management, and Budget  
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
P.O. BOX 30026 LANSING, MICHIGAN 48909

## CONTRACT CHANGE NOTICE

Change Notice Number 7

to

Contract Number **071B0200175**

<b>CONTRACTOR</b>	HEDRICK ASSOCIATES
	2360 Oak Industrial Drive NE
	Grand Rapids, MI 49505
	Karl Huffman
	616-454-1218
	huffmank@hedrickassoc.com
*****3185	

<b>STATE</b>	Dave Roach	DTMB
	517-241-4449	
	<a href="mailto:RaachD2@michigan.gov">RaachD2@michigan.gov</a>	
	Mike Breen	DTMB
	(517) 249-0428	
	breenm@michigan.gov	

### CONTRACT SUMMARY

#### HVAC MAINT. & REPAIR SERVICES

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 12, 2010	April 11, 2015	2 - 1 Year	December 11, 2018
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	

#### ALTERNATE PAYMENT OPTIONS

P-Card       Direct Voucher (DV)       Other       Yes       No

#### MINIMUM DELIVERY REQUIREMENTS

#### DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		December 11, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE		ESTIMATED AGGREGATE CONTRACT VALUE	
\$16,799,715.00	\$0.00		\$16,799,715.00	

#### DESCRIPTION

Effective with mutual signature the contract is amended to add a Hedrick Maintenance Services and Equipment Pricing Table. The contract program manager has been changed to David Roach. All other terms and conditions remain the same.



# HEDRICK ASSOCIATES

- LIEBERT & VERTIV SYSTEMS

2360 Oak Industrial DR.  
Grand Rapids MI 49505  
PHONE: (616) 454-1218

Michigan DTM8 DCO  
515 Westshire Dr.  
Lansing, MI 48913  
Attn: Dave Roach

February 9th 2018

Subject: Michigan DTM8 State Contract 07180200175;  
Hedrick Maintenance Services & Equipment

Hedrick Associates includes the following time and material costs for our contract #07180200175 with the State of Michigan:

	<b>Position Title</b>	<b>Hourly Rate</b> (Fixed for Contract Duration)
1		\$ 117.00
2	HVAC Service Technician/iCom certified/DSE certified	\$ 135.00
3	Project Manager HVAC	\$ 145.00
4	UPS Installation Technician/Liebert certified	\$ 135.00
5	UPS Service Technician/NXL, STS2 Flywheel certified	\$ 179.00
6	Site Scan Technician	\$ 179.00
7	Project Manager UPS /NXL, STS2, Flywheel certified	\$ 185.00
8	Project Manager/ Site Scan	\$ 185.00
9	Generator Installation Technician	\$ 115.00
10	Generator Service Technician	\$ 110.00
11	Project Manager Generator Systems	\$ 145.00
12	Rates outside the hours of 8am - 5pm M-F are 1.5 X hourly rate	
13	Material Markup - 25% on Cost	

Thank you for working with Liebert; Vertiv & Hedrick Associates.

Very Sincerely,

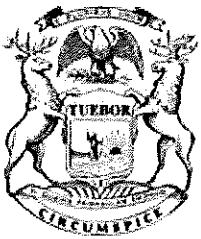
*K.E. Hutt-Rf*

Karl E. Hutt-Rf --

President - Hedrick Associates  
Liebert Factory Representatives

[huffmank@hedrickassoc.com](mailto:huffmank@hedrickassoc.com)

**Liebert**  
Keeping Your Business



# STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget  
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
P.O. BOX 30026 LANSING, MICHIGAN 48909

## CONTRACT CHANGE NOTICE

Change Notice Number 6

to

Contract Number 071B0200175C

<b>CONTRACTOR</b>	HEDRICK ASSOCIATES		<b>STATE</b> Program Manager Contract Administrator	Robert Weldon	DTMB
	2360 Oak Industrial Drive NE			517-241-8915	
	Grand Rapids, MI 49505			WeldonR@Michigan.gov	
	Karl Huffman			Mike Breen	DTMB
	616-454-1218			(517) 284-7002	
	huffmank@hedrickassoc.com			breenm@michigan.gov	
	*****3185				

### **CONTRACT SUMMARY**

#### HVAC MAINT. & REPAIR SERVICES

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 12, 2010	April 11, 2015	2 - 1 Year	December 11, 2017

#### PAYMENT TERMS

#### DELIVERY TIMEFRAME

#### ALTERNATE PAYMENT OPTIONS

#### EXTENDED PURCHASING

P-Card

Direct Voucher (DV)

Other

Yes

No

#### MINIMUM DELIVERY REQUIREMENTS

#### DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input checked="" type="checkbox"/>	12 months	December 11, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$15,049,715.00	\$1,750,000.00	\$16,799,715.00		

#### DESCRIPTION

Effective with State Administrative Board approval and mutual signature the contract is extended 12 months to 12/11/2018 with additional funding being added of \$1,750,000.00. This change notification is being executed while an RFP is executed and to support HVAC, Power, and Environmental Monitoring for the State of Michigan Hosting Centers and Switch Rooms. All other terms and conditions remain the same.



# STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget  
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
P.O. BOX 30026 LANSING, MICHIGAN 48909

## CONTRACT CHANGE NOTICE

Change Notice Number **5**

to  
Contract Number **071B0200175**

<b>CONTRACTOR</b>	Hedrick Associates 2360 Oak Industrial Dr NE Grand Rapids, MI 49505 Karl Huffman 616-454-1218 huffmank@hedrickassoc.com 3185
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<b>STATE</b> Michigan Department of Technology, Management, and Budget	Richard Novello 517-241-4449 NovelloD@Michigan.gov Kim Harris (517) 284-7016 harrisk16@michigan.gov	DTMB-IT
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### **CONTRACT SUMMARY**

#### **HVAC MAINT. AND REPAIR SERVICES**

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 12, 2010	April 11, 2015	2 - 1 Year	April 11, 2017

#### **PAYMENT TERMS**

#### **DELIVERY TIMEFRAME**

NA

#### **ALTERNATE PAYMENT OPTIONS**

#### **EXTENDED PURCHASING**

P-Card       Direct Voucher (DV)       Other       Yes       No

#### **MINIMUM DELIVERY REQUIREMENTS**

NA

#### **DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>	NA	<input checked="" type="checkbox"/>	8 months	December 11, 2017
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$15,049,715.00	\$0.00	\$15,049,715.00		

#### **DESCRIPTION**

Effective March 28, 2017 this contract is extended on a month to month basis until December 11, 2017. There is no additional value added to this contract. The extension allows for the new RFP process to be completed.

All other terms, conditions, specifications and pricing remain the same per Contractor, Agency agreement, DTMB Procurement and Administrative Board approval on March 28, 2017.

**STATE OF MICHIGAN**  
**DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET**  
**PROCUREMENT**

525 W. ALLEGAN STREET  
 LANSING, MI 48933

P.O. BOX 30026  
 LANSING, MI 48909

CHANGE NOTICE NO. 4  
 to  
 CONTRACT NO. 071B0200175  
 between  
 THE STATE OF MICHIGAN  
 and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
Hedrick Associates  2360 Oak Industrial Drive NE  Grand Rapids MI, 49505	Karl Huffman	huffmank@hedrickassoc.com
	PHONE	CONTRACTOR'S TAX ID NO. (LAST FOUR DIGITS ONLY)
	616-454-1218	*****3185

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER / CCI	DTMB	Novello, Richard	517-241-4449	NovelloD@Michigan.gov
CONTRACT ADMINISTRATOR	DTMB	James Topping	517-284-7032	ToppingJ@Michigan.gov

CONTRACT SUMMARY						
<b>DESCRIPTION:</b> Hvac Maint. & Repair Services						
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW			
April 12, 2010	April 11, 2015	2 - 1 Year	April 11, 2016			
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>				
N/A		N/A				
<b>ALTERNATE PAYMENT OPTIONS</b>			<b>EXTENDED PURCHASING</b>			
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
<b>MINIMUM DELIVERY REQUIREMENTS</b>						
N/A						

DESCRIPTION OF CHANGE NOTICE						
EXERCISE OPTION?	LENGTH OF OPTION	EXERCISE EXTENSION?	LENGTH OF EXTENSION	REVISED EXP. DATE		
<input checked="" type="checkbox"/>	1 year	<input type="checkbox"/>		April 11, 2017		
<b>CURRENT VALUE</b>		<b>VALUE OF CHANGE NOTICE</b>	<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>			
\$15,049,715.00		\$ 0.00	\$15,049,715.00			
<b>DESCRIPTION:</b> Effective date February 19, 2016 the second option year available on this contact is hereby exercised. The revised contract expiration date is April 11, 2017						
All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Procurement approval.						

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

**CHANGE NOTICE NO. 3**  
 to  
**CONTRACT NO. 071B0200175**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
Hedrick Associates 2360 Oak Industrial Drive NE Grand Rapids, MI 49505	Karl E. Huffman	huffmank@hedrickassoc.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	(616) 454-1218	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR	DTMB	Dick Novello	517-241-4449	<a href="mailto:novellod@michigan.gov">novellod@michigan.gov</a>
BUYER	DTMB	Barb Suska	517-284-7026	<a href="mailto:suskab2@michigan.gov">suskab2@michigan.gov</a>

**CONTRACT SUMMARY:**

DESCRIPTION: **HVAC Maintenance & Repair Service – Department of Technology, Management and Budget**

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 12, 2010	April 11, 2015	2, one year	April 11, 2015
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
<input type="checkbox"/> P-card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS:			
N/A			

**DESCRIPTION OF CHANGE NOTICE:**

EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF OPTION/EXTENSION	EXPIRATION DATE AFTER CHANGE
<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>	1 year
VALUE/COST OF CHANGE NOTICE:			ESTIMATED REVISED AGGREGATE CONTRACT VALUE:	
\$5,000,000.00			\$15,049,715.00	

Effective October 28, 2014, this contract exercises the first option year. New contract end date is April 11, 2016. Contract is also increased by \$5,000,000.00. New estimated revised aggregate contract value is \$15,049,715.00. Please also note that the buyer has been changed to Barb Suska. All other terms, conditions, pricing and specifications remain the same. Per contractor and agency agreement, DTMB Procurement approval and the approval of the State Administrative Board on October 28, 2014.



**MICHIGAN DEPARTMENT OF TECHNOLOGY,  
MANAGEMENT AND BUDGET  
IT SERVICES  
STATEMENT OF WORK**

<b>Project Title:</b> <b>One (1) year extension to contract # 071B0200175</b>	<b>Period of Coverage:</b> <b>4-11-15 to 4-11-16</b>
<b>Requesting Department:</b> <b>DTMB</b>	<b>9-17-14</b>
<b>Agency Project Manager:</b>	<b>Phone:</b>
<b>DTMB Project Manager:</b> <b>Bob Weldon</b>	<b>Phone:</b> <b>241-8915</b>

**Brief Description of Services to be provided:**

**BACKGROUND:**

The purpose of this contract was/is to establish an agreement to provide the purchase, maintenance and support of large data center and telecommunication switch room Power, Cooling and Monitoring (PCM) technologies. These technologies include computer room air conditioning, uninterruptible power supply units, battery cabinets, static transfer switches, environmental monitoring software and hardware, and other related equipment for the Michigan Department of Technology, Management and Budget. Exact quantities of equipment to be purchased cannot be determined; however the contractor will be requested to furnish materials and services ordered during the contract period. Quantities specified if any, are estimates based on prior purchases, and the State is not obligated to purchase in these or any other quantities. Renewal of the contract will be at the sole discretion of the State and will be based upon the acceptable performance of the selected contractor as determined by the State.

**PROJECT OBJECTIVE:**

Exercise the first of two (2) one (1) year extension of contract # 071B0200175

**SCOPE OF WORK:** Taken from existing contract # 071B0200175

This contract consists of the following scope:

- A. Acquisition and installation of new PCM equipment and software
- B. Warranty, maintenance, training and support of all existing PCM equipment and related software.
- C. Documentation
- D. Maintenance Reports

A more detailed description of the software, services (work) and deliverables sought for this contract is provided in Article 1, Section 1.104, Work and Deliverables.

**TASKS:**

As described in contract number # 071B0200175 there are no changes to the existing terms and conditions.

**DELIVERABLES:**

As described in contract number # 071B0200175 there are no changes to the existing terms and conditions.

**ACCEPTANCE CRITERIA:**

As described in contract number # 071B0200175 there are no changes to the existing terms and conditions.

**PROJECT CONTROL AND REPORTS:**

As defined in contract number # 071B0200175 there are no changes to the existing terms and conditions.

**SPECIFIC DEPARTMENT STANDARDS:**

As defined in contract number # 071B0200175 there are no changes to the existing terms and conditions.

**PAYMENT SCHEDULE:**

Payment will be made on a quarterly basis. DTMB will pay CONTRACTOR upon receipt of properly completed invoice(s) which shall be submitted to the billing address on the State issued purchase order not more often than quarterly. DTMB DCO will coordinate obtaining all necessary approvals. All invoices shall reflect a listing, by location installed, the actual devices that will be covered under the maintenance agreement and must be approved by the Agency and DTMB Project Manager prior to payment.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

**EXPENSES:**

The State will NOT pay for any travel expenses, including hotel, mileage, meals, parking, etc.

**PROJECT CONTACTS:**

The designated DTMB Project Manager is:

Bob Weldon  
DTMB  
DCO

515 Westshire  
Lansing, MI 48917  
517-241-8915  
517-241-1769  
weldonr@michigan.gov

**AGENCY RESPONSIBILITIES:****LOCATION OF WHERE THE WORK IS TO BE PERFORMED:**

Various - As described on contract number # 071B0200175

**EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:**

Various – Determined by conditions of devices covered and when maintenance and/or repairs are required.

**This purchase order is a release from Contract Number 071B0200175. This purchase order, statement of work, and the terms and conditions of Contract Number 071B0200175 constitute the entire agreement between the State and the Contractor.**



Michigan DIT  
P.O. Box 30026  
Lansing, MI 48909  
Attn: Bob Weldon

September 17, 2014

Subject: Michigan DMB State Contract #071B0200175  
Liebert Systems Maintenance Contract

Dear Bob:

Hedrick Associates agrees to a one year extension under the current terms and conditions of the existing state contract agreement #071B0200175.

It is a pleasure working with you Bob. Please call me if you should have any questions or if I can be of any help.

Thank you for working with Liebert; Emerson & Hedrick Associates.

Very Sincerely,

Karl E. Huffman  
Hedrick Associates  
Liebert Factory Representatives  
[huffmank@hedrickassoc.com](mailto:huffmank@hedrickassoc.com)

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

CHANGE NOTICE NO. 2  
 to  
 CONTRACT NO. 071B0200175  
 between  
 THE STATE OF MICHIGAN  
 and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
Hedrick Associates 2360 Oak Industrial Drive NE Grand Rapids, MI 49505	Karl E. Huffman	huffmank@hedrickassoc.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	(616) 454-1218	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR				
BUYER	DTMB	Joe Kelly	517-373-3993	Kellyj11@michigan.gov

CONTRACT SUMMARY:				
DESCRIPTION: HVAC Maintenance & Repair Service – Department of Technology, Management and Budget				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
April 12, 2010	April 11, 2015	2, one year	April 11, 2015	
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM	
N/A	N/A	N/A	N/A	
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS	
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS:				
N/A				

DESCRIPTION OF CHANGE NOTICE:				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF OPTION/EXTENSION	EXPIRATION DATE AFTER CHANGE
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>		
VALUE/COST OF CHANGE NOTICE:		ESTIMATED REVISED AGGREGATE CONTRACT VALUE:		
\$49,715.00		\$10,049,715.00		
Effective June 13, 2013, this contract is hereby increased by \$49,715.00. Office of OSS/LOS/Printing Services/CPC is added to contract. All other terms, conditions, pricing and specifications remain the same. Per vendor and agency agreement and DTMB Procurement approval.				

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

June 14, 2011

CHANGE NOTICE NO.1  
TO  
CONTRACT NO. 071B0200175  
between  
THE STATE OF MICHIGAN  
and

NAME & ADDRESS OF CONTRACTOR		TELEPHONE 616-454-1218 <b>Karl E. Huffman</b>
Hedrick Associates 2360 Oak Industrial Drive NE Grand Rapids, MI 49505 Email: <a href="mailto:huffmank@hedrickassoc.com">huffmank@hedrickassoc.com</a>		CONTRACTOR NUMBER/MAIL CODE
		BUYER/CA (517) 373-3993 <b>Joe Kelly</b>
Contract Compliance Inspector: Richard Novello <b>HVAC Maintenance &amp; Repair Service – Department of Technology, Management and Budget</b>		
CONTRACT PERIOD: <b>5 yrs. + 2 one-year options</b> From: <b>April 12, 2010</b> To: <b>April 11, 2015</b>		
TERMS <b>Net</b>	SHIPMENT <b>N/A</b>	
F.O.B. <b>N/A</b>	SHIPPED FROM <b>N/A</b>	
MINIMUM DELIVERY REQUIREMENTS <b>N/A</b>		
MISCELLANEOUS INFORMATION:		

THIS CONTRACT IS EXTENDED TO LOCAL UNITS OF GOVERNMENT.

NATURE OF CHANGE(S):

Effective immediately, this contract is hereby INCREASED by \$5,000,000.00. Please also note that the buyer is CHANGED to Joe Kelly. All other terms, conditions, pricing and specifications remain the same.

AUTHORITY/REASON(S):

Per vendor and agency agreement and the approval of the State Administrative Board on June 30, 2011.

INCREASE: \$5,000,000.00

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$10,000,000.00

071B0200175  
Change Notice No.1  
Signature Page

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**FOR THE CONTRACTOR:**

**Hedrick Associates**

Firm Name

Authorized Agent Signature

Authorized Agent (Print or Type)

Date

**FOR THE STATE:**

Signature

**Natalie Spaniolo, Acting Director**

Name/Title

**DTMB, Purchasing Operations**

Division

Date

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

April 13, 2010

NOTICE  
OF  
CONTRACT NO. 071B0200175  
between  
THE STATE OF MICHIGAN  
and

NAME & ADDRESS OF CONTRACTOR		TELEPHONE 616-454-1218 <b>Karl E. Huffman</b>		
<b>Hedrick Associates</b> <b>2360 Oak Industrial Drive NE</b> <b>Grand Rapids, MI 49505</b>		CONTRACTOR NUMBER/MAIL CODE		
<b>Email: huffmank@hedrickassoc.com</b>		BUYER/CA (517) 335-4804 <b>Pamela Platte</b>		
Contract Compliance Inspector: Richard Novello <b>HVAC Maintenance &amp; Repair Service – Department of Technology, Management and Budget</b>				
CONTRACT PERIOD: <b>5 yrs. + 2 one-year options</b> From: <b>April 12, 2010</b> To: <b>April 11, 2015</b>				
TERMS <b>Net</b>	SHIPMENT <b>N/A</b>			
F.O.B. <b>N/A</b>	SHIPPED FROM <b>N/A</b>			
MINIMUM DELIVERY REQUIREMENTS <b>N/A</b>				
MISCELLANEOUS INFORMATION:				

**THIS CONTRACT IS EXTENDED TO LOCAL UNITS OF GOVERNMENT.**

**TOTAL ESTIMATED CONTRACT VALUE: \$5,000,000.00**

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

CONTRACT NO. 071B0200175  
between  
THE STATE OF MICHIGAN  
and

NAME & ADDRESS OF CONTRACTOR		TELEPHONE 616-454-1218 <b>Karl E. Huffman</b>
<b>Hedrick Associates</b> 2360 Oak Industrial Drive NE Grand Rapids, MI 49505 Email: huffmank@hedrickassoc.com		CONTRACTOR NUMBER/MAIL CODE
		BUYER/CA (517) 335-4804 <b>Pamela Platte</b>
Contract Compliance Inspector: Richard Novello <b>HVAC Maintenance &amp; Repair Service – Department of Technology, Management and Budget</b>		
CONTRACT PERIOD: <b>5 yrs. + 2 one-year options</b> From: <b>April 12, 2010</b> To: <b>April 11, 2015</b>		
TERMS <b>Net</b>	SHIPMENT <b>N/A</b>	
F.O.B. <b>N/A</b>	SHIPPED FROM <b>N/A</b>	
MINIMUM DELIVERY REQUIREMENTS <b>N/A</b>		
MISCELLANEOUS INFORMATION:		
<b>THIS CONTRACT IS EXTENDED TO LOCAL UNITS OF GOVERNMENT.</b>		
The terms and conditions of this Contract are those of ITB #071I0200025, this Contract Agreement and the vendor's quote dated January 17, 2010. 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.		
Estimated Contract Value: <b>\$5,000,000.00</b>		

**THIS IS NOT AN ORDER:** This Contract Agreement is awarded on the basis of our inquiry bearing the ITB No. 071I0200025. Orders for delivery will be issued directly by the Department of Technology, Management and Budget through the issuance of a Purchase Order Form.

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

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FOR THE CONTRACTOR:

**Hedrick Associates**  
Firm Name  
\_\_\_\_\_  
Authorized Agent Signature  
\_\_\_\_\_  
Authorized Agent (Print or Type)  
\_\_\_\_\_  
Date

FOR THE STATE:

Signature  
**Greg Faremouth, Director**  
Name/Title  
**IT Division, Purchasing Operations**  
Division  
Date



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## DEFINITIONS

Days	Means calendar days unless otherwise specified.
24x7x365	Means 24 hours a day, seven days a week, and 365 days a year (including the 366th day in a leap year).
Additional Service	Means any Services/Deliverables within the scope of the Contract, but not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration.
Audit Period	See Section 2.110
Business Day	Whether capitalized or not, shall mean any day other than a Saturday, Sunday or State-recognized legal holiday (as identified in the Collective Bargaining Agreement for State employees) from 8:00am EST through 5:00pm EST unless otherwise stated.
Blanket Purchase Order	An alternate term for Contract as used in the States computer system.
Business Critical	Any function identified in any Statement of Work as Business Critical.
Chronic Failure	Defined in any applicable Service Level Agreements.
Deliverable	Physical goods and/or commodities as required or identified by a Statement of Work
DTMB	Michigan Department of Technology, Management and Budget
Environmentally preferable products	A product or service that has a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. Such products or services may include, but are not limited to, those that contain recycled content, minimize waste, conserve energy or water, and reduce the amount of toxics either disposed of or consumed.
Excusable Failure	See Section 2.244.
Hazardous material	Any material defined as hazardous under the latest version of federal Emergency Planning and Community Right-to-Know Act of 1986 (including revisions adopted during the term of the Contract).
HVAC	Stands for the closely related functions of Heating, Ventilating, and Air Conditioning technology.
Incident	Any interruption in Services.
ITB	A generic term used to describe an Invitation to Bid. The ITB serves as the document for transmitting the RFP to potential bidders
Key Personnel	Any Personnel designated in Article 1 as Key Personnel.
New Work	Any Services/Deliverables outside the scope of the Contract and not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration.
Ozone-depleting substance	Any substance the Environmental Protection Agency designates in 40 CFR part 82 as: (1) Class I, including, but not limited to, chlorofluorocarbons, halons, carbon tetrachloride, and methyl chloroform; or (2) Class II, including, but not limited to, hydro chlorofluorocarbons
PCM	Power, Cooling and Monitoring.
Post-Consumer Waste	Any product generated by a business or consumer which has served its intended end use, and which has been separated or diverted from solid waste for the purpose of recycling into a usable commodity or product, and which does not include post-industrial waste.
Post-Industrial Waste	Industrial by-products that would otherwise go to disposal and wastes generated after completion of a manufacturing process, but do not include internally generated scrap commonly returned to industrial or manufacturing processes.
Recycling	The series of activities by which materials that are no longer useful to the generator are collected, sorted, processed, and converted into raw materials and used in the production of new products. This definition excludes the use of these materials as a fuel substitute or for energy production.
Deleted – Not Applicable	Section is not applicable or included in this RFP. This is used as a placeholder to maintain consistent numbering.
Reuse	Using a product or component of municipal solid waste in its original form more than once.



Services	Any function performed for the benefit of the State.
Service Technician	A generic title used throughout this RFP to describe personnel who are trained, licensed, and certified to perform services on power, cooling and monitoring equipment. The State recognizes that various contractors use different titles for these staff positions.
Source reduction	Any practice that reduces the amount of any hazardous substance, pollutant, or contaminant entering any waste stream or otherwise released into the environment prior to recycling, energy recovery, treatment, or disposal.
State Location	Any physical location where the State performs work. State Location may include state-owned, leased, or rented space.
subcontractor	A company Contractor delegates performance of a portion of the Services to, but does not include independent Contractors engaged by Contractor solely in a staff augmentation role.
Unauthorized Removal	Contractor's removal of Key Personnel without the prior written consent of the State.
Waste prevention	Source reduction and reuse, but not recycling.
Waste reduction and Pollution prevention	The practice of minimizing the generation of waste at the source and, when wastes cannot be prevented, utilizing environmentally sound on-site or off-site reuse and recycling. The term includes equipment or technology modifications, process or procedure modifications, product reformulation or redesign, and raw material substitutions. Waste treatment, control, management, and disposal are not considered pollution prevention, per the definitions under Part 143, Waste Minimization, of the Natural Resources and Environmental Protection Act (NREPA), 1994 PA 451, as amended.
Work in Progress	A Deliverable that has been partially prepared, but has not been presented to the State for Approval.
Work Product	Refers to any data compilations, reports, and other media, materials, or other objects or works of authorship created or produced by the Contractor as a result of an in furtherance of performing the services required by this Contract.
ITIL	The Information Technology Infrastructure Library (ITIL) is a set of concepts and practices for managing Information Technology (IT) services (ITSM), IT development and IT operations.



## Section I – Requirements

### 1.001 Introduction

The purpose of this contract is to establish an agreement to provide the purchase, maintenance and support of large data center and telecommunication switch room Power, Cooling and Monitoring (PCM) technologies. These technologies include computer room air conditioning, uninterruptible power supply units, battery cabinets, static transfer switches, environmental monitoring software and hardware, and other related equipment for the Michigan Department of Technology, Management and Budget.

Exact quantities of equipment to be purchased have yet to be determined; however the contractor will be requested to furnish materials and services ordered during the contract period. Quantities specified if any, are estimates based on prior purchases, and the State is not obligated to purchase in these or any other quantities.

The negotiated contract will have a minimum term of five (5) years with two (2) one (1) year options. Renewal of the contract will be at the sole discretion of the State and will be based upon the acceptable performance of the selected contractor as determined by the State.

The State seeks to have services begin upon execution of the contract April 12, 2010.

### 1.002 Background

The State of Michigan's business-critical technology systems demand power and cooling support that are flexible, reliable and efficient. The goal of this contract is to provide for a company that can deliver and support systems with this goal in mind. These solutions will enable MDTMB to:

- Eliminate unplanned downtime relating to the power and cooling infrastructure in our data center and telecommunication facilities
- Enable fast, efficient response to changes in technology and business strategies that are related to the Data Center or Telecommunication infrastructure.
- Protect and extend the State of Michigan's investment in information technology systems
- Reduce capital and operating costs for the State of Michigan organization.

The Michigan Department of Technology, Management and Budget (MDTMB) currently has a contract in place to procure and support HVAC equipment and services for their Data Centers. This contract has been in place for nearly five years and ended on September 30, 2009 and is currently in maintenance only.

Power, Cooling and Monitoring (PCM) technologies include:

- Uninterruptible Power Supplies (UPS) systems – These systems provide increased availability and system performance for technology solutions inside a Data Center. They also provide Battery backup, fly wheel and power conditioning services for the Data Center.
- Power Management and distribution systems (PDU)
- Static Transfer Switching systems



- Data Center Facility air conditioning systems (HVAC) - energy-efficient and flexible high heat density cooling solutions and precision cooling and humidity control systems that provide for protection in raised floor or ducted applications.
- Static transfer switches (STS)
- Surge Protection / TVSS – Transient voltage surge suppression systems provide for the highest level of protection from potential surges that threaten sensitive equipment for our critical facilities.
- Environmental monitoring solutions – provide for increased visibility and control of critical support systems for single modules, entire data centers and other critical facilities at the State of Michigan. These solutions include battery monitoring and testing, leak detection, local and remote monitoring panels – autonomous microprocessor controlled modules, as well as centralized monitoring for critical operations.

The majority of covered equipment is located in the State of Michigan Data Centers in Lansing, MI. Some additional equipment is located in other facilities in East Lansing, MI and several other cities within the State.

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

### **1.100 Scope of Work and Deliverables**

#### **1.101 In Scope**

This contract consists of the following scope:

- A. Acquisition and installation of new PCM equipment and software
- B. Warranty, maintenance, training and support of all existing PCM equipment and related software.
- C. Documentation
- D. Maintenance Reports

A more detailed description of the software, services (work) and deliverables sought for this contract is provided in Article 1, Section 1.104, Work and Deliverables.

#### **1.103 Environment**

Upon execution of the contract, the Contractor must complete and submit the Contractor Security Agreement (**Attachment 2**) for all personnel who will perform services at the State Data Centers and Switch Rooms.

#### **Agency Specific Environment**

Office locations for the State of Michigan MI:

- SOS Bldg
- Operations Center
- Richard Austin Building
- MSP Data Center
- Saginaw Hart Building Telecommunications Rooms



- Mason Building Basement Telecomm Room
- North Logan Street Telecomm Room
- Romney Building Basement Telecomm Room
- Grand Tower Telecomm Room
- GOB Office Bldg Telecomm Room

### **1.104 Work and Deliverable**

#### **Services to be Provided and Deliverables**

The equipment serviced on this contract supports the Data Center and Telecommunication facilities that support the State of Michigan's information technology and telecommunication infrastructure. These services are critical in nature and the equipment on this contract must be maintained in an effective manner. It is essential that equipment be monitored and maintained in a manner that allows these facilities to continue to operate 24 hours a day, 7 days a week, 365 days a year without any unscheduled downtime.

The contract will include equipment and software procurement, operations training, equipment repair service, installation and de-installation service, warranty and preventative maintenance checkups on the power, cooling, ventilation, and infrastructure environmental monitoring solutions as required by MDTMB and recommended by the equipment manufacturers. The training, installation and repair service and preventative maintenance checkups will be scheduled with the State of Michigan at a time that is most beneficial and the least disruptive to the State's business needs. The preventative maintenance agreement will include all necessary travel, parts and labor. Air filters, fan belts and humidifier lamps/pans are wearable items and may require adjustment or replacement during the maintenance checkups.

#### **A. Acquisition and installation of new PCM equipment and software**

The State requires that all PCM equipment and software required to meet future needs be available for purchase through this contract. The Department of Technology, Management and Budget has standardized on Liebert PCM equipment. All new and replacement parts must be Liebert or Emerson. The deliverables detailed below describe the requirements that the Contractor will deliver in providing these services.

##### **Deliverables:**

1. The Contractor must provide the following categories of products:
  - Uninterruptible Power Supplies (UPS) systems
  - Fly Wheel Technology
  - Power Management and distribution systems (PDU)
  - Static Transfer Switching systems
  - Data Center Facility air conditioning systems (HVAC)
  - Static transfer switches (STS)
  - Surge Protection / TVSS
  - Environmental monitoring solutions
2. The Contractor must provide sales and sales engineering support to assist the State in selecting the appropriate products and planning for their deployment.



3. The Contractor must provide factory certified staff for installation, de-installation, moving Services and operational training for Power, Cooling and Environmental Monitoring equipment in place at the State and all new equipment purchased through the resulting contract.
4. This contract includes a one year on-site warranty and installation services for the new equipment.
5. This contract includes at no additional cost to the State of Michigan, one on-site operations training for the Facility staff who will be required to operate the new equipment.
6. All installations will follow Project Management Methodology. The State will provide the Project Manager and the installation processes will follow MDTMB's ITIL (Information Technology Information Library) based Change Management Processes.

## **B. HVAC Maintenance and Support Requirements**

The contractor will have responsibility for the day-to-day support of all of the existing power and cooling technologies in place today in the State of Michigan's data centers and several telecommunications switch room's Statewide. The contractor is to provide product and services from this contract must be certified by Liebert Corporation, and Emerson Network Company, to support all of the existing power and cooling equipment currently in place at the State of Michigan. See Appendix A (HVAC Equipment List) for details on what is in place.

The Department of Technology, Management and Budget has Service Level Agreements with their customers to provide 99.999% uptime. Contractor has verified that the contract meets the requirements as set forth in the PCM Maintenance Requirements Worksheet – **Attachment 1** and the HVAC Equipment List – Appendix A.

### **Deliverables:**

1. Warranty – the Contractor will provide 1 year all inclusive (parts, travel expenses and on-site installation) warranty services on all in-warranty PCM equipment. The warranty service must include:
  - a. Perform all warranty repairs and support services at the designated State of Michigan location, for Power, Cooling and Environmental Monitoring equipment purchased through the resulting contract.
  - b. Perform all warranty repairs and support services for Power, Cooling and Environmental Monitoring equipment currently installed at the State and still covered by warranty.
  - c. The contractor or sub-contractors providing warranty support must be authorization by Liebert Corporation and Emerson Network Company to perform warranty repairs on PCM equipment.
  - d. The contractor has described a process for how the technicians will be assigned and manage warranty repairs to meet the requirements defined within this contract.
  - e. The contractor has described the process to be used to define the transition of parts and equipment that come out of warranty that will be moved to the maintenance contract.
  - f. All major replacement components must be stored on-site. Contractor has defined these components and described the process for storing these replacement parts on-site at the State of Michigan or an approved off-site location.
2. Maintenance – After the warranty period, the Contractor must provide maintenance services on Power, Cooling and Environmental Monitoring equipment. (Some out of warranty equipment will be designated as time and materials support only). The maintenance service must include: (these are included in appendix B-P of the maintenance checklist).



- a. Preventive Maintenance
  - i. Perform Preventative Maintenance Services for Power, Cooling and Environmental Monitoring equipment in place at the State and all new equipment purchased through the contract.
  - ii. Perform preventive maintenance on defined schedule for type of PCM equipment.
  - iii. Provide a Preventative Maintenance Services report to the State of Michigan, Facility Manager within a week of the scheduled preventive maintenance, outlining the work completed, and any unusual findings found during the maintenance.
  - iv. Provide at the end of each year a written report of the summary of the findings of all the preventative maintenance checkups performed throughout the year.
  - v. Compliance with the State ITIL based Change Management processes.
- b. Maintenance Coverage
  - i. The Contractor must provide 24x7x365 service, with a one half hour response (call back) requirement. The technician must report on-site within 2 hours of the initial call from the State of Michigan.
  - ii. The maintenance coverage will include 100% of labor, parts and travel cost with coverage being 7 days a week, 24 hours per day, with ½ hour call back and a technician on site at the State of Michigan within 2 hours of initial call.
  - iii. State sites, other than hosting centers, follow normal State working hours of 8:00 a.m. to 5:00 p.m. EST, Monday through Friday, with work performed as necessary after those hours to meet service requirements. No overtime will be authorized or paid.
- c. Maintenance Services
  - i. Provide repair and support Services for Power, Cooling and Environmental Monitoring equipment in place at the State.
  - ii. Provide 1-800 Response Center staffed 24 hrs a day 7 days per week for single point of contact for service dispatch requirements.
  - iii. Include the 1-800-LIEBERT Customer Response Center as part of the service support agreement.
  - iv. Amend the equipment list through the life of the contract as equipment is added or removed from facilities.
  - v. New equipment installed after this contract is awarded will be treated as an amendment to this contract.
  - vi. Software support services, including installation services, and version updates.
  - vii. All maintenance must be scheduled through the DIT Change Management Process and acquire all necessary approvals.
- 3. Replacement Parts - The contractor will be responsible to provide replacement parts as required to resolve problems in a timely manner.
  - a. Provide replacement parts and materials that are new and 100% free of defects.



- b. Have replacement parts available 24x7x365 within 2 hours of the facility.
- c. Stock all critical parts on-site.
- d. Guaranteed parts availability within the service response window at all times
- e. Obsolete parts will not be used in performing repairs.

4. Qualified Technicians - The Contractor must provide qualified and certified technicians to provide the specific services contained within this contract.

- a. The contractor must employ at least three licensed journeymen HVAC service technicians located in Lansing, MI or within 15 minutes of the State of Michigan Data Centers. These technicians must have a minimum of two weeks factory training by the equipment manufacturer (Liebert).
- b. The contractor must have a total of 5 full time service technicians in the State of Michigan that are factory trained by the equipment manufacturer (Liebert).
- c. The Contractor will provide proof of certification, work and home locations of all service technicians on an annual basis.
- d. The Contractor and any associated sub-contractors must agree to have all five technicians pass a Michigan State Police fingerprint background check for any technician assigned to do work within a State of Michigan facility.

5. Time and Material

- a. Provide support services as needed for existing equipment, to repair, move, de-install and/or reinstall equipment on an as needed basis.
- b. Training Services as needed by the State of Michigan for PCM equipment and software.
- c. Provide a process for requesting and acquiring support on a time and material basis

### **C. Documentation**

The Contractor is to provide documentation for new equipment or equipment which is new to the State. The State will need any documentation which provides information related to installation, upkeep, and power requirements.

### **Deliverable(s)**

1. User and Installation manuals
  - a. A minimum of two (3) copies of the following documentation in an electronic format, online and in hard copy will be provided:
    - i. User and Technical Manuals - On-line and Hard Copy
    - ii. Operations Manual
    - iii. All updates of documentation during the term of the Contract, software license and maintenance agreement
  - b. The documentation of equipment and features shall be detailed such that resolution of most problems can be determined from the documentation, and most questions can be answered.
  - c. All system, operations, user, change and issue documentation is to be organized in a format, which is approved by the State and facilitates updating and allows for revisions to the documentation to be clearly identified including the three previous versions.



- d. The Contractor must submit for State approval complete, accurate, and timely system, operations, and user documentation.
- e. The Contractor must notify the State of any discrepancies or errors outlined in the system, operations, and user documentation.

2. Power requirements
  - a. Contractor to provide the documentation specifically stating the power requirements for all HVAC equipment.
3. Specific Install requirements
  - a. The documentation focuses on new installation requirements, assuming the HVAC equipment and components are in new, factory clean condition.
  - b. If the HVAC equipment is operated during construction phases, or otherwise allowed to deviate from normal cleanliness and/or maintenance parameters, then the newly installed HVAC systems may not perform as expected even when proper installation procedures are observed.
  - c. This specification details a level of performance that, if satisfactorily achieved, serves as an indicator that sound industry practices were likely used during the design and equipment installation phases.
4. Date put into service
  - a. For HVAC equipment, the placed in service date (when the equipment is available for use) should be qualified by the manufacturer by including documentation of this date.

#### **D. Maintenance Reports**

The contractor is to produce a written report on the preventative maintenance and repair of all equipment. The contractor has 5 business days, from date of service, to provide these reports to the State of Michigan. Reports are to include the following information:

- Summary of activity during the preventative maintenance or repair call
- Accomplishments during the preventative maintenance or repair call
- Deliverable status
- Issues
- Repair status

The contractor is to produce a written summary report at the end of each fiscal year (no later than October 10) of all maintenance provided within the last year. Reports should contain the same information as described above, but summarized for each piece of equipment on the contract.

Reporting formats must be submitted to the State's Project Manager for approval within 10 business days after the execution of the contract resulting from this contract. Once both parties have agreed to the format of the report, it shall become the standard to follow for the duration of the contract.



### **1.200 Roles and Responsibilities**

#### **1.201 Contract Staff, Roles and Responsibilities**

##### **A. Contractor Staff**

The Contractor will provide resumes for staff, including subcontractors, who are assigned to the contract, indicating the duties/responsibilities and qualifications of such personnel, and stating the amount of time each are assigned to the project. The competence of the personnel the Contractor proposes for this contract is measured by the candidate's education and experience with particular reference to experience on similar projects as described in this contract. The Contractor will provide proof of certification for all service technicians on an annual basis. The Contractor commits that staff identified in this contract will perform the assigned work.

Contractor must provide a list of all subcontractors, including firm name, address, contact person, and a complete description of the work to be contracted. Include descriptive information concerning subcontractor's organization and abilities.

The contractor must submit a letter of commitment for Key Personnel, signed by the identified resource, stating their commitment to work for the contractor/subcontractor on this project contingent on award of the bid. If the identified personnel are currently assigned to a State project the contractor must provide a letter signed by the State Project Manager releasing the individual from the project upon execution of the contract.

The Contractor will identify a Single Point of Contact (SPOC):

Karl Huffman  
Hedrick Associates  
2360 Oak Industrial Dr. N.E.  
Grand Rapids, MI 49505  
Tel 616 454-1218  
Fax 616 454-5336

The duties of the SPOC shall include, but not be limited to:

- Supporting the management of the Contract
- Facilitating dispute resolution
- Advising the State of performance under the terms and conditions of the Contract. (part of quarterly review meetings)

The State reserves the right to require a change in the current SPOC if the assigned SPOC is not, in the opinion of the State, adequately serving the needs of the State.

The Contractor will provide, and update when changed, an organizational escalation chart, with contact information, indicating lines of authority for personnel involved in performance of this Contract. This chart must also show lines of authority to the next senior level of management and indicate who within the firm will have prime responsibility and final authority for the work. The Organizational Escalation Chart should be provided in **Attachment 1**.

All Key Personnel may be subject to the State's interview and approval process. Any key staff substitution must have the prior approval of the State. The State has identified the following as key personnel for this contract:

Key Personnel:

- Don Wallo
- Troy Ritchey



- Luke Gongalski
- Brent Burdo
- Richard Raymond
- Daniel Fhanner
- Troy Wooley
- Mark Gaydos
- 

Additional Personnel:

- Paul Moore
- Bob Near
- Joe Tuckey
- Marcus Martin
- Doug Brown
- Bob Stevens
- Mick Nemeth
- Kevin Buntin

The Contractor must have a total of five factory trained and Liebert certified service technicians. Three of the technicians will be stationed within 15 minutes of the SOM hosting centers. Additionally two back up service technicians will be available within one to two hours of the SOM hosting centers

The Contractor must provide sufficient qualified staffing to satisfy the deliverables of this Statement of Work.

## **B. On Site Work Requirements**

### **1. Location of Work**

- a. The work is to be performed, completed, and managed at the State of Michigan Hosting Centers and Telecommunications Switch Room facilities.

### **2. Hours of Operation:**

- a. All hosting center runs 24x7x365 with work performed as necessary during those hours.
- b. Other State sites follow normal State working hours of 8:00 a.m. to 5:00 p.m. EST, Monday through Friday, with work performed as necessary after those hours to meet service requirements. No overtime will be authorized or paid.

### **3. Travel:**

- a. No travel or expenses will be reimbursed for any work completed as a result of this RFP.
- b. Travel time will only be reimbursed where the State has authorized time and materials repair services.

### **4. Additional Security and Background Check Requirements:**

Contractor must consent to and pass Michigan State Police Background checks (ICHA for all staff identified for assignment to this contract).

In addition, proposed Contractor personnel will be required to complete and submit an RI-8 Fingerprint Card for the National Crime Information Center (NCIC) Finger Prints.

## **1.202 State Staff, Roles and Responsibilities**



MDTMB will provide a Manager who will be responsible for the State's infrastructure and work together with the Contractor as it relates to the resulting contract.

Name	Agency/Division	Title
Dick Novello	DIT Data Center Services	Enterprise Services Manager

MDTMB shall provide a Contract Administrator whose duties shall include, but not be limited to, supporting the management of the Contract.

Name	Agency/Division	Title
Michael Breen	DIT/Bureau of Strategic Policy	Contract Administrator

### **1.203 Other Roles and Responsibilities**

RESERVED

#### **1.300 Project Plan**

##### **1.301 Project Plan Management**

###### **Performance Review Meetings**

The State will require the Contractor to attend quarterly meetings, at a minimum, to review the Contractor's performance under the Contract. The meetings will be held in Lansing, Michigan, or by teleconference, as mutually agreed by the State and the Contractor. The State shall bear no cost for the time and travel of the Contractor for attendance at the meeting.

###### **Project Control**

1. The Contractor will carry out this contract under the direction and control of the Data Center Operations Division.

##### **1.302 Reports**

Reporting formats must be submitted to the State's Project Manager for approval within 10 to 14 business days after the execution of the contract resulting from this contract. Once both parties have agreed to the format of the report, it shall become the standard to follow for the duration of the contract.

#### **1.400 Project Management**

*Note: This applies to large projects*

This section is not applicable. The contract awarded is to be for maintenance and support of Power, Cooling and Environmental Monitoring equipment and software.

##### **1.401 Issue Management - RESERVED**

##### **1.402 Risk Management - RESERVED**

##### **1.403 Change Management - RESERVED**



### **1.500 Acceptance**

#### **1.501 Criteria**

##### **Document Deliverables**

1. Documents are dated and in electronic format, compatible with State of Michigan software in accordance with Article 1.302.
2. Draft documents are not accepted as final deliverables.
3. The documents will be reviewed and accepted in accordance with the requirements of the Contract and Appendices.
4. MDTMB will review documents within a mutually agreed upon timeframe.
  - a. Approvals will be written and signed by MDTMB Project Manager.
  - b. Issues will be documented and submitted to the Contractor.
  - c. After issues are resolved or waived, the Contractor will resubmit documents for approval within 30 days of receipt.

#### **1.502 Final Acceptance**

Final acceptance is expressly conditioned upon completion of ALL deliverables/milestones, completion of ALL tasks in the project plan as approved, completion of ALL applicable inspection and/or testing procedures, and the certification by the State that the Contractor has met the defined requirements.

There will be a 30 day performance and reliability evaluation period in which the system must operate successfully. Upon major failure this period will be restarted after component failure is repaired. Failure of unsuccessful operation will result in delayed payments and/or penalties to the Contractor.

### **1.600 Compensation and Payment**

#### **1.601 Compensation and Payment**

1. Firm, fixed price for maintenance including the warranty period
  - The contractor must submit a price based on quarterly payments.
  - The contractor must submit a percentage discount on a lump sum annual payment.
  - Annual price list for latest and available equipment.
2. Provision for acquiring support and maintenance on a time and material basis for the HVAC equipment not covered by the contract (specify hourly rate).
3. If Contractor reduces its prices for any of the equipment or services during the term of this Contract, the State shall have the immediate benefit of such lower prices for new purchases. Contractor shall send notice to the State's MDTMB Contract Administrator with the reduced prices within fifteen (15) Business Days [or other appropriate time period] of the reduction taking effect.
4. The Contractor and the State will meet annually, on a mutually agreed upon date, to perform a review of the changes in the quantity of items under warranty and maintenance and make necessary adjustments in pricing for the following year.
5. The parties agree that the Services/Deliverables to be rendered by Contractor pursuant to this Contract (and any future amendments of it) will be defined and described in detail in Statements of Work or Purchase Orders (PO) executed under this Contract. Contractor shall not be obliged or authorized to commence any work to implement a Statement of Work until authorized via a



PO issued against this Contract. Contractor shall perform in accordance with this Contract, including the Statements of Work/Purchase Orders executed under it.

**6. Payment Terms: Net 45 days**

**Travel**

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc. Travel time will not be reimbursed.

**Invoicing**

Contractor will submit properly itemized invoices to "Bill To" Address on Purchase Order.

Invoices must provide and itemize, as applicable:

- Contract number;
- Purchase Order number
- Contractor name, address, phone number, and Federal Tax Identification Number;
- Description of any commodities/hardware, including quantity ordered and serial number;-
- Date(s) of delivery and/or date(s) of installation and set up;
- Price for each item, or Contractor's list price for each item and applicable discounts;
- Maintenance charges;
- Net invoice price for each item;
- Shipping costs;
- Other applicable charges;
- Total invoice price; and
- Payment terms, including any available prompt payment discounts.

Incorrect or incomplete invoices will be returned to Contractor for correction and reissue.

**1.602 Taxes**

**Sales Tax:**

For purchases made directly by the State for tangible or movable property the State is exempt from State and Local Sales Tax and such taxes must not be included in the Contractors pricing. Exemption Certificates for State Sales Tax will be furnished upon request.

For purchases made directly by the State for intangible or non-movable property the State is not exempt from State and Local Sales Tax and such taxes must be included in the Contractors pricing.

**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, prices must not include the Federal Excise Tax.

**1.603 Hold Back**

The State shall have the right to hold back 100 percent of all amounts invoiced by Contractor for Services/Deliverables. The amounts held back shall be released to Contractor after the Enterprise Services Manager for the State has granted Final Acceptance.



## Article 2 Terms and Conditions

### 2.000 Contract Structure and Term

#### **2.001 Contract Term**

This Contract is for a period of 5 years beginning 4/12/2010 through 4/11/2015. All outstanding Purchase Orders must also expire upon the termination for any of the reasons listed in **Section 2.150** of the Contract, unless otherwise extended under the Contract. Absent an early termination for any reason, Purchase Orders issued but not expired, by the end of the Contract's stated term, shall remain in effect for the balance of the fiscal year for which they were issued.

#### **2.002 Options to Renew**

This Contract may be renewed in writing by mutual agreement of the parties not less than 30 days before its expiration. The Contract may be renewed for up to 2 additional 1 year periods.

#### **2.003 Legal Effect**

Contractor accepts this Contract by signing two copies of the Contract and returning them to the Purchasing Operations. The Contractor shall not proceed with the performance of the work to be done under the Contract, including the purchase of necessary materials, until both parties have signed the Contract to show acceptance of its terms, and the Contractor receives a contract release/purchase order that authorizes and defines specific performance requirements.

Except as otherwise agreed in writing by the parties, the State shall not be liable for costs incurred by Contractor or payment under this Contract, until Contractor is notified in writing that this Contract or Change Order has been approved by the State Administrative Board (if required), signed by all the parties and a Purchase Order against the Contract has been issued.

#### **2.004 Attachments & Exhibits**

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

#### **2.005 Ordering**

The State must issue an approved written Purchase Order, Blanket Purchase Order, Direct Voucher or Procurement Card Order to order any Services/Deliverables under this Contract. All orders are subject to the terms and conditions of this Contract. No additional terms and conditions contained on either a Purchase Order or Blanket Purchase Order apply unless they are specifically contained in that Purchase Order or Blanket Purchase Order's accompanying Statement of Work. Exact quantities to be purchased are unknown; however, the Contractor will be required to furnish all such materials and services as may be ordered during the Contract period. Quantities specified, if any, are estimates based on prior purchases, and the State is not obligated to purchase in these or any other quantities.

#### **2.006 Order of Precedence**

The Contract, including any Statements of Work and Exhibits, to the extent not contrary to the Contract, each of which is incorporated for all purposes, constitutes the entire agreement between the parties with respect to the subject matter and supersedes all prior agreements, whether written or oral, with respect to the subject matter and as additional terms and conditions on the purchase order must apply as limited by **Section 2.005**.

In the event of any inconsistency between the terms of the Contract and a Statement of Work, the terms of the Statement of Work shall take precedence (as to that Statement of Work only); provided, however,



that a Statement of Work may not modify or amend the terms of the Contract. The Contract may be modified or amended only by a formal Contract amendment.

## **2.007 Headings**

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

## **2.008 Form, Function & Utility**

If the Contract is for use of more than one State agency and if the Deliverable/Service does not meet the form, function, and utility required by that State agency, that agency may, subject to State purchasing policies, procure the Deliverable/Service from another source.

## **2.009 Reformation and Severability**

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

### 2.010 Consents and Approvals

Except as expressly provided otherwise in the Contract, if either party requires the consent or approval of the other party for the taking of any action under the Contract, the consent or approval must be in writing and must not be unreasonably withheld or delayed.

## **2.011 No Waiver of Default**

If a party fails to insist upon strict adherence to any term of the Contract then the party has not waived the right to later insist upon strict adherence to that term, or any other term, of the Contract.

## **2.012 Survival**

Any provisions of the Contract that impose continuing obligations on the parties, including without limitation the parties' respective warranty, indemnity and confidentiality obligations, survive the expiration or termination of the Contract for any reason. Specific references to survival in the Contract are solely for identification purposes and not meant to limit or prevent the survival of any other section

### 2.020 Contract Administration

## **2.021 Issuing Office**

This Contract is issued by the Department of Technology, Management and Budget, Purchasing Operations and the Department of Technology, Management and Budget (collectively, including all other relevant State of Michigan departments and agencies, the "State"). Purchasing Operations is the sole point of contact in the State with regard to all procurement and contractual matters relating to the Contract. The Purchasing Operations Contract Administrator for this Contract is:

Pamela Platte  
Buyer  
Purchasing Operations  
Department of Technology, Management and Budget  
Mason Bldg, 2nd Floor  
PO Box 30026  
Lansing, MI 48909  
Plattep1@michigan.gov



517-335-4804

#### **2.022 Contract Compliance Inspector**

The Director of Purchasing Operations directs the person named below, or his or her designee, to monitor and coordinate the activities for the Contract on a day-to-day basis during its term. **Monitoring Contract activities does not imply the authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of the Contract. Purchasing Operations is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Contract.** The Contract Compliance Inspector for this Contract is:

Michael Breen  
Michigan Department of Technology, Management and Budget  
525 W. Allegan  
Constitution Hall, North Tower  
Lansing, Michigan 48913  
breenm@michigan.gov  
517-241-7720  
517-241-8852

#### **2.023 Project Manager**

The following individual will oversee the project:

Richard Novello  
Department of Technology, Management and Budget  
515 W. Shire  
Lansing, MI 48913  
Novellod@michigan.gov  
517-241-8874  
517-241-1769

#### **2.024 Change Requests**

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

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

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



Contractor does so notify the State, then such a Service or Deliverable shall be governed by the Change Request procedure in this Section.

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

(1) **Change Request at State Request**

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

(2) **Contractor Recommendation for Change Requests:**

Contractor shall be entitled to propose a Change to the State, on its own initiative, should Contractor believe the proposed Change would benefit the Contract.

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

(4) **By giving Contractor written notice within a reasonable time, the State shall be entitled to accept a Contractor proposal for Change, to reject it, or to reach another agreement with Contractor.**

Should the parties agree on carrying out a Change, a written Contract Change Notice must be prepared and issued under this Contract, describing the Change and its effects on the Services and any affected components of this Contract (a "Contract Change Notice").

(5) **No proposed Change shall be performed until the proposed Change has been specified in a duly executed Contract Change Notice issued by the Department of Technology, Management and Budget, Purchasing Operations.**

(6) **If the State requests or directs the Contractor to perform any activities that Contractor believes constitute a Change, the Contractor must notify the State that it believes the requested activities are a Change before beginning to work on the requested activities. If the Contractor fails to notify the State before beginning to work on the requested activities, then the Contractor waives any right to assert any claim for additional compensation or time for performing the requested activities. If the Contractor commences performing work outside the scope of this 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.**

## **2.025 Notices**

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

State:

State of Michigan

Purchasing Operations

Attention: Pamela Platte

PO Box 30026

530 West Allegan

Lansing, Michigan 48909



Contractor:  
Hedrick Associates  
2360 Oak Industrial Drive NE  
Grand Rapids, MI 49505  
Karl Huffman 616-454-1218

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

#### **2.026 Binding Commitments**

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

#### **2.027 Relationship of the Parties**

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

#### **2.028 Covenant of Good Faith**

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

#### **2.029 Assignments**

Neither party may assign the Contract, or assign or delegate any of its duties or obligations under the Contract, to any other party (whether by operation of law or otherwise), without the prior written consent of the other party; provided, however, that the State may assign the Contract to any other State agency, department, division or department without the prior consent of Contractor and Contractor may assign the Contract to an affiliate so long as the affiliate is adequately capitalized and can provide adequate assurances that the affiliate can perform the Contract. The State may withhold consent from proposed assignments, subcontracts, or novations when the transfer of responsibility would operate to decrease the State's likelihood of receiving performance on the Contract or the State's ability to recover damages.

Contractor may not, without the prior written approval of the State, assign its right to receive payments due under the Contract. If the State permits an assignment, the Contractor is not relieved of its responsibility to perform any of its contractual duties and the requirement under the Contract that all payments must be made to one entity continues.

If the Contractor intends to assign the contract or any of the Contractor's rights or duties under the Contract, the Contractor must notify the State in writing at least 90 days before the assignment. The Contractor also must provide the State with adequate information about the assignee within a reasonable amount of time before the assignment for the State to determine whether to approve the assignment.

#### 2.030 General Provisions

#### **2.031 Media Releases**



News releases (including promotional literature and commercial advertisements) pertaining to the RFP and Contract or project to which it relates shall not be made without prior written State approval, and then only in accordance with the explicit written instructions from the State. No results of the activities associated with the RFP and Contract are to be released without prior written approval of the State and then only to persons designated.

#### **2.032 Contract Distribution**

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

#### **2.033 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 Services. The State shall pay for all costs and expenses incurred in obtaining and maintaining any necessary easements or right of way.

#### **2.034 Website Incorporation**

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

#### **2.035 Future Bidding Preclusion**

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

#### **2.036 Freedom of Information**

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

#### **2.037 Disaster Recovery**

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

#### 2.040 Financial Provisions

#### **2.041 Fixed Prices for Services/Deliverables**

Each Statement of Work or Purchase Order issued under this Contract shall specify (or indicate by reference to the appropriate Contract Exhibit) the firm, fixed prices for all Services/Deliverables, and the associated payment milestones and payment amounts. The State may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor shall show verification of measurable progress at the time of requesting progress payments.

#### **2.042 Adjustments for Reductions in Scope of Services/Deliverables**

If the scope of the Services/Deliverables under any Statement of Work issued under this Contract is subsequently reduced by the State, the parties shall negotiate an equitable reduction in Contractor's charges under such Statement of Work commensurate with the reduction in scope.



#### **2.043 Services/Deliverables Covered**

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

#### **2.044 Invoicing and Payment – In General**

- (a) RESERVED
- (b) RESERVED.
- (c) Correct invoices shall be due and payable by the State, in accordance with the State's standard payment procedure as specified in 1984 Public Act No. 279, MCL 17.51 et seq., within 45 days after receipt, provided the State determines that the invoice was properly rendered.
- (d) Contract Payment Schedule
  - 1. Contractor request for performance-based payment.  
The Contractor may submit requests for payment of performance-based payments not more frequently than monthly, in a form and manner acceptable to the Contract Administrator. Unless otherwise authorized by the Contract Administrator, all performance-based payments in any period for which payment is being requested shall be included in a single request, appropriately itemized and totaled.
  - 2. Approval and payment of requests.  
The Contractor shall not be entitled to payment of a request for performance-based payment prior to successful accomplishment of the event or performance criterion for which payment is requested. The Contract Administrator shall determine whether the event or performance criterion for which payment is requested has been successfully accomplished in accordance with the terms of the contract. The Contract Administrator may, at any time, require the Contractor to substantiate the successful performance of any event or performance criterion, which has been or is represented as being payable.

A payment under this performance-based payment clause is a contract financing payment under the Quick Payment Terms in **Section 1.600** of this Contract.

The approval by the Contract Administrator of a request for performance-based payment does not constitute an acceptance by the Government and does not excuse the Contractor from performance of obligations under this Contract.

#### **2.045 Pro-ration**

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

#### **2.046 Antitrust Assignment**

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

#### **2.047 Final Payment**

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

#### **2.048 Electronic Payment Requirement**



Electronic transfer of funds is required for payments on State Contracts. Contractors are required to register with the State electronically at <http://www.cpexpress.state.mi.us>. As stated in Public Act 431 of 1984, all contracts that the State enters into for the purchase of goods and services shall provide that payment shall be made by electronic fund transfer (EFT).

## 2.050 Taxes

### **2.051 Employment Taxes**

Contractor shall collect and pay all applicable federal, state, and local employment taxes, including the taxes.

### **2.052 Sales and Use Taxes**

Contractor shall register and remit sales and use taxes on taxable sales of tangible personal property or services delivered into the State. Contractors that lack sufficient presence in Michigan to be required to register and pay tax must do so as a volunteer. This requirement extends to: (1) all members of any controlled group as defined in § 1563(a) of the Internal Revenue Code and applicable regulations of which the company is a member, and (2) all organizations under common control as defined in § 414(c) of the Internal Revenue Code and applicable regulations of which the company is a member that make sales at retail for delivery into the State are registered with the State for the collection and remittance of sales and use taxes. In applying treasury regulations defining "two or more trades or businesses under common control" the term "organization" means sole proprietorship, a partnership (as defined in § 701(a) (2) of the Internal Revenue Code), a trust, an estate, a corporation, or a limited liability company.

## 2.060 Contract Management

### **2.061 Contractor Personnel Qualifications**

All persons assigned by Contractor to the performance of Services under this Contract must be employees of Contractor or its majority-owned (directly or indirectly, at any tier) subsidiaries (or a State-approved Subcontractor) and must be fully qualified to perform the work assigned to them. Contractor must include a similar provision in any subcontract entered into with a Subcontractor. For the purposes of this Contract, independent contractors engaged by Contractor solely in a staff augmentation role must be treated by the State as if they were employees of Contractor for this Contract only; however, the State understands that the relationship between Contractor and Subcontractor is an independent contractor relationship.

### **2.062 Contractor Key Personnel**

- (a) The Contractor must provide the Contract Compliance Inspector with the names of the Key Personnel.
- (b) Key Personnel must be dedicated as defined in the Statement of Work to the Project for its duration in the applicable Statement of Work with respect to other individuals designated as Key Personnel for that Statement of Work.
- (c) The State shall have the right to recommend and approve in writing the initial assignment, as well as any proposed reassignment or replacement, of any Key Personnel. Before assigning an individual to any Key Personnel position, Contractor shall notify the State of the proposed assignment, shall introduce the individual to the appropriate State representatives, and shall provide the State with a resume and any other information about the individual reasonably requested by the State. The State reserves the right to interview the individual before granting written approval. In the event the State finds a proposed individual unacceptable, the State shall provide a written explanation including reasonable detail outlining the reasons for the rejection.
- (d) Contractor must not remove any Key Personnel from their assigned roles on the Contract without the prior written consent of the State. The Contractor's removal of Key Personnel without the prior written consent of the State is an unauthorized removal ("Unauthorized Removal"). Unauthorized Removals does not include replacing Key Personnel for reasons beyond the reasonable control of Contractor, including illness, disability, leave of absence, personal emergency circumstances, resignation or for cause termination of the Key Personnel's employment. Unauthorized Removals



does not include replacing Key Personnel because of promotions or other job movements allowed by Contractor personnel policies or Collective Bargaining Agreement(s) as long as the State receives prior written notice before shadowing occurs and Contractor provides 30 days of shadowing unless parties agree to a different time period. The Contractor with the State must review any Key Personnel replacements, and appropriate transition planning will be established. Any Unauthorized Removal may be considered by the State to be a material breach of the Contract, in respect of which the State may elect to exercise its termination and cancellation rights.

(e) The Contractor must notify the Contract Compliance Inspector and the Contract Administrator at least 10 business days before redeploying non-Key Personnel, who are dedicated to primarily to the Project, to other projects. If the State does not object to the redeployment by its scheduled date, the Contractor may then redeploy the non-Key Personnel.

#### **2.063 Re-assignment of Personnel at the State's Request**

The State reserves the right to require the removal from the Project of Contractor personnel found, in the judgment of the State, to be unacceptable. The State's request must be written with reasonable detail outlining the reasons for the removal request. Additionally, the State's request must be based on legitimate, good faith reasons. Replacement personnel for the removed person 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 by the State's required removal. If any incident with removed personnel results in delay not reasonably anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Service shall not be counted for a time as agreed to by the parties.

#### **2.064 Contractor Personnel Location**

All staff assigned by Contractor to work on the Contract shall perform their duties either primarily at Contractor's offices and facilities or at State facilities. Without limiting the generality of the foregoing, Key Personnel shall, at a minimum, spend at least the amount of time on-site at State facilities as indicated in the applicable Statement of Work. Subject to availability, selected Contractor personnel may be assigned office space to be shared with State personnel.

#### **2.065 Contractor Identification**

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

#### **2.066 Cooperation with Third Parties**

Contractor agrees to cause its personnel and the personnel of any Subcontractors to cooperate with the State and its agents and other contractors including the State's Quality Assurance personnel. As reasonably requested by the State in writing, the Contractor shall provide to the State's agents and other contractors reasonable access to Contractor's Project personnel, systems and facilities to the extent the access relates to activities specifically associated with this Contract and shall not interfere or jeopardize the safety or operation of the systems or facilities. The State acknowledges that Contractor's time schedule for the Contract is very specific and agrees not to unnecessarily or unreasonably interfere with, delay or otherwise impeded Contractor's performance under this Contract with the requests for access.

#### **2.067 Contract Management Responsibilities**

Contractor shall be responsible for all acts and omissions of its employees, as well as the acts and omissions of any other personnel furnished by Contractor to perform the Services. Contractor shall have overall responsibility for managing and successfully performing and completing the Services/Deliverables, subject to the overall direction and supervision of the State and with the participation and support of the State as specified in this Contract. Contractor's duties shall include monitoring and reporting the State's performance of its participation and support responsibilities (as well as Contractor's own responsibilities) and providing timely notice to the State in Contractor's reasonable opinion if the State's failure to perform its responsibilities in accordance with the Project Plan is likely to delay the timely achievement of any Contract tasks.



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

#### **2.068 Contractor Return of State Equipment/Resources**

The Contractor shall 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.

#### 2.070 Subcontracting by Contractor

#### **2.071 Contractor full Responsibility**

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

#### **2.072 State Consent to delegation**

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

#### **2.073 Subcontractor bound to Contract**

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

#### **2.074 Flow Down**

Except where specifically approved in writing by the State on a case-by-case basis, Contractor shall flow down the obligations in **Sections 2.031, 2.060, 2.100, 2.110, 2.120, 2.130, and 2.200** in all of its agreements with any Subcontractors.



## **2.075 Competitive Selection**

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

## 2.080 State Responsibilities

### **2.081 Equipment**

The State shall provide only the equipment and resources identified in the Statement of Work and other Contract Exhibits.

### **2.082 Facilities**

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

## 2.090 Security

### **2.091 Background Checks**

On a case-by-case basis, the State may investigate the Contractor's personnel before they may have access to State facilities and systems. The scope of the background check is at the discretion of the State and the results shall be used to determine Contractor personnel eligibility for working within State facilities and systems. The investigations shall include Michigan State Police Background checks (ICHA) and may include the National Crime Information Center (NCIC) Finger Prints. Proposed Contractor personnel may be required to complete and submit an RI-8 Fingerprint Card for the NCIC Finger Print Check. Any request for background checks shall be initiated by the State and shall be reasonably related to the type of work requested.

All Contractor personnel shall also be expected to comply with the State's security and acceptable use policies for State IT equipment and resources. See <http://www.michigan.gov/dit>. Furthermore, Contractor personnel shall be expected to agree to the State's security and acceptable use policies before the Contractor personnel shall be accepted as a resource to perform work for the State. It is expected the Contractor shall present these documents to the prospective employee before the Contractor presents the individual to the State as a proposed resource. Contractor staff shall be expected to comply with all Physical Security procedures in place within the facilities where they are working.



## **2.092 Security Breach Notification**

If the Contractor breaches this Section, the Contractor must (i) promptly cure any deficiencies and (ii) comply with any applicable federal and state laws and regulations pertaining to unauthorized disclosures. Contractor and the State shall cooperate to mitigate, to the extent practicable, the effects of any breach, intrusion, or unauthorized use or disclosure. Contractor must report to the State in writing any use or disclosure of Confidential Information, whether suspected or actual, other than as provided for by the Contract within 10 days of becoming aware of the use or disclosure or the shorter time period as is reasonable under the circumstances.

## **2.093 PCI DATA Security Requirements**

Contractors with access to credit/debit card cardholder data must adhere to the Payment Card Industry (PCI) Data Security requirements. Contractor agrees that they are responsible for security of cardholder data in their possession. Contractor agrees that data can ONLY be used for assisting the State in completing a transaction, supporting a loyalty program, supporting the State, providing fraud control services, or for other uses specifically required by law.

Contractor agrees to provide business continuity in the event of a major disruption, disaster or failure.

The Contractor shall contact the Department of Technology, Management and Budget, Financial Services immediately to advise them of any breaches in security where card data has been compromised. In the event of a security intrusion, the Contractor agrees the Payment Card Industry representative, or a Payment Card Industry approved third party, shall be provided with full cooperation and access to conduct a thorough security review. The review will validate compliance with the Payment Card Industry Data Security Standard for protecting cardholder data.

Contractor agrees to properly dispose sensitive cardholder data when no longer needed. The Contractor shall continue to treat cardholder data as confidential upon contract termination.

The Contractor shall provide the Department of Technology, Management and Budget, Financial Services documentation showing PCI Data Security certification has been achieved. The Contractor shall advise the Department of Technology, Management and Budget, Financial Services of all failures to comply with the PCI Data Security Requirements. Failures include, but are not limited to system scans and self-assessment questionnaires. The Contractor shall provide a time line for corrective action.

## **2.100 Confidentiality**

### **2.101 Confidentiality**

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

### **2.102 Protection and Destruction of Confidential Information**

The State and Contractor shall each use at least the same degree of care to prevent disclosing to third parties the Confidential Information of the other as it employs to avoid unauthorized disclosure, publication or dissemination of its own confidential information of like character, but in no event less than reasonable care. Neither Contractor nor the State shall (i) make any use of the Confidential Information



of the other except as contemplated by this Contract, (ii) acquire any right in or assert any lien against the Confidential Information of the other, or (iii) if requested to do so, refuse for any reason to promptly return the other party's Confidential Information to the other party. Each party shall limit disclosure of the other party's Confidential Information to employees and Subcontractors who must have access to fulfill the purposes of this Contract. Disclosure to, and use by, a Subcontractor is permissible where (A) use of a Subcontractor is authorized under this Contract, (B) the disclosure is necessary or otherwise naturally occurs in connection with work that is within the Subcontractor's scope of responsibility, and (C) 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 or continued access to the State's Confidential Information may be required to execute an acknowledgment that the employee has been advised of Contractor's and the Subcontractor's obligations under this Section and of the employee's obligation to Contractor or Subcontractor, as the case may be, to protect the Confidential Information from unauthorized use or disclosure.

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

#### **2.103 Exclusions**

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

#### **2.104 No Implied Rights**

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

#### **2.105 Respective Obligations**

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

#### 2.110 Records and Inspections

#### **2.111 Inspection of Work Performed**

The State's authorized representatives shall at all reasonable times and with 10 days prior written request, have the right to enter Contractor's premises, or any other places, where the Services are being performed, and shall have access, upon reasonable request, to interim drafts of Deliverables or work-in-progress. Upon 10 Days prior written notice and at all reasonable times, the State's representatives shall be allowed to inspect, monitor, or otherwise evaluate the work being performed and to the extent that the access will not reasonably interfere or jeopardize the safety or operation of the systems or facilities. Contractor shall provide all reasonable facilities and assistance for the State's representatives.

#### **2.112 Examination of Records**

For seven years after the Contractor provides any work under this Contract (the "Audit Period"), the State may examine and copy any of Contractor's books, records, documents and papers pertinent to



establishing Contractor's compliance with the Contract and with applicable laws and rules. The State shall notify the Contractor 20 days before examining the Contractor's books and records. The State does not have the right to review any information deemed confidential by the Contractor to the extent access would require the confidential information to become publicly available. This provision also applies to the books, records, accounts, documents and papers, in print or electronic form, of any parent, affiliated or subsidiary organization of Contractor, or any Subcontractor of Contractor performing services in connection with the Contract.

#### **2.113 Retention of Records**

Contractor shall maintain at least until the end of the Audit Period all pertinent financial and accounting records (including time sheets and payroll records, and information pertaining to the Contract and to the Services, equipment, and commodities provided under the Contract) pertaining to the Contract according to generally accepted accounting principles and other procedures specified in this Section. Financial and accounting records shall be made available, upon request, to the State at any time during the Audit Period. If an audit, litigation, or other action involving Contractor's records is initiated before the end of the Audit Period, the records shall be retained until all issues arising out of the audit, litigation, or other action are resolved or until the end of the Audit Period, whichever is later.

#### **2.114 Audit Resolution**

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

#### **2.115 Errors**

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

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

#### 2.120 Warranties

#### **2.121 Warranties and Representations**

The Contractor represents and warrants:

- (a) It is capable in all respects of fulfilling and must fulfill all of its obligations under this Contract. The performance of all obligations under this Contract must be provided in a timely, professional, and workman-like manner and must meet the performance and operational standards required under this Contract.
- (b) The Contract Appendices, Attachments and Exhibits identify the equipment and software and services necessary for the Deliverable(s) to perform and Services to operate in compliance with the Contract's requirements and other standards of performance.
- (c) It is the lawful owner or licensee of any Deliverable licensed or sold to the State by Contractor or developed by Contractor under this Contract, and Contractor has all of the rights necessary to convey to the State the ownership rights or licensed use, as applicable, of any and all Deliverables. None of the Deliverables provided by Contractor to the State under neither this Contract, nor their



use by the State shall infringe the patent, copyright, trade secret, or other proprietary rights of any third party.

- (d) If, under this Contract, Contractor procures any equipment, software or other Deliverable for the State (including equipment, software and other Deliverables manufactured, re-marketed or otherwise sold by Contractor under Contractor's name), then in addition to Contractor's other responsibilities with respect to the items in this Contract, 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.
- (e) The contract signatory has the power and authority, including any necessary corporate authorizations, necessary to enter into this Contract, on behalf of Contractor.
- (f) It is qualified and registered to transact business in all locations where required.
- (g) Neither the Contractor nor any Affiliates, nor any employee of either, has, must have, or must acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of its duties and responsibilities to the State under this Contract or otherwise create an appearance of impropriety with respect to the award or performance of this Agreement. Contractor must notify the State about the nature of the conflict or appearance of impropriety within two days of learning about it.
- (h) Neither Contractor nor any Affiliates, nor any employee of either has accepted or must accept anything of value based on an understanding that the actions of the Contractor or Affiliates or employee on behalf of the State would be influenced. Contractor must not attempt to influence any State employee by the direct or indirect offer of anything of value.
- (i) Neither Contractor nor any Affiliates, nor any employee of either has paid or agreed to pay any person, other than bona fide employees and consultants working solely for Contractor or 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 prices proposed by Contractor were arrived at independently, without consultation, communication, or agreement with any other bidder for the purpose of restricting competition; the prices quoted were not knowingly disclosed by Contractor to any other bidder; and no attempt was made by Contractor to induce any other person to submit or not submit a proposal for the purpose of restricting competition.
- (k) All financial statements, reports, and other information furnished by Contractor to the State as part of its response to the RFP or otherwise in connection with the award of this Contract fairly and accurately represent the business, properties, financial condition, and results of operations of Contractor as of the respective dates, or for the respective periods, covered by the financial statements, reports, other information. Since the respective dates or periods covered by the financial statements, reports, or other information, there have been no material adverse changes in the business, properties, financial condition, or results of operations of Contractor.
- (l) All written information furnished to the State by or for the Contractor in connection with this Contract, including its bid, is true, accurate, and complete, and contains no untrue statement of material fact or omits any material fact necessary to make the information not misleading.
- (m) It is not in material default or breach of any other contract or agreement that it may have with the State or any of its departments, commissions, boards, or agencies. Contractor further represents and warrants that it has not been a party to any contract with the State or any of its departments that was terminated by the State or the department within the previous five years for the reason that Contractor failed to perform or otherwise breached an obligation of the contract.
- (n) If any of the certifications, representations, or disclosures made in the Contractor's original bid response change after contract award, the Contractor is required to report those changes immediately to the Department of Technology, Management and Budget, Purchasing Operations.

## 2.122 Warranty of Merchantability

Goods provided by Contractor under this agreement shall be merchantable. All goods provided under this Contract shall be of good quality within the description given by the State, shall be fit for their ordinary purpose, shall be adequately contained and packaged within the description given by the State, shall conform to the agreed upon specifications, and shall conform to the affirmations of fact made by the Contractor or on the container or label.



### **2.123 Warranty of Fitness for a Particular Purpose**

When the Contractor has reason to know or knows any particular purpose for which the goods are required, and the State is relying on the Contractor's skill or judgment to select or furnish suitable goods, there is a warranty that the goods are fit for such purpose.

### **2.124 Warranty of Title**

Contractor shall, in providing goods to the State, convey good title in those goods, whose transfer is right and lawful. All goods provided by Contractor shall be delivered free from any security interest, lien, or encumbrance of which the State, at the time of contracting, has no knowledge. Goods provided by Contractor, under this Contract, shall be delivered free of any rightful claim of any third person by of infringement or the like.

### **2.125 Equipment Warranty**

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

The Contractor represents and warrants that the equipment/system(s) are in good operating condition and operates and performs to the requirements and other standards of performance contained in this Contract, when installed, at the time of Final Acceptance by the State, and for a period of (1) one year commencing upon the first day following Final Acceptance.

Within the set hours, see Section 1.104 Work and Deliverables, notification from the State, 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.

The Contractor must provide a toll-free telephone number to allow the State to report equipment failures and problems to be remedied by the Contractor.

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

The Contractor is the sole point of contact for warranty service. The Contractor warrants that it shall pass through to the State any warranties obtained or available from the original equipment manufacturer, including any replacement, upgraded, or additional equipment warranties.

### **2.126 Equipment to be New**

If applicable, all equipment provided under this Contract by Contractor shall be new where Contractor has knowledge regarding whether the equipment is new or assembled from new or serviceable used parts that are like new in performance or has the option of selecting one or the other. Equipment that is assembled from new or serviceable used parts that are like new in performance is acceptable where Contractor does not have knowledge or the ability to select one or other, unless specifically agreed otherwise in writing by the State.

### **2.127 Prohibited Products**

The State will not accept salvage, distressed, outdated or discontinued merchandise. Shipping of such merchandise to any State agency, as a result of an order placed against the Contract, shall be considered default by the Contractor of the terms and conditions of the Contract and may result in cancellation of the Contract by the State. The brand and product number offered for all items shall remain consistent for the term of the Contract, unless Purchasing Operations has approved a change order pursuant to **Section 2.024**.

### **2.128 Consequences for Breach**



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

#### 2.130 Insurance

#### **2.131 Liability Insurance**

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

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies the Contractor is required to maintain under this Contract.

All insurance coverage provided relative to this Contract/Purchase Order is PRIMARY and NON-CONTRIBUTING to any comparable liability insurance (including self-insurances) carried by the State.

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

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

See [www.michigan.gov/dleg](http://www.michigan.gov/dleg).

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

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

1. Commercial General Liability with the following minimum coverage:

\$2,000,000 General Aggregate Limit other than Products/Completed Operations  
\$2,000,000 Products/Completed Operations Aggregate Limit  
\$1,000,000 Personal & Advertising Injury Limit  
\$1,000,000 Each Occurrence Limit

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

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

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the vehicle liability



certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

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

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

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

4. Employers liability insurance with the following minimum limits:

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

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

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

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

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

## 2.132 Subcontractor Insurance Coverage

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



### **2.133 Certificates of Insurance and Other Requirements**

Contractor must furnish to DMB Purchasing Operations, certificate(s) of insurance verifying insurance coverage or providing satisfactory evidence of self-insurance as required in this Section (the "Certificates"). The Certificate must be on the standard "accord" form or equivalent. **The Contract Number or the Purchase Order Number must be shown on the Certificate Of Insurance To Assure Correct Filing.** All Certificate(s) are to be prepared and submitted by the Insurance Provider. All Certificate(s) must contain a provision indicating that coverage afforded under the policies SHALL NOT BE CANCELLED, MATERIALLY CHANGED, OR NOT RENEWED without 30 days prior written notice, except for 10 days for non-payment of premium, having been given to the Director of Purchasing Operations, Department of Technology, Management and Budget. The notice must include the Contract or Purchase Order number affected. 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 insured under each commercial general liability and commercial automobile liability policy. In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

The Contractor must maintain all required insurance coverage throughout the term of the Contract and any extensions and, in the case of claims-made Commercial General Liability policies, must secure tail coverage for at least three years following the expiration or termination for any reason of this Contract. The minimum limits of coverage specified above are not intended, and must not be construed; to limit any liability or indemnity of Contractor under this Contract to any indemnified party or other persons. Contractor is responsible for all deductibles with regard to the insurance. If the Contractor fails to pay any premium for required insurance as specified in this Contract, or if any insurer cancels or significantly reduces any required insurance as specified in this Contract without the State's written consent, then the State may, after the State has given the Contractor at least 30 days written 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 the Contractor must pay that cost upon demand by the State.

### 2.140 Indemnification

#### **2.141 General Indemnification**

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from liability, including all claims and losses, and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties), accruing or resulting to any person, firm or corporation 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 or any of its subcontractors, or by anyone else for whose acts any of them may be liable.

#### **2.142 Code Indemnification**

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

#### **2.143 Employee Indemnification**

In any claims against the State of Michigan, its departments, divisions, agencies, sections, commissions, officers, employees and agents, by any employee of the Contractor or any of its subcontractors, the indemnification obligation under the Contract must 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.

#### **2.144 Patent/Copyright Infringement Indemnification**

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

In addition, should the equipment, software, commodity, or service, or its operation, become or in the State's or Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor must at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if the 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 the 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.

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 claim based upon (i) equipment developed based on written specifications of the State; (ii) use of the equipment in a configuration other than implemented or approved in writing by the Contractor, including, but not limited to, any modification of the equipment by the State; or (iii) the combination, operation, or use of the equipment with equipment or software not supplied by the Contractor under this Contract.

#### **2.145 Continuation of Indemnification Obligations**

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

#### **2.146 Indemnification Procedures**

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

- (a) After the State receives notice of the action or proceeding involving a claim for which it shall seek indemnification, the State must promptly notify Contractor of the claim in writing and take or assist Contractor in taking, as the case may be, any reasonable action to avoid the imposition of a default judgment against Contractor. No failure to notify the Contractor relieves the Contractor of its indemnification obligations except to the extent that the Contractor can prove damages attributable to the failure. Within 10 days following receipt of written notice from the State relating to any claim, the Contractor must notify the State in writing whether Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying Contractor of a claim and before the State receiving 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 incurred by the State in defending against the claim during that period.
- (b) If 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 the handling of 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 to the reasonable satisfaction of the State, 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 the prior written 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 involving the principles of Michigan governmental or public law. But the State may retain control of the defense and settlement of a claim by notifying the Contractor in writing within 10 days after the State's receipt of 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 Contractor does not deliver a Notice of Election relating to any claim of which it is notified by the State as provided above, the State may defend the claim in the manner as it may deem appropriate, at the cost and expense of Contractor. If it is determined that the claim was one against which Contractor was required to indemnify the State, upon request of the State, Contractor must promptly reimburse the State for all the reasonable costs and expenses.

#### 2.150 Termination/Cancellation

#### **2.151 Notice and Right to Cure**

If the Contractor breaches the contract, and the State in its sole discretion determines that the breach is curable, then the State shall provide the Contractor with written notice of the breach and a time period (not less than 30 days) to cure the Breach. The notice of breach and opportunity to cure is inapplicable for successive or repeated breaches or if the State determines in its sole discretion that the 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.

#### **2.152 Termination for Cause**

- (a) The State may terminate this contract, for cause, by notifying the Contractor in writing, if the Contractor (i) breaches any of its material duties or obligations under this Contract (including a Chronic Failure to meet any particular SLA), or (ii) fails to cure a breach within the time period specified in the written notice of breach provided by the State
- (b) If this Contract is terminated for cause, the Contractor must pay all costs incurred by the State in terminating this Contract, including but not limited to, State administrative costs, reasonable attorneys' fees and court costs, and any reasonable additional costs the State may incur to procure the Services/Deliverables required by this Contract from other sources. 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 Service/Deliverables provided under this Contract.
- (c) If the State chooses to partially terminate this Contract for cause, charges payable under this Contract shall be equitably adjusted to reflect those Services/Deliverables that are terminated and the State must pay for all Services/Deliverables for which Final Acceptance has been granted provided up to the termination date. Services and related provisions of this Contract that are terminated for cause must cease on the effective date of the termination.
- (d) If the State terminates this Contract for cause under this Section, and it is determined, for any reason, that Contractor was not in breach of contract under the provisions of this section, that termination for cause must be deemed to have been a termination for convenience, effective as of the same date, and the rights and obligations of the parties must be limited to that otherwise provided in this Contract for a termination for convenience.

#### **2.153 Termination for Convenience**



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

#### **2.154 Termination for Non-Appropriation**

- (a) Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this Contract. If funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available, the State must terminate this Contract and all affected Statements of Work, in whole or in part, at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to Contractor. The State must give Contractor at least 30 days advance written notice of termination for non-appropriation or unavailability (or the time as is available if the State receives notice of the final decision less than 30 days before the funding cutoff).
- (b) If funding for the Contract is reduced by law, or funds to pay Contractor for the agreed-to level of the Services or production of Deliverables to be provided by Contractor are not appropriated or otherwise unavailable, the State may, upon 30 days written notice to Contractor, reduce the level of the Services or change the production of Deliverables in the manner and for the periods of time as the State may elect. The charges payable under this Contract shall be equitably adjusted to reflect any equipment, services or commodities not provided by reason of the reduction.
- (c) If the State terminates this Contract, eliminates certain Deliverables, or reduces the level of Services to be provided by Contractor under this Section, the State must pay Contractor for all Work-in-Process performed through the effective date of the termination or reduction in level, as the case may be and as determined by the State, to the extent funds are available. This Section shall not preclude Contractor from reducing or stopping Services/Deliverables or raising against the State in a court of competent jurisdiction, any claim for a shortfall in payment for Services performed or Deliverables finally accepted before the effective date of termination.

#### **2.155 Termination for Criminal Conviction**

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

#### **2.156 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 shall pay the Contractor for only the work completed to that point under the Contract. Termination may be in whole or in part and may be immediate as of the date of the written notice to Contractor or may be effective as of the date stated in the written notice.

#### **2.157 Rights and Obligations upon Termination**

- (a) If the State terminates this Contract for any reason, the Contractor must (a) stop all work as specified in the notice of termination, (b) take any action that may be necessary, or that the State may direct, for preservation and protection of Deliverables or other property derived or resulting from this Contract that may be in Contractor's possession, (c) return all materials and property provided directly or indirectly to Contractor by any entity, agent or employee of the State, (d)



transfer title in, and deliver to, the State, unless otherwise directed, all Deliverables intended to be transferred to the State at the termination of the Contract and which are resulting from the Contract (which must be provided to the State on an "As-Is" basis except to the extent the amounts paid by the State in respect of the items included compensation to Contractor for the provision of warranty services in respect of the materials), and (e) take any action to mitigate and limit any potential damages, or requests for Contractor adjustment or termination settlement costs, to the maximum practical extent, including terminating or limiting as otherwise applicable those subcontracts and outstanding orders for material and supplies resulting from the terminated Contract.

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

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

### **2.158 Reservation of Rights**

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

#### 2.160 Termination by Contractor

### **2.161 Termination by Contractor**

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 written notice of the breach and a time period (not less than 30 days) to cure the breach. The Notice of Breach and opportunity to cure is inapplicable for successive and repeated breaches.

The Contractor may terminate this Contract if the State (i) materially breaches its obligation to pay the Contractor undisputed amounts due and owing under this Contract, (ii) breaches its other obligations under this Contract to an extent that makes it impossible or commercially impractical for the Contractor to perform the Services, or (iii) does not cure the breach within the time period specified in a written notice of breach. But the Contractor must discharge its obligations under **Section 2.160** before it terminates the Contract.

#### 2.170 Transition Responsibilities

### **2.171 Contractor Transition Responsibilities**

If the State terminates this contract, for convenience or cause, or if the Contract is otherwise dissolved, voided, rescinded, nullified, expires or rendered unenforceable, the Contractor shall comply with direction provided by the State to assist in the orderly transition of equipment, services, software, leases, etc. to the State or a third party designated by the State. If this Contract expires or terminates, the Contractor agrees to make all reasonable efforts to effect an orderly transition of services within a reasonable period of time that in no event will exceed 180 days. These efforts must include, but are not limited to, those listed in **Section 2.150**.



## **2.172 Contractor Personnel Transition**

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

## **2.173 Contractor Information Transition**

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

## **2.174 Contractor Software Transition**

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

## **2.175 Transition Payments**

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

## **2.176 State Transition Responsibilities**

In the event that this Contract is terminated, dissolved, voided, rescinded, nullified, or otherwise rendered unenforceable, the State agrees to reconcile all accounts between the State and the Contractor, complete any pending post-project reviews and perform any others obligations upon which the State and the Contractor agree.

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

## **2.180 Stop Work**

## **2.181 Stop Work Orders**

The State may, at any time, by written Stop Work Order to Contractor, require that Contractor stop all, or any part, of the work called for by the Contract for a period of up to 90 calendar days after the Stop Work Order is delivered to Contractor, and for any further period to which the parties may agree. The Stop Work Order must be identified as a Stop Work Order and must indicate that it is issued under this **Section**. Upon receipt of the stop work order, Contractor must immediately comply with its terms and take all reasonable steps to minimize incurring costs allocable to the work covered by the Stop Work Order during the period of work stoppage. Within the period of the stop work order, the State must



either: (a) cancel the stop work order; or (b) terminate the work covered by the Stop Work Order as provided in **Section 2.182**.

### **2.182 Cancellation or Expiration of Stop Work Order**

The Contractor shall resume work if the State cancels a Stop Work Order or if it expires. The parties shall agree upon an equitable adjustment in the delivery schedule, the Contract price, or both, and the Contract shall be modified, in writing, accordingly, if: (a) the Stop Work Order results in an increase in the time required for, or in Contractor's costs properly allocable to, the performance of any part of the Contract; and (b) Contractor asserts its right to an equitable adjustment within 30 calendar days after the end of the period of work stoppage; provided that, if the State decides the facts justify the action, the State may receive and act upon a Contractor proposal submitted at any time before final payment under the Contract. Any adjustment will conform to the requirements of **Section 2.024**.

### **2.183 Allowance of Contractor Costs**

If the Stop Work Order is not canceled and the work covered by the Stop Work Order is terminated for reasons other than material breach, the termination shall be deemed to be a termination for convenience under **Section 2.153**, and the State shall pay reasonable costs resulting from the Stop Work Order in arriving at the termination settlement. For the avoidance of doubt, the State shall not be liable to Contractor for loss of profits because of a Stop Work Order issued under this Section.

## 2.190 Dispute Resolution

### **2.191 In General**

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

### **2.192 Informal Dispute Resolution**

(a) All disputes between the parties shall be resolved under the Contract Management procedures in this Contract. If the parties are unable to resolve any dispute after compliance with the processes, the parties must meet with the Director of Purchasing Operations, DMB, or designee, to resolve the dispute without the need for formal legal proceedings, as follows:

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

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

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

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



(b) This Section shall not be construed to prevent either party from instituting, and a party is authorized to institute, formal proceedings earlier to avoid the expiration of any applicable limitations period, to preserve a superior position with respect to other creditors, or under Section 2.193.

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

### **2.193 Injunctive Relief**

The only circumstance in which disputes between the State and Contractor shall not be subject to the provisions of **Section 2.192** is where a party makes a good faith determination that a breach of the terms of the Contract by the other party is that the damages to the party resulting from the breach shall be so immediate, so large or severe and so incapable of adequate redress after the fact that a temporary restraining order or other immediate injunctive relief is the only adequate remedy.

### **2.194 Continued Performance**

Each party agrees to continue performing its obligations under the Contract while a dispute is being resolved except to the extent the issue in dispute precludes performance (dispute over payment must not be deemed to preclude performance) and without limiting either party's right to terminate the Contract as provided in **Section 2.150**, as the case may be.

## 2.200 Federal and State Contract Requirements

### **2.201 Nondiscrimination**

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

### **2.202 Unfair Labor Practices**

Under 1980 PA 278, MCL 423.321, et seq., the State shall not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled under section 2 of the Act. This information is compiled by the United States National Labor Relations Board. A Contractor of the State, in relation to the Contract, shall not enter into a contract with a Subcontractor, manufacturer, or supplier whose name appears in this register. Under section 4 of 1980 PA 278, MCL 423.324, the State may void any Contract if, after award of the Contract, the name of Contractor as an employer or the name of the Subcontractor, manufacturer or supplier of Contractor appears in the register.

### **2.203 Workplace Safety and Discriminatory Harassment**

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

### **2.204 Prevailing Wage**

Wages rates and fringe benefits to be paid each class of individuals employed by the Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this Contract in



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

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

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

#### 2.210 Governing Law

#### **2.211 Governing Law**

The Contract shall in all respects be 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 any other jurisdiction to the extent not inconsistent with, or pre-empted by federal law.

#### **2.212 Compliance with Laws**

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

#### **2.213 Jurisdiction**

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

#### 2.220 Limitation of Liability

#### **2.221 Limitation of Liability**

Neither the Contractor nor the State shall be liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability 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 attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

The Contractor's liability for damages to the State is limited to two times the value of the Contract or \$500,000 which ever is higher. The foregoing limitation of liability does not apply to claims for infringement of United States patent, copyright, trademarks 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 attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

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

#### 2.230 Disclosure Responsibilities

##### **2.231 Disclosure of Litigation**

Contractor shall disclose any material criminal litigation, investigations or proceedings involving the Contractor (and each Subcontractor) or any of its officers or directors or any litigation, investigations or proceedings under the Sarbanes-Oxley Act. In addition, each Contractor (and each Subcontractor) shall notify the State of any material civil litigation, arbitration or proceeding which arises during the term of the Contract and extensions, to which Contractor (or, to the extent Contractor is aware, any Subcontractor) is a party, and which involves: (i) disputes that might reasonably be expected to adversely affect the viability or financial stability of Contractor or any Subcontractor; or (ii) a claim or written allegation of fraud against Contractor or, to the extent Contractor is aware, any Subcontractor by a governmental or public entity arising out of their business dealings with governmental or public entities. The Contractor shall disclose in writing to the Contract Administrator any litigation, investigation, arbitration or other proceeding (collectively, "Proceeding") within 30 days of its occurrence. Details of settlements that are prevented from disclosure by the terms of the settlement may be annotated. Information provided to the State from Contractor's publicly filed documents referencing its material litigation shall be deemed to satisfy the requirements of this Section.

If any Proceeding disclosed to the State under this Section, or of which the State otherwise becomes aware, during the term of this Contract would cause a reasonable party to be concerned about:

- (a) the ability of Contractor (or a Subcontractor) to continue to perform this Contract according to its terms and conditions, or
- (b) whether Contractor (or a Subcontractor) in performing Services for the State is engaged in conduct which is similar in nature to conduct alleged in the Proceeding, which conduct would constitute a breach of this Contract or a violation of Michigan law, regulations or public policy, then the Contractor must provide the State all reasonable assurances requested by the State to demonstrate that:
  - (1) Contractor and its Subcontractors will be able to continue to perform this Contract and any Statements of Work according to its terms and conditions, and
  - (2) Contractor and its Subcontractors have not and will not engage in conduct in performing the Services which is similar in nature to the conduct alleged in the Proceeding.
- (c) Contractor shall make the following notifications in writing:
  - (1) Within 30 days of Contractor becoming aware that a change in its ownership or officers has occurred, or is certain to occur, or a change that could result in changes in the valuation of its capitalized assets in the accounting records, Contractor must notify DMB Purchasing Operations.
  - (2) Contractor shall also notify DMB Purchasing Operations within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership or officers.
  - (3) Contractor shall also notify DMB Purchase Operations within 30 days whenever changes to company affiliations occur.

##### **2.232 Call Center Disclosure**

Contractor and/or all subcontractors involved in the performance of this Contract providing call or contact center services to the State shall 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.

##### **2.233 Bankruptcy**



The State may, without prejudice to any other right or remedy, terminate this Contract, in whole or in part, and, at its option, may take possession of the "Work in Process" and finish the Works in Process by whatever appropriate method the State may deem expedient if:

- (a) the Contractor files for protection under the bankruptcy laws;
- (b) an involuntary petition is filed against the Contractor and not removed within 30 days;
- (c) the Contractor becomes insolvent or if 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 deliver the services under this Contract.

Contractor will fix appropriate notices or labels on the Work in Process to indicate ownership by the State. To the extent reasonably possible, materials and Work in Process shall be stored separately from other stock and marked conspicuously with labels indicating ownership by the State.

#### 2.240 Performance

##### **2.241 Time of Performance**

- (a) Contractor shall use commercially reasonable efforts to provide the resources necessary to complete all Services and Deliverables according to the time schedules contained in the Statements of Work and other Exhibits governing the work, and with professional quality.
- (b) Without limiting the generality of **Section 2.241**, Contractor shall notify the State in a timely manner upon becoming aware of any circumstances that may reasonably be expected to jeopardize the timely and successful completion of any Deliverables/Services on the scheduled due dates in the latest State-approved delivery schedule and must inform the State of the projected actual delivery date.
- (c) 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 notify the State in a timely manner and must use commercially reasonable efforts to perform its obligations according to the Contract time periods notwithstanding the State's failure. Contractor will not be in default for a delay in performance to the extent the delay is caused by the State.

##### **2.242 Service Level Agreement (SLA)**

- (a) SLAs will be completed with the following operational considerations:
  - (1) SLAs will not be calculated for individual Incidents where any event of Excusable Failure has been determined; Incident means any interruption in Services.
  - (2) SLAs will not be calculated for individual Incidents where loss of service is planned and where the State has received prior notification or coordination.
  - (3) SLAs will not apply if the applicable Incident could have been prevented through planning proposed by Contractor and not implemented at the request of the State. To invoke this consideration, complete documentation relevant to the denied planning proposal must be presented to substantiate the proposal.
  - (4) Time period measurements will be based on the time Incidents are received by the Contractor and the time that the State receives notification of resolution based on 24x7x365 time period, except that the time period measurement will be suspended based on the following:
    - (i) Time period(s) will not apply where Contractor does not have access to a physical State Location and where access to the State Location is necessary for problem identification and resolution.
    - (ii) Time period(s) will not apply where Contractor needs to obtain timely and accurate information or appropriate feedback and is unable to obtain timely and accurate information or appropriate feedback from the State.
- (b) Chronic Failure for any Service(s) will be defined as three unscheduled outage(s) or interruption(s) on any individual Service for the same reason or cause or if the same reason or cause was reasonably discoverable in the first instance over a rolling 30 day period. Chronic Failure will result



in the State's option to terminate the effected individual Service(s) and procure them from a different vendor for the chronic location(s) with Contractor to pay the difference in charges for up to three additional months. The termination of the Service will not affect any tiered pricing levels.

- (c) Root Cause Analysis will be performed on any Business Critical outage(s) or outage(s) on Services when requested by the Contract Administrator. Contractor will provide its analysis within two weeks of outage(s) and provide a recommendation for resolution.
- (d) All decimals must be rounded to two decimal places with five and greater rounding up and four and less rounding down unless otherwise specified.

#### **2.243 Liquidated Damages**

The parties acknowledge that late or improper completion of the Work will cause loss and damage to the State, and that it would be impracticable and extremely difficult to fix the actual damage sustained by the State as a result. Therefore, Contractor and the State agree that if there is late or improper completion of the Work and the State does not elect to exercise its rights under **Section 2.152**, the State is entitled to collect liquidated damages in the amount of \$5,000.00 and an additional \$100.00 per day for each day Contractor fails to remedy the late or improper completion of the Work.

##### **Unauthorized Removal of any Key Personnel**

It is acknowledged that an Unauthorized Removal will interfere with the timely and proper completion of the Contract, to the loss and damage of the State, and that it would be impracticable and extremely difficult to fix the actual damage sustained by the State as a result of any Unauthorized Removal. Therefore, Contractor and the State agree that in the case of any Unauthorized Removal in respect of which the State does not elect to exercise its rights under **Section 2.152**, the State may assess liquidated damages against Contractor as specified below.

For the Unauthorized Removal of any Key Personnel designated in the applicable Statement of Work, the liquidated damages amount is \$25,000.00 per individual if the Contractor identifies a replacement approved by the State under **Section 2.060** and assigns the replacement to the Project to shadow the Key Personnel who is leaving for a period of at least 30 days before the Key Personnel's removal.

If Contractor fails to assign a replacement to shadow the removed Key Personnel for at least 30 days, in addition to the \$25,000.00 liquidated damages for an Unauthorized Removal, Contractor must pay the amount of \$833.33 per day for each day of the 30 day shadow period that the replacement Key Personnel does not shadow the removed Key Personnel, up to \$25,000.00 maximum per individual. The total liquidated damages that may be assessed per Unauthorized Removal and failure to provide 30 days of shadowing must not exceed \$50,000.00 per individual.

#### **2.244 Excusable Failure**

Neither party will be liable for any default, damage or delay in the performance of its obligations under the Contract to the extent the default, damage or delay is caused by government regulations or requirements (executive, legislative, judicial, military or otherwise), power failure, electrical surges or current fluctuations, lightning, earthquake, war, water or other forces of nature or acts of God, delays or failures of transportation, equipment shortages, suppliers' failures, or acts or omissions of common carriers, fire; riots, civil disorders; strikes or other labor disputes, embargoes; injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of a party; provided the non-performing party and its 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 above, the non-performing party will be excused from any further performance of its affected obligation(s) for as long as the circumstances prevail. But the party must use commercially reasonable efforts to recommence performance whenever and to whatever extent possible without delay. A party must promptly notify the other party in writing immediately after the excusable failure occurs, and also when it abates or ends.



If any of the above-enumerated circumstances substantially prevent, hinder, or delay the Contractor's performance of the Services/provision of Deliverables for more than 10 Business Days, and the State determines that performance is not likely to be resumed within a period of time that is satisfactory to the State in its reasonable discretion, then at the State's option: (a) the State may procure the affected Services/Deliverables from an alternate source, and the State is not be liable for payment for the unperformed Services/ Deliverables not provided under the Contract for so long as the delay in performance continues; (b) the State may terminate any portion of the Contract so affected and the charges payable will be equitably adjusted to reflect those Services/Deliverables terminated; or (c) the State may terminate the affected Statement of Work without liability to Contractor as of a date specified by the State in a written notice of termination to the Contractor, except to the extent that the State must pay for Services/Deliverables provided through the date of termination.

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

#### 2.250 Approval of Deliverables

##### **2.251 Delivery of Deliverables**

A list of the Deliverables to be prepared and delivered by Contractor including, for each Deliverable, the scheduled delivery date and a designation of whether the Deliverable is a document ("Written Deliverable") or a Custom Software Deliverable is attached, if applicable. All Deliverables shall be completed and delivered for State review and written approval and, where applicable, installed in accordance with the State-approved delivery schedule and any other applicable terms and conditions of this Contract.

Prior to delivering any Deliverable to the State, Contractor will first perform all required quality assurance activities, and, in the case of Custom Software Deliverables, System Testing to verify that the Deliverable is complete and in conformance with its specifications. Before delivering a Deliverable to the State, Contractor shall certify to the State that (1) it has performed such quality assurance activities, (2) it has performed any applicable testing, (3) it has corrected all material deficiencies discovered during such quality assurance activities and testing, (4) the Deliverable is in a suitable state of readiness for the State's review and approval, and (5) the Deliverable/Service has all Critical Security patches/updates applied.

In discharging its obligations under this Section, Contractor shall be at all times (except where the parties agree otherwise in writing) in compliance with Level 3 of the Software Engineering Institute's Capability Maturity Model for Software ("CMM Level 3") or its equivalent.

##### **2.252 Contractor System Testing**

Contractor will be responsible for System Testing each Custom Software Deliverable in Contractor's development environment prior to turning over the Custom Software Deliverable to the State for User Acceptance Testing and approval. Contractor's System Testing shall include the following, at a minimum, plus any other testing required by CMM Level 3 or Contractor's system development methodology:

Contractor will be responsible for performing Unit Testing and incremental Integration Testing of the components of each Custom Software Deliverable.

Contractor's System Testing will also include Integration Testing of each Custom Software Deliverable to ensure proper inter-operation with all prior software Deliverables, interfaces and other components that



are intended to inter-operate with such Custom Software Deliverable, and will include Regression Testing, volume and stress testing to ensure that the Custom Software Deliverables are able to meet the State's projected growth in the number and size of transactions to be processed by the Application and number of users, as such projections are set forth in the applicable Statement of Work.

Contractor's System Testing will also include Business Function Testing and Technical Testing of each Application in a simulated production environment. Business Function Testing will include testing of full work streams that flow through the Application as the Application will be incorporated within the State's computing environment. The State shall participate in and provide support for the Business Function Testing to the extent reasonably requested by Contractor. Within ten (10) days before the commencement of Business Function Testing pursuant to this Section, Contractor shall provide the State for State review and written approval Contractor's test plan for Business Function Testing.

Within five (5) Business Days following the completion of System Testing pursuant to this **Section**, Contractor shall provide to the State a testing matrix establishing that testing for each condition identified in the System Testing plans has been conducted and successfully concluded. To the extent that testing occurs on State premises, the State shall be entitled to observe or otherwise participate in testing under this Section as the State may elect.

### **2.253 Approval of Deliverables, In General**

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

The State's obligation to comply with any State Review Period is conditioned on the timely delivery of Deliverables being reviewed. If Contractor fails to provide a Deliverable to the State in a timely manner, the State will nevertheless use commercially reasonable efforts to complete its review or testing within the applicable State Review Period.

Before commencement of its review or testing of a Deliverable, the State may inspect the Deliverable to confirm that all components of the Deliverable (e.g., software, associated documentation, and other materials) have been delivered. If the State determines that the Deliverable is incomplete, the State may refuse delivery of the Deliverable without performing any further inspection or testing of the Deliverable. Otherwise, the review period will be deemed to have started on the day the State receives the Deliverable and the applicable certification by Contractor in accordance with this Section.

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

If, after three (3) opportunities (the original and two repeat efforts), Contractor is unable to correct all deficiencies preventing State approval of a Deliverable, the State may: (i) demand that Contractor cure the failure and give Contractor additional time to cure the failure at the sole expense of Contractor; or (ii) keep this Contract in force and do, either itself or through other parties, whatever Contractor has failed to do, in which event Contractor shall bear any excess expenditure incurred by the State in so doing beyond the contract price for such Deliverable and will pay the State an additional sum equal to ten percent (10%) of such excess expenditure to cover the State's general expenses without the need to furnish proof in substantiation of such general expenses; or (iii) terminate this Contract for default, either in whole or in part by notice to Contractor (and without the need to afford Contractor any further opportunity to cure). Notwithstanding the foregoing, the State shall not use, as a basis for exercising its



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

The State, at any time and in its own discretion, may halt the UAT or approval process if such process reveals deficiencies in or problems with a Deliverable in a sufficient quantity or of a sufficient severity as to make the continuation of such process unproductive or unworkable. In such case, the State may return the applicable Deliverable to Contractor for correction and re-delivery prior to resuming the review or UAT process and, in that event, Contractor will correct the deficiencies in such Deliverable in accordance with the Contract, as the case may be.

Approval in writing of a Deliverable by the State shall be provisional; that is, such approval shall not preclude the State from later identifying deficiencies in, and declining to accept, a subsequent Deliverable based on or which incorporates or inter-operates with an approved Deliverable, to the extent that the results of subsequent review or testing indicate the existence of deficiencies in the subsequent Deliverable, or if the Application of which the subsequent Deliverable is a component otherwise fails to be accepted pursuant to **Section 2.080**.

#### **2.254 Process for Approval of Written Deliverables**

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

#### **2.255 Process for Approval of Custom Software Deliverables**

The State will conduct UAT of each Custom Software Deliverable in accordance with the following procedures to determine whether it meets the criteria for State approval – i.e., whether it conforms to and performs in accordance with its specifications without material deficiencies.

Within thirty (30) days (or such other number of days as the parties may agree to in writing) prior to Contractor's delivery of any Custom Software Deliverable to the State for approval, Contractor shall provide to the State a set of proposed test plans, including test cases, scripts, data and expected outcomes, for the State's use (which the State may supplement in its own discretion) in conducting UAT of the Custom Software Deliverable. Contractor, upon request by the State, shall provide the State with reasonable assistance and support during the UAT process.

For the Custom Software Deliverables listed in an attachment, the State Review Period for conducting UAT will be as indicated in the attachment. For any other Custom Software Deliverables not listed in an attachment, the State Review Period shall be the number of days agreed in writing by the parties (failing which it shall be forty-five (45) days by default). The State Review Period for each Custom Software Deliverable will begin when Contractor has delivered the Custom Software Deliverable to the State accompanied by the certification required by this **Section** and the State's inspection of the Deliverable has confirmed that all components of it have been delivered.

The State's UAT will consist of executing test scripts from the proposed testing submitted by Contractor, but may also include any additional testing deemed appropriate by the State. If the State determines



during the UAT that the Custom Software Deliverable contains any deficiencies, the State will notify Contractor of the deficiency by making an entry in an incident reporting system available to both Contractor and the State. Contractor will modify promptly the Custom Software Deliverable to correct the reported deficiencies, conduct appropriate System Testing (including, where applicable, Regression Testing) to confirm the proper correction of the deficiencies and re-deliver the corrected version to the State for re-testing in UAT. Contractor will coordinate the re-delivery of corrected versions of Custom Software Deliverables with the State so as not to disrupt the State's UAT process. The State will promptly re-test the corrected version of the Software Deliverable after receiving it from Contractor.

Within three (3) business days after the end of the State Review Period, the State will give Contractor a written notice indicating the State's approval or rejection of the Custom Software Deliverable according to the criteria and process set out in this **Section**.

#### **2.256 Final Acceptance**

"Final Acceptance" shall be considered to occur when the Custom Software Deliverable to be delivered has been approved by the State and has been operating in production without any material deficiency for fourteen (14) consecutive days. If the State elects to defer putting a Custom Software Deliverable into live production for its own reasons, not based on concerns about outstanding material deficiencies in the Deliverable, the State shall nevertheless grant Final Acceptance of the Project.

#### 2.260 Ownership

#### **2.261 Ownership of Work Product by State**

The State owns all Deliverables, as they are work made for hire by the Contractor for the State. The State owns all United States and international copyrights, trademarks, patents or other proprietary rights in the Deliverables.

#### **2.262 Vesting of Rights**

With the sole exception of any preexisting licensed works identified in the SOW, the Contractor assigns, and upon creation of each Deliverable automatically assigns, to the State, ownership of all United States and international copyrights, trademarks, patents, or other proprietary rights in each and every Deliverable, whether or not registered by the Contractor, insofar as any the Deliverable, by operation of law, may not be considered work made for hire by the Contractor for the State. From time to time upon the State's request, the Contractor must confirm the assignment by execution and delivery of the assignments, confirmations of assignment, or other written instruments as the State may request. The State may obtain and hold in its own name all copyright, trademark, and patent registrations and other evidence of rights that may be available for Deliverables.

#### **2.263 Rights in Data**

The State is the owner of all data made available by the State to the Contractor or its agents, Subcontractors or representatives under the Contract. The Contractor will not use the State's data for any purpose other than providing the Services, nor will any part of the State's data be disclosed, sold, assigned, leased or otherwise disposed of to the general public or to specific third parties or commercially exploited by or on behalf of the Contractor. No employees of the Contractor, other than those on a strictly need-to-know basis, have access to the State's data. Contractor will not possess or assert any lien or other right against the State's data. Without limiting the generality of this Section, the Contractor must only use personally identifiable information as strictly necessary to provide the Services and must disclose the information only to its employees who have a strict need-to-know the information. The Contractor must comply at all times with all laws and regulations applicable to the personally identifiable information.

The State is the owner of all State-specific data under the Contract. The State may use the data provided by the Contractor for any purpose. The State will not possess or assert any lien or other right against the Contractor's data. Without limiting the generality of this Section, the State may use



personally identifiable information only as strictly necessary to utilize the Services and must disclose the information only to its employees who have a strict need to know the information, except as provided by law. The State must comply at all times with all laws and regulations applicable to the personally identifiable information. Other material developed and provided to the State remains the State's sole and exclusive property.

#### **2.264 Ownership of Materials**

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

#### 2.270 State Standards

#### **2.271 Existing Technology Standards**

The Contractor will adhere to all existing standards as described within the comprehensive listing of the State's existing technology standards at <http://www.michigan.gov/dit>.

#### **2.272 Acceptable Use Policy**

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

#### **2.273 Systems Changes**

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

#### 2.280 Extended Purchasing

#### **2.281 MiDEAL (Michigan Delivery Extended Agreements Locally)**

Act Number 431 of the Public Acts of 1984 permits the State of Michigan, Department of Technology, Management and Budget, to provide purchasing services to any city, village, county, township, school district, intermediate school district, non-profit hospital, institution of higher education, community, or junior college. As a result of the enactment of this legislation, the MiDEAL Program has been developed. This program extends the use of state contracts to program members. The governmental agency must enter into an agreement with the State of Michigan to become authorized to participate, thus ensuring that local units of government secure a greater return for the expenditure of public funds.

In those cases, contract vendors supply merchandise at the established State of Michigan contract prices and terms. The Bidder must submit invoices and pay the authorized MiDEAL member on a direct and individual basis according to contract terms.

**IT IS MANDATORY THAT ALL CONTRACTS RESULTING FROM THIS RFP WILL BE MADE AVAILABLE TO ALL STATE OF MICHIGAN AGENCIES AND AUTHORIZED MiDEAL PURCHASING PROGRAM MEMBERS.**

Please Visit Mi DEAL at [www.michigan.gov/buymichiganfirst](http://www.michigan.gov/buymichiganfirst) under MiDeal.



Estimated requirements for authorized local units of government are not included in the quantities shown in this RFP.

## **2.282 State Employee Purchases**

The State allows State employees to purchase from this Contract. Unless otherwise stated, it is the responsibility of the Contractor to ensure that the State employee is an authorized purchaser before extending the Contract pricing.

The Contractor will supply Contract Services and Deliverables at the established State of Michigan contract prices and terms to the extent applicable and where available. The Contractor shall send its invoices to and pay the State employee on a direct and individual basis.

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

## 2.290 Environmental Provision

### **2.291 Environmental Provision**

**Energy Efficiency Purchasing Policy:** The State seeks wherever possible to purchase energy efficient products. This includes giving preference to U.S. Environmental Protection Agency (EPA) certified 'Energy Star' products for any category of products for which EPA has established Energy Star certification. For other purchases, the State may include energy efficiency as one of the priority factors to consider when choosing among comparable products.

**Environmental Purchasing Policy:** The State of Michigan is committed to encouraging the use of products and services that impact the environment less than competing products. The State is accomplishing this by including environmental considerations in purchasing decisions, while remaining fiscally responsible, to promote practices that improve worker health, conserve natural resources, and prevent pollution. Environmental components that are to be considered include: recycled content and recyclables; energy efficiency; and the presence of undesirable materials in the products, especially those toxic chemicals which are persistent and bioaccumulative. The Contractor should be able to supply products containing recycled and environmentally preferable materials that meet performance requirements and is encouraged to offer such products throughout the duration of this Contract. Information on any relevant third party certification (such as Green Seal, Energy Star, etc.) should also be provided.

**Hazardous Materials:** For the purposes of this Section, "Hazardous Materials" is a generic term used to describe 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. This includes, but is not limited to, materials such as batteries and circuit packs, and other materials that are regulated as (1) "Hazardous Materials" under the Hazardous Materials Transportation Act, (2) "chemical hazards" under the Occupational Safety and Health Administration standards, (3) "chemical substances or mixtures" under the Toxic Substances Control Act, (4) "pesticides" under the Federal Insecticide Fungicide and Rodenticide Act, and (5) "hazardous wastes" as defined or listed under the Resource Conservation and Recovery Act.

(a) The Contractor shall use, handle, store, dispose of, process, transport and transfer any material considered a Hazardous Material according to all federal, State and local laws. The State shall provide a safe and suitable environment for performance of Contractor's Work. Before the commencement of Work, the State shall advise the Contractor of the presence at the work site of any Hazardous Material to the extent that the State is aware of the Hazardous Material. If the Contractor encounters material reasonably believed to be a Hazardous Material and which may



present a substantial danger, the Contractor shall immediately stop all affected Work, notify the State in writing about the conditions encountered, and take appropriate health and safety precautions.

- (b) Upon receipt of a written notice, the State will investigate the conditions. If (a) the material is a Hazardous Material that may present a substantial danger, and (b) the Hazardous Material was not brought to the site by the Contractor, or does not result in whole or in part 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 shall order a suspension of Work in writing. The State shall proceed to have the Hazardous Material removed or rendered harmless. In the alternative, the State shall terminate the affected Work for the State's convenience.
- (c) Once the Hazardous Material has been removed or rendered harmless by the State, the Contractor shall resume Work as directed in writing by the State. Any determination by the Michigan Department of Community Health or the Michigan Department of Environmental Quality that the Hazardous Material has either been removed or rendered harmless is binding upon the State and Contractor for the purposes of resuming the Work. If any incident with Hazardous Material results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Work will not be counted in a time as mutually agreed by the parties.
- (d) If the Hazardous Material was brought to the site by the Contractor, or results in whole or in part 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 shall 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 to the condition approved by applicable regulatory agency(ies).

**Labeling:** Michigan has a Consumer Products Rule pertaining to labeling of certain products containing volatile organic compounds. For specific details visit [http://www.michigan.gov/deq/0,1607,7-135-3310\\_4108-173523--,00.html](http://www.michigan.gov/deq/0,1607,7-135-3310_4108-173523--,00.html)

**Refrigeration and Air Conditioning:** The Contractor shall comply with the applicable requirements of Sections 608 and 609 of the Clean Air Act (42 U.S.C. 7671g and 7671h) as each or both apply to this contract.

**Environmental Performance:** Waste Reduction Program - Contractor shall establish a program to promote cost-effective waste reduction in all operations and facilities covered by this contract. The Contractor's programs shall comply with applicable Federal, State, and local requirements, specifically including Section 6002 of the Resource Conservation and Recovery Act (42 U.S.C. 6962, et seq.).

### 2.300 Deliverables

#### **2.301 Software**

A list of the items of software the State is required to purchase for execution the Contract is attached. The list includes all software required to complete the Contract and make the Deliverables operable; if any additional software is required in order for the Deliverables to meet the requirements of this Contract, such software shall be provided to the State by Contractor at no additional charge (except where agreed upon and specified in a Statement of Work or Contract Change Notice). The attachment also identifies certain items of software to be provided by the State.

#### **2.302 Hardware**

A list of the items of hardware the State is required to purchase for execution the Contract is attached. The list includes all hardware required to complete the Contract and make the Deliverables operable; if any additional hardware is required in order for the Deliverables to meet the requirements of this Contract, such hardware shall be provided to the State by Contractor at no additional charge (except



where agreed upon and specified in a Contract Change Notice). The attachment also identifies certain items of hardware to be provided by the State.

#### 2.310 Software Warranties

##### **2.311 Performance Warranty**

The Contractor represents and warrants that Deliverables, after Final Acceptance, will perform and operate in compliance with the requirements and other standards of performance contained in this Contract (including all descriptions, specifications and drawings made a part of the Contract) for a period of (90) ninety days. In the event of a breach of this warranty, Contractor will promptly correct the affected Deliverable(s) at no charge to the State.

##### **2.312 No Surreptitious Code Warranty**

The Contractor represents and warrants that no copy of licensed Software provided to the State contains or will contain any Self-Help Code or any Unauthorized Code as defined below. This warranty is referred to in this Contract as the "No Surreptitious Code Warranty."

As used in this Contract, "Self-Help Code" means any back door, time bomb, drop dead device, or other software routine designed to disable a computer program automatically with the passage of time or under the positive control of a person other than the licensee of the software. Self-Help Code does not include Software routines in a computer program, if any, designed to permit an owner of the computer program (or other person acting by authority of the owner) to obtain access to a licensee's computer system(s) (e.g. remote access via modem) for purposes of maintenance or technical support.

As used in this Contract, "Unauthorized Code" means any virus, Trojan horse, spyware, worm or other Software routines or components designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data; or to perform any other such actions. The term Unauthorized Code does not include Self-Help Code. Unauthorized Code does not include Software routines in a computer program, if any, designed to permit an owner of the computer program (or other person acting by authority of the owner) to obtain access to a licensee's computer system(s) (e.g. remote access via modem) for purposes of maintenance or technical support.

In addition, Contractor will use up-to-date commercial virus detection software to detect and remove any viruses from any software prior to delivering it to the State.

##### **2.313 Calendar Warranty**

The Contractor represents and warrants that all software for which the Contractor either sells or licenses to the State of Michigan and used by the State prior to, during or after the calendar year 2000, includes or shall include, at no added cost to the State, design and performance so the State shall not experience software abnormality and/or the generation of incorrect results from the software, due to date oriented processing, in the operation of the business of the State of Michigan.

The software design, to insure calendar year rollover compatibility, shall include, but is not limited to: data structures (databases, data files, etc.) that provide 4-digit date century; stored data that contain date century recognition, including, but not limited to, data stored in databases and hardware device internal system dates; calculations and program logic (e.g., sort algorithms, calendar generation, event recognition, and all processing actions that use or produce date values) that accommodates same century and multi-century formulas and date values; interfaces that supply data to and receive data from other systems or organizations that prevent non-compliant dates and data from entering any State system; user interfaces (i.e., screens, reports, etc.) that accurately show 4 digit years; and assurance that the year 2000 shall be correctly treated as a leap year within all calculation and calendar logic.

##### **2.314 Third-party Software Warranty**

The Contractor represents and warrants that it will disclose the use or incorporation of any third-party software into the Deliverables. At the time of Delivery, the Contractor shall provide in writing the name and use of any Third-party Software, including information regarding the Contractor's authorization to



include and utilize such software. The notice shall include a copy of any ownership agreement or license that authorizes the Contractor to use the Third-party Software.

### **2.315 Physical Media Warranty**

Contractor represents and warrants that each licensed copy of the Software provided by the Contractor is free from physical defects in the media that tangibly embodies the copy. This warranty does not apply to defects discovered more than (30) thirty days after that date of Final Acceptance of the Software by the State. This warranty does not apply to defects arising from acts of Excusable Failure. If the Contractor breaches this warranty, then the State shall be entitled to replacement of the non-compliant copy by Contractor, at Contractor's expense (including shipping and handling).

### 2.320 Software Licensing

#### **2.321 Cross-License, Deliverables Only, License to Contractor**

The State grants to the Contractor, the royalty-free, world-wide, non-exclusive right and license under any Deliverable now or in the future owned by the State, or with respect to which the State has a right to grant such rights or licenses, to the extent required by the Contractor to market the Deliverables and exercise its full rights in the Deliverables, including, without limitation, the right to make, use and sell products and services based on or incorporating such Deliverables.

#### **2.322 Cross-License, Deliverables and Derivative Work, License to Contractor**

The State grants to the Contractor, the royalty-free, world-wide, non-exclusive right and license under any Deliverable and/or Derivative Work now or in the future owned by the State, or with respect to which the State has a right to grant such rights or licenses, to the extent required by the Contractor to market the Deliverables and/or Derivative Work and exercise its full rights in the Deliverables and/or Derivative Work, including, without limitation, the right to make, use and sell products and services based on or incorporating such Deliverables and/or Derivative Work.

#### **2.323 License Back to the State**

Unless otherwise specifically agreed to by the State, before initiating the preparation of any Deliverable that is a Derivative of a preexisting work, the Contractor shall cause the State to have and obtain the irrevocable, nonexclusive, worldwide, royalty-free right and license to (1) use, execute, reproduce, display, perform, distribute internally or externally, sell copies of, and prepare Derivative Works based upon all preexisting works and Derivative Works thereof, and (2) authorize or sublicense others from time to time to do any or all of the foregoing.

#### **2.324 License Retained by Contractor**

Contractor grants to the State a non-exclusive, royalty-free, site-wide, irrevocable, transferable license to use the Software and related documentation according to the terms and conditions of this Contract. For the purposes of this license, "site-wide" includes any State of Michigan office regardless of its physical location.

The State may modify the Software and may combine such with other programs or materials to form a derivative work. The State will own and hold all copyright, trademarks, patent and other intellectual property rights in any derivative work, excluding any rights or interest in Software other than those granted in this Contract.

The State may copy each item of Software to multiple hard drives or networks unless otherwise agreed by the parties.

The State will make and maintain no more than one archival copy of each item of Software, and each copy will contain all legends and notices and will be subject to the same conditions and restrictions as



the original. The State may also make copies of the Software in the course of routine backups of hard drive(s) for the purpose of recovery of hard drive contents.

In the event that the Contractor shall, for any reason, cease to conduct business, or cease to support the Software, the State shall have the right to convert these licenses into perpetual licenses, with rights of quiet enjoyment, but subject to payment obligations not to exceed the then current rates.

#### **2.325 Pre-existing Materials for Custom Software Deliverables**

Neither Contractor nor any of its Subcontractors shall incorporate any preexisting materials (including Standard Software) into Custom Software Deliverables or use any pre-existing materials to produce Custom Software Deliverables if such pre-existing materials will be needed by the State in order to use the Custom Software Deliverables unless (i) such pre-existing materials and their owners are identified to the State in writing and (ii) such pre-existing materials are either readily commercially available products for which Contractor or its Subcontractor, as the case may be, has obtained a license (in form and substance approved by the State) in the name of the State, or are materials that Contractor or its Subcontractor, as the case may be, has the right to license to the State and has licensed to the State on terms and conditions approved by the State prior to using such pre-existing materials to perform the Services.

#### 2.330 Source Code Escrow

##### **2.331 Definition**

“Source Code Escrow Package” shall mean:

- (a) A complete copy in machine-readable form of the source code and executable code of the Licensed Software, including any updates or new releases of the product;
- (b) A complete copy of any existing design documentation and user documentation, including any updates or revisions; and/or
- (c) Complete instructions for compiling and linking every part of the source code into executable code for purposes of enabling verification of the completeness of the source code as provided below. Such instructions shall include precise identification of all compilers, library packages, and linkers used to generate executable code.

##### **2.332 Delivery of Source Code into Escrow**

Contractor shall deliver a Source Code Escrow Package to the Escrow Agent, pursuant to the Escrow Contract, which shall be entered into on commercially reasonable terms subject to the provisions of this Contract within (30) thirty days of the execution of this Contract.

##### **2.333 Delivery of New Source Code into Escrow**

If at anytime during the term of this Contract, the Contractor provides a maintenance release or upgrade version of the Licensed Software, Contractor shall within ten (10) days deposit with the Escrow Agent, in accordance with the Escrow Contract, a Source Code Escrow Package for the maintenance release or upgrade version, and provide the State with notice of the delivery.

##### **2.334 Verification**

The State reserves the right at any time, but not more than once a year, either itself or through a third party contractor, upon thirty (30) days written notice, to seek verification of the Source Code Escrow Package.

##### **2.335 Escrow Fees**

The Contractor will pay all fees and expenses charged by the Escrow Agent.

##### **2.336 Release Events**



The Source Code Escrow Package may be released from escrow to the State, temporarily or permanently, upon the occurrence of one or more of the following:

- (a) The Contractor becomes insolvent, makes a general assignment for the benefit of creditors, files a voluntary petition of bankruptcy, suffers or permits the appointment of a receiver for its business or assets, becomes subject to any proceeding under bankruptcy or insolvency law, whether domestic or foreign;
- (b) The Contractor has wound up or liquidated its business voluntarily or otherwise and the State has reason to believe that such events will cause the Contractor to fail to meet its warranties and maintenance obligations in the foreseeable future;
- (c) The Contractor voluntarily or otherwise discontinues support of the provided products or fails to support the products in accordance with its maintenance obligations and warranties.

### **2.337 Release Event Procedures**

If the State desires to obtain the Source Code Escrow Package from the Escrow Agent upon the occurrence of an Event in this **Section**, then:

- (a) The State shall comply with all procedures in the Escrow Contract;
- (b) The State shall maintain all materials and information comprising the Source Code Escrow Package in confidence in accordance with this Contract;
- (c) If the release is a temporary one, then the State shall promptly return all released materials to Contractor when the circumstances leading to the release are no longer in effect.

### **2.338 License**

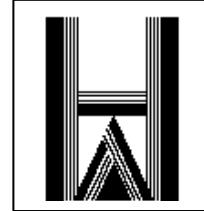
Upon release from the Escrow Agent pursuant to an event described in this **Section**, the Contractor automatically grants the State a non-exclusive, irrevocable license to use, reproduce, modify, maintain, support, update, have made, and create Derivative Works. Further, the State shall have the right to use the Source Code Escrow Package in order to maintain and support the Licensed Software so that it can be used by the State as set forth in this Contract.

### **2.339 Derivative Works**

Any Derivative Works to the source code released from escrow that are made by or on behalf of the State shall be the sole property of the State. The State acknowledges that its ownership rights are limited solely to the Derivative Works and do not include any ownership rights in the underlying source code.



## Appendix A – Pricing



### HEDRICK ASSOCIATES

2360 OAK INDUSTRIAL DR N.E.  
GRAND RAPIDS, MI 49505  
(616) 454-1218 FAX: (616) 454-5336  
email: [huffmank@hedrickassoc.com](mailto:huffmank@hedrickassoc.com)

PROPOSAL #5772-0410



March 24, 2010

Michigan DMB Purchasing  
P.O. Box 30026  
Lansing, MI 48909

Project: Liebert UPS & AC  
Maintenance Contract  
DMB RFP #071I0200025

We propose to provide the following full service maintenance for your Liebert AC/Power systems:

#### i. Full Service Maintenance

##### SOS Bldg Phase 1 Secondary Complex Site ID #59605

Description	Model	Serial	Tag #/Nameplate Data	Cost/Yr.
AC #1	FH199A-CAM	305320-004	15 Ton AC	\$2,390
AC #2	FH199A-CAM	305320-002	15 Ton AC	\$2,390
AC #3	FH199A-CAM	305320-001	15 Ton AC	\$2,390
AC #4	FH199A-CAM	305320-003	15 Ton AC	\$2,390
AC #5	FE380AUCAM	325560-001	30 Ton AC	\$3,101
AC #7	DH245AUCAEI	506735-002	20 Ton AC	\$2,676
UPS #1	UDC63125C25RT04	366858	New 1/99 M11368F	\$4,267
UPS #2	UDC63125C25RT04	366858	New 1/99 M11341	\$4,267
Batt UPS #1	U25BP125HUU1BNS	366858	New 1/99 PR39631	\$3,556
Batt UPS #2	U25BP125HUU1BNS	366858	New 1/99 PR39632	\$3,556
RCM10U	SS2000/Alert System		1176700	\$790
SiteGateE	SSWEB Ethernet Gateway		1292198	\$1,160
CCM-200	Generator Monitoring Pnls		Total 2 units	\$840
SiteLink-12	SS2000/Alert System		Total 3 units	\$1,650
SS2000SW	SS2000/Alert System	1193198	Total 1 unit	\$686
TVSS 1, 2	S120Y333		Total 2 units	\$688
INFRA RED	Infra Red Thermographic	Survey -LSHC	Sub Total	\$10,477
				\$47,274.00

##### SOS Bldg Phase II Secondary Complex Site ID#59605

Description	Model	Serial	Tag #/Nameplate Data	Cost/Yr.
AC #6	DH245AUCAEI	506735-001	20 Ton AC	\$2,676
AC #8	FH245AUCAM	329767-004	20 Ton AC	\$2,676
AC #9	FH245AUCAM	329767-006	20 Ton AC	\$2,676
AC #10	FH245AUCAM	329767-007	20 Ton AC	\$2,676
AC #11	FH245AUCAM	329767-008	20 Ton AC	\$2,676
AC #12	FH245AUCAM	329767-005	20 Ton AC	\$2,676
AC #13	DH380AUCGEI	644151-001	30 Ton AC Dual Cool	\$3,956



AC #14	DH380AUCGEI	849213	30 Ton AC Dual Cool	\$3,956
AC #15	DH380AUCGEI	940793	30 Ton AC Dual Cool	\$3,956
UPS #3	AP621-61 150 KVA	1143960	Order #250807	\$4,680
UPS #4	AP621-61 150 KVA	1143959	Order #250807	\$4,680
UPS #5	AP621-61 150 KVA	1143958	Order #250807	\$4,680
UPS #6	UDC63154C36A895	253173	1209593	\$6,263
MBC #6	U36MB1544OCC600	Maint. Byp.	1209592	\$3,844
BATT #3	BPAJ14F2402700	1143960	Order #250807	\$4,630
BATT #4	BPAJ14F2402700	1143959	Order #250807	\$4,630
BATT #5	BPAJ14F2402700	1143958	Order #250807	\$4,630
BATT#6	U36BP150WJBNUUU	253173	1209592	\$5,993
PDU #1	PPC075C	1168292	402132-1 Unisys	\$1,100
PDU #2	PPC150C	330173-2	1143965	\$1,100
PDU #5	PPC150C	330173-1	1143964	\$1,100
PDU #6	PPC150C	330173-3	1143966	\$1,100
PDU#7	PPC150C	1209595	1209595	\$1,348
PDU#8	PPC150C	528408	1269140	\$1,348
UPS #7	UDC63125C36A781	1199565		\$7,180
Batt #7A&B	U36BP125RJBNUUU	1199566,67		\$9,892
MBC-7	U36MB12540CC450	1199564		\$1,617
PDU #77	PPC125C2124805	1199568		\$1,311
AC-17	DS105 C09D8E0122	Dual Cool	30 Ton AC	\$3,956
AC-18	XDP 0919C20552		60 Ton XD	\$4,373
AC-19	XDC C09E9F0002		60 Ton XD	<u>\$4,993</u>
				\$112,372.00

### ***Sub Total***

#### **DIT SOS MMS Addition Site ID#59605**

<u>Description</u>	<u>Model</u>	<u>Serial</u>	<u>Tag #/Nameplate Data</u>	<u>Cost/Yr.</u>
SCC	U39CC20M6AT894	Sys Cont Cab.	1441537	\$2,780
UPS-1R,2R,3R	U39MM501A0AQS94		(3)1441540,42,45	\$21,075
BATT	U36BP501WXBNUUU	3 Cab / UPS	(9)	\$38,682
FW1-9	39FS19ES0070	3 FS FW/UPS	(9)	\$13,113
STS2-400A	STA0400A120234		(6)	\$27,000
FPC	FPA30C432P0223		(6)	\$6,972
FDC	FDC4444GB126079		1441676	\$904
RDC	RDC644GB152343		(6)1441677-82	\$4,068
ALBER	BDS-40BASE		(2)1442434,49	\$1,778
ALBER PLUS	BDS-40PLUS		(7)	\$2,247
SITE SCAN	(3)SSW-12E, SSW-2E, TPI		Site Scan Site Links	\$2,550
TVSS	H2277Y444R-06	240574		\$650
AC-16	DS105 UPS Room		30 Ton AC	<u>\$3,956</u>
				\$125,775.00

### ***Sub Total***

#### **Operations Center Secondary Complex Site ID#83447**

<u>Description</u>	<u>Model</u>	<u>Tag #/Nameplate Data</u>	<u>Cost/Yr.</u>
UPS #1	UDA63300A36AC44	1268348	\$8,097
Batt #1A&B	U36BP300WJBNUUU	1268349,50	\$8,966
MBC	U36MB30040AA500	1268347	\$1,617
UPS #2	U39SA300AAAB628	1341503	\$8,179



Batt #2A&B	U36BP300XJBNUUU	1341504,05	\$13,155
UPS #3	UDC63065C25RT04	1249051	\$6,898
Batt #3	U25BP065HUJ1FNS	1249052	\$4,474
UPS #4	UDA63040C25RT04	1210044	\$5,526
Batt #4	U25BP040HRJ1FNS	1210045	\$7,472
PDU #1,2,3,4	PPA150C3158225	1268351,52,53,54	\$6,620
PDU #5	PPA150C	1345380	\$1,324
SiteLink 12	Site Scan WEB	(2)	\$1,100
Site I/O 10	(2) Site I/O 10	1318765,1341976	\$990
SiteGateE	SSWEB Ethernet Gateway		\$1,160
AC-C1,C2,C3,E1,E2	(5) FH529C-AGEI	521520-001-5 (5) 22 Ton	\$11,675
AC-B1,B2,B3	(3) BU102C-AAE0	516531-1,2 530198-001 (3) 5 Ton	\$5,028
AC-4	BU071WGASE0	381832-002	\$1,876
AC-10	BF102C-AAEI	516799-001	\$1,676
AC-11,12	DS105	30 Ton Dual Cool	\$7,912
INFRA RED	Infra Red Thermographic	Survey - LOHC	\$6,984
			\$110,729.00

### ***Sub Total***

#### Richard Austin Building Treasury 4<sup>th</sup> Floor Site ID#13503 Allegan St.

Description	Model	Tag #/Nameplate Data	Cost/Yr.
UPS #1,2	UDA63300A36AE62	1314354,55	\$14,360
Batt #1A&B	U36BP300UJBNUUU	1314356,57	\$9,892
Batt #2A&B	U36BP300UJBNUUU	1314358,59	\$9,892
MBCA&B	U36MB30040AA500	1314360,61	\$3,234
STS #1	STA0250P10	Order #327284	\$4,500
STS #2	STA0250P10	Order #327284	\$4,500
STS #3	STA0250P10	Order #327284	\$4,500
STS #4	STA0250P10	Order #327284	\$4,500
STS #5	STA0250P10	Order #327284	\$4,500
PDU #1	PPA100C	Order #327284	\$1,245
PDU #2	PPA100C	Order #327284	\$1,245
PDU #3	PPA100C	Order #327284	\$1,245
PDU #4	PPA100C	Order #327284	\$1,245
PDU #5	PPA100C	Order #327284	\$1,245
AC-7	CW084D	20 Ton AC	\$1,675
AC-8	XDC	60 Ton XD	\$4,993
AC-1 to 6	FH529C-ASM	Total 6 units 328070	\$10,050
AC-7	FR-FE240G-A00-1	20 Ton AC DX 335246	\$2,676
TVSS 1, 2,3,4	ACV480D110/H1277Y330R-06-211291	Total 4 units	\$1,176
RCM10U	Site Scan SSWEB	Total 2 units	\$790
SiteGateE	SSWEB Ethernet Gateway	Total 1 units	\$1,160
LDS1000	Water Detection Panel	Total 1 units	\$488
SiteIO32	Genset and Chiller Monitoring	Tag 1338144	\$595
SiteLink 12	Site Scan SSWEB SiteLinks	Total 2 units	\$1,100
INFRA RED	Infra Red Thermographic	Survey - TBHC	\$6,984
		Sub Total	\$97,790.00

#### 714 Harrison Rd. MSP Data Center Site ID#18964



<u>Description</u>	<u>Model</u>	<u>Tag #/Nameplate Data</u>	<u>Cost/Yr.</u>
UPS #2	UDC63125C36A781	1199570	\$7,180
Batt #2A&B	U36BP125RJBNUUU	1199571,72	\$9,892
MBC-2	U36MB12540CC450	1199569	\$1,617
PDU #2	PPC125C2124805	1199573	\$1,311
LBS Controls	83-791339-06	1199574	\$1,311
Site Scan	SiteGate-232	1200665	\$606
Site Scan	(2) SiteLink-DC12I	1200666,68	\$1,212
Site Scan	SS2000 Software 1999091533	1200755	\$438
Site Scan	Alert Software 1999091632	1200756	<u>\$313</u>
		<b>Sub Total</b>	<b>\$23,880.00</b>

#### Saginaw Hart Building Telecommunications Rooms Site ID #77643-SAG

<u>Description</u>	<u>Model</u>	<u>Serial</u>	<u>Tag #/Nameplate Data</u>	<u>Cost/Yr.</u>
AC #1	BU067A		5 Ton AC Unit	\$1,876
AC #2	CU067A-CAM	19500-001	5 Ton AC Unit	<u>\$1.876</u>
			<b>Sub Total</b>	<b>\$3,752.00</b>

#### Mason Building Basement Telecomm Room Site ID #77643

<u>Description</u>	<u>Model</u>	<u>Tag #/Nameplate Data</u>	<u>Cost/Yr.</u>
AC #4,5	FH529C-CAE1-667402-01-02	Total (2) 20 Ton AC Units	\$3,350
AC #6	FH380AUC10-166068	30 Ton AC Unit	\$3,101
UPS #1	UDA6365C25RT04	1227453	\$4,942
Batt #1,2	UBPPF270H25MJ	1227456,1227463	\$6,950
AC-1,2	DME037E-PC2 DMC040WG	(2) AC in Battery RM	\$3,304
Site Scan	Sitegate-E	1369178	\$430
Site Scan	Sitelink-12	1369179	\$567
Site Scan	Site I/O 10	1369180	<u>\$446</u>
		<b>Sub Total</b>	<b>\$23,090.00</b>

#### Mason Phone Switch Site ID #112129

<u>Description</u>	<u>Model</u>	<u>Serial</u>	<u>Tag #/Nameplate Data</u>	<u>Cost/Yr.</u>
UPS#2	37SA050C0C6ED04		1429920	\$5,786
Batt#2A	Npower Battery Cabinet		1429921	\$4,946
DC Rect	V260ECAB	60654789	1451213	\$4,679
DC Rect	V260ECAB	60654792	1451214	\$4,679
DC Rect	V260ECAB	60654787	1451215	\$4,679
DC Rect Batts	1231V2	49655411444	1451216	<u>\$3,060</u>
			<b>Sub Total</b>	<b>\$27,829.00</b>

#### State of Michigan Westshire Site ID#116082



<u>Description</u>	<u>Model</u>	<u>Serial</u>	<u>Tag #/Nameplate Data</u>	<u>Cost/Yr.</u>
APC UPS		WA0170341	1453136	\$2,207
Batt #1	SYXRCC	ED9907004088	1453133	\$1,715
Batt #2	SYXRCC	ED0123000606	1453135	\$1,715
			Sub Total	\$5,637.00

#### North Logan Street Telecomm Room Site ID #77643-NLOG

<u>Description</u>	<u>Model</u>	<u>Serial</u>	<u>Tag #/Nameplate Data</u>	<u>Cost/Yr.</u>
AC #1,2	UE110G-A00	106707A+B	(2) 8 Ton AC Units	\$4,552
			Sub Total	\$4,552.00

#### Romney Building Basement Telecomm Room Site ID #77643-ROM

<u>Description</u>	<u>Model</u>	<u>Serial</u>	<u>Tag #/Nameplate Data</u>	<u>Cost/Yr.</u>
AC #1	PFH037A - Trane	E38178373	(1) 5 Ton AC Units	\$1,652
UPS #1	UDA63030C25RT04		30 KVA Series 300	\$5,877
BATT #1	U25BP030HHJ1NNL			\$5,955
Site Scan	Site I/O 10			\$446
			Sub Total	\$13,930.00

#### Grand Tower Telecomm Room Site ID # 83626

<u>Description</u>	<u>Model</u>	<u>Tag #/</u>	<u>Cost/Yr.</u>
UPS #1	UDA63030C25RT04	1269187	\$5,877
BATT #1	U25BP020HHJ1NNL	1269188	\$5,955
TVSS	H1277Y222		\$688
AC-1,2,4	VE116G-A00	150499A,B,C	\$7,128
AC #3	BU067A	5 Ton AC Unit	\$1,876
Site Scan	Sitegate-E	1369183	\$430
Site Scan	Sitelink-12	1369184	\$567
Site Scan	Site I/O 10	1369185	\$446
		Sub Total	\$22,967.00

#### GOB Office Bldg Telecomm Room Site ID # 83621

<u>Description</u>	<u>Model</u>	<u>Tag #/</u>	<u>Cost/Yr.</u>
UPS #1	UDA63020C25RT04	1269165	\$5,477
BATT #1	U25BP020HHJ1NNL	1269166	\$5,855
TVSS	H1277Y220		\$688
AC-#1,2	UE110G-A00	Serial 106708A+B	\$4,552
Site Scan	Sitegate-E	1369204	\$430
Site Scan	Sitelink-12	1369205	\$567
Site Scan	Site I/O 10	1369206	\$446
		Sub Total	\$18,015.00



**Yearly Full Service Maintenance Contract**

	<u>Parts</u>	<u>Labor</u>	<u>PM Checkups</u>
UPS Systems	100%	100%	2
Battery Cabinets*	100%*	100%	4
Surge Suppressor Panels (TVSS)	100%	100%	2
Water Detection Panel Model LDS1000	100%	100%	2
AC Units	100%	100%	4

**UPS Contract**

This contract includes (2) Preventative Maintenance checkups on the UPS, (4) Preventative Maintenance checkups on the battery system and (1) Preventative Maintenance on RDC's, FS & Alber Monitoring. The preventative maintenance checkup can be scheduled at any time or any day of the week as your schedule allows. The preventative maintenance checkups are one of the most important parts of this contract since we will often find system problems during a checkup on the UPS and load test on the batteries, and can usually get the problem corrected before it ever becomes an issue to your computer system. This maintenance contract also includes control system software upgrades that may become available as the technology and controls evolve. See scope of work enclosed. Note: \*Some battery cabinet contracts are 10% battery replacement and not 100%.

**AC Unit Contract**

The full service contract on the air conditioning units includes full parts and labor for any emergency service required 24 hours a day 7 days a week. Preventative maintenance check-ups are provided quarterly and are included in this contract. Air filters fan belts and humidifier lamps/pans are wearable items and may require adjustment or replacement during the maintenance check-up and these parts are included in this full service contract. Repair costs due to lack of preventative maintenance are included in this contract. See scope of work enclosed. A Monthly site visit shall be made to each of the three main data centers including the LOHC; LSHC and TBHC hosting centers to check for AC system problems.

If you feel this contract meets your future maintenance requirements please sign the bottom of this contract and mail it back to our office. As soon as we get a signed copy of the contract from you we can lock in the prices to protect you from any future price increases. This contract will become active on the date you specify below. Billing will commence when this contract becomes active.

**Total All Costs Listed Above: \$637,592.00 Per Year**

**Quarterly Contract Cost: \$159,398.00 Per Quarter**

**NOTES:**

1. Pricing includes the 1-800-LIEBERT 24-hour service support hot line. Call this number should emergency service ever be required on UPS and power equipment. Call Hedrick Associates at 616-454-1218 or Anderson AC at 517-372-3100 for all AC equipment.
2. This contract is subject to the Liebert Global Services service contract terms attached. The Liebert LGS contract terms are also Hedrick Associates contract terms. Where Liebert or LGS is mentioned in the attached terms the company name Hedrick Associates shall also apply.

**B. Ongoing Equipment Purchase**



### SOS Bldg Phase 1 Secondary Complex Site ID #59605

<u>Description</u>	<u>Model</u>	<u>Serial</u>	<u>Tag #/Nameplate Data</u>	<u>Cost Per Unit</u>	<u>% Discount</u>
AC #1	FH199A-CAM	305320-004	15 Ton AC		
AC #2	FH199A-CAM	305320-002	15 Ton AC		
AC #3	FH199A-CAM	305320-001	15 Ton AC		
AC #4	FH199A-CAM	305320-003	15 Ton AC		
AC #5	FE380AUCAM	325560-001	30 Ton AC		
AC #7	DH245AUCAEI	506735-002	20 Ton AC		
UPS #1	UDC63125C25RT04	366858	New 1/99 M11368F		
UPS #2	UDC63125C25RT04	366858	New 1/99 M11341		
Batt UPS #1	U25BP125HUJ1BNS	366858	New 1/99 PR39631		
Batt UPS #2	U25BP125HUJ1BNS	366858	New 1/99 PR39632		
RCM10U	SS2000/Alert System		1176700		
SiteGateE	SSWEB Ethernet Gateway		1292198		
CCM-200	Generator Monitoring Pnls		Total 2 units		
SiteLink-12	SS2000/Alert System		Total 3 units		
SS2000SW	SS2000/Alert System	1193198	Total 1 unit		
TVSS 1, 2	S120Y333		Total 2 units		
INFRA RED	Infra Red Thermographic	Survey -LSHC			

### SOS Bldg Phase II Secondary Complex Site ID#59605

<u>Description</u>	<u>Model</u>	<u>Serial</u>	<u>Tag #/Nameplate Data</u>	<u>Cost Per Unit</u>	<u>% Discount</u>
AC #6	DH245AUCAEI	506735-001	20 Ton AC		
AC #8	FH245AUCAM	329767-004	20 Ton AC		
AC #9	FH245AUCAM	329767-006	20 Ton AC		
AC #10	FH245AUCAM	329767-007	20 Ton AC		
AC #11	FH245AUCAM	329767-008	20 Ton AC		
AC #12	FH245AUCAM	329767-005	20 Ton AC		
AC #13	DH380AUCGEI	644151-001	30 Ton AC Dual Cool		
AC #14	DH380AUCGEI	849213	30 Ton AC Dual Cool		
AC #15	DH380AUCGEI	940793	30 Ton AC Dual Cool		
UPS #3	AP621-61 150 KVA	1143960	Order #250807		
UPS #4	AP621-61 150 KVA	1143959	Order #250807		
UPS #5	AP621-61 150 KVA	1143958	Order #250807		
UPS #6	UDC63154C36A895	253173	1209593		
MBC #6	U36MB1544OCC600	Maint. Byp.	1209592		
BATT #3	BPAJ14F2402700	1143960	Order #250807		
BATT #4	BPAJ14F2402700	1143959	Order #250807		
BATT #5	BPAJ14F2402700	1143958	Order #250807		
BATT#6	U36BP150WJBNUUU	253173	1209592		
PDU #1	PPC075C	1168292	402132-1 Unisys		
PDU #2	PPC150C	330173-2	1143965		
PDU #5	PPC150C	330173-1	1143964		
PDU #6	PPC150C	330173-3	1143966		
PDU#7	PPC150C	1209595	1209595		
PDU#8	PPC150C	528408	1269140		
UPS #7	UDC63125C36A781	1199565			
Batt #7A&B	U36BP125RJBNUUU	1199566,67			



MBC-7	U36MB12540CC450	1199564
PDU #77	PPC125C2124805	1199568
AC-17	DS105 C09D8E0122	Dual Cool
AC-18	XDP 0919C20552	30 Ton AC
AC-19	XDC C09E9F0002	60 Ton XD
		60 Ton XD

DIT SOS MMS Addition Site ID#59605

<u>Description</u>	<u>Model</u>	<u>Serial</u>	<u>Tag #/Nameplate Data</u>	<u>Cost Per Unit</u>	<u>% Discount</u>
SCC	U39CC20M6AT894	Sys Cont Cab.	1441537		
UPS-1R,2R,3R	U39MM501A0AQS94		(3)1441540,42,45		
BATT	U36BP501WXBNUUU	3 Cab / UPS	(9)		
FW1-9	39FS19ES0070	3 FS FW/UPS	(9)		
STS2-400A	STA0400A120234		(6)		
FPC	FPA30C432P0223		(6)		
FDC	FDC4444GB126079		1441676		
RDC	RDC644GB152343		(6)1441677-82		
ALBER	BDS-40BASE		(2)1442434,49		
ALBER PLUS	BDS-40PLUS		(7)		
SITE SCAN	(3)SSW-12E, SSW-2E, TPI		Site Scan Site Links		
TVSS	H2277Y444R-06	240574			
AC-16	DS105 UPS Room		30 Ton AC		

Operations Center Secondary Complex Site ID#83447

<u>Description</u>	<u>Model</u>	<u>Tag #/Nameplate Data</u>	<u>Cost Per Unit</u>	<u>% Discount</u>
UPS #1	UDA63300A36AC44	1268348		
Batt #1A&B	U36BP300WJBNUUU	1268349,50		
MBC	U36MB30040AA500	1268347		
UPS #2	U39SA300AAAB628	1341503		
Batt #2A&B	U36BP300XJBNUUU	1341504,05		
UPS #3	UDC63065C25RT04	1249051		
Batt #3	U25BP065HUJ1FNS	1249052		
UPS #4	UDA63040C25RT04	1210044		
Batt #4	U25BP040HRJ1FNS	1210045		
PDU #1,2,3,4	PPA150C3158225	1268351,52,53,54		
PDU #5	PPA150C	1345380		
SiteLink 12	Site Scan WEB	(2)		
Site I/O 10	(2) Site I/O 10	1318765,1341976		
SiteGateE	SSWEB Ethernet Gateway			
AC-C1,C2,C3,E1,E2	(5) FH529C-AGEI	521520-001-5 (5) 22 Ton		
AC-B1,B2,B3	(3) BU102C-AAEO	516531-1,2 530198-001 (3) 5 Ton		
AC-4	BU071WGASE0	381832-002		
AC-10	BF102C-AAEI	516799-001		
AC-11,12	DS105	30 Ton Dual Cool		
INFRA RED	Infra Red Thermographic	Survey - LOHC		

Richard Austin Building Treasury 4<sup>th</sup> Floor Site ID#13503 Allegan St.



<u>Description</u>	<u>Model</u>	<u>Tag #/Nameplate Data</u>	<u>Cost Per Unit</u>	<u>% Discount</u>
UPS #1,2	UDA63300A36AE62	1314354,55		
Batt #1A&B	U36BP300UJBNUUU	1314356,57		
Batt #2A&B	U36BP300UJBNUUU	1314358,59		
MBCA&B	U36MB30040AA500	1314360,61		
STS #1	STA0250P10	Order #327284		
STS #2	STA0250P10	Order #327284		
STS #3	STA0250P10	Order #327284		
STS #4	STA0250P10	Order #327284		
STS #5	STA0250P10	Order #327284		
PDU #1	PPA100C	Order #327284		
PDU #2	PPA100C	Order #327284		
PDU #3	PPA100C	Order #327284		
PDU #4	PPA100C	Order #327284		
PDU #5	PPA100C	Order #327284		
AC-7	CW084D	20 Ton AC		
AC-8	XDC	60 Ton XD		
AC-1 to 6	FH529C-ASM	Total 6 units 328070		
AC-7	FR-FE240G-A00-1	20 Ton AC DX 335246		
TVSS 1, 2,3,4	ACV480D110/H1277Y330R-06-211291			
RCM10U	Site Scan SSWEB	Total 4 units		
SiteGateE	SSWEB Ethernet Gateway	Total 2 units		
LDS1000	Water Detection Panel	Total 1 units		
SitelO32	Genset and Chiller Monitoring	Total 1 units		
SiteLink 12	Site Scan SSWEB SiteLinks	Tag 1338144		
INFRA RED	Infra Red Thermographic	Total 2 units		
		Survey - TBHC		

#### 714 Harrison Rd. MSP Data Center Site ID#18964

<u>Description</u>	<u>Model</u>	<u>Tag #/Nameplate Data</u>	<u>Cost Per Unit</u>	<u>% Discount</u>
UPS #2	UDC63125C36A781	1199570		
Batt #2A&B	U36BP125RJBNUUU	1199571,72		
MBC-2	U36MB12540CC450	1199569		
PDU #2	PPC125C2124805	1199573		
LBS Controls	83-791339-06	1199574		
Site Scan	SiteGate-232	1200665		
Site Scan	(2) SiteLink-DC12I	1200666,68		
Site Scan	SS2000 Software 1999091533	1200755		
Site Scan	Alert Software 1999091632	1200756		

#### Saginaw Hart Building Telecommunications Rooms Site ID #77643-SAG

<u>Description</u>	<u>Model</u>	<u>Serial</u>	<u>Tag #/Nameplate Data</u>	<u>Cost Per Unit</u>	<u>Percent Discount</u>
AC #1	BU067A		5 Ton AC Unit		
AC #2	CU067A-CAM	19500-001	5 Ton AC Unit		



### Mason Building Basement Telecomm Room Site ID #77643

<u>Description</u>	<u>Model</u>	<u>Tag #/Nameplate Data</u>	<u>Cost Per Unit</u>	<u>% Discount</u>
AC #4,5	FH529C-CAEI-667402-01-02	Total (2) 20 Ton AC Units		
AC #6	FH380AUC10-166068	30 Ton AC Unit		
UPS #1	UDA6365C25RT04	1227453		
Batt #1,2	UBPPF270H25MJ	1227456,1227463		
AC-1,2	DME037E-PC2 DMC040WG	(2) AC in Battery RM		
Site Scan	Sitegate-E	1369178		
Site Scan	Sitelink-12	1369179		
Site Scan	Site I/O 10	1369180		

### Mason Phone Switch Site ID #112129

<u>Description</u>	<u>Model</u>	<u>Serial</u>	<u>Tag #/Nameplate Data</u>	<u>Cost Per Unit</u>	<u>% Discount</u>
UPS#2	37SA050C0C6ED04		1429920		
Batt#2A	Npower Battery Cabinet		1429921		
DC Rect	V260ECAB	60654789	1451213		
DC Rect	V260ECAB	60654792	1451214		
DC Rect	V260ECAB	60654787	1451215		
DC Rect Batts	1231V2	49655411444	1451216		

### State of Michigan Westshire Site ID#116082

<u>Description</u>	<u>Model</u>	<u>Serial</u>	<u>Tag #/Nameplate Data</u>	<u>Cost Per Unit</u>	<u>% Discount</u>
APC UPS		WA0170341	1453136		
Batt #1	SYXRCC	ED9907004088	1453133		
Batt #2	SYXRCC	ED0123000606	1453135		

### North Logan Street Telecomm Room Site ID #77643-NLOG

<u>Description</u>	<u>Model</u>	<u>Serial</u>	<u>Tag #/Nameplate Data</u>	<u>Cost Per Unit</u>	<u>% Discount</u>
AC #1,2	UE110G-A00	106707A+B	(2) 8 Ton AC Units		

### Romney Building Basement Telecomm Room Site ID #77643-ROB

<u>Description</u>	<u>Model</u>	<u>Serial</u>	<u>Tag #/Nameplate</u>	<u>Cost Per Unit</u>	<u>% Discount</u>
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**Data**

AC #1	PFH037A - Trane	E38178373	(1) 5 Ton AC Units
UPS #1	UDA63030C25RT04		30 KVA Series 300
BATT #1	U25BP030HHJ1NNL		
Site Scan	Site I/O 10		

**Grand Tower Telecomm Room Site ID # 83626**

<u>Description</u>	<u>Model</u>	<u>Tag #/</u>	<u>Cost Per Unit</u>	<u>% Discount</u>
UPS #1	UDA63030C25RT04	1269187		
BATT #1	U25BP020HHJ1NNL	1269188		
TVSS	H1277Y222			
AC-1,2,4	VE116G-A00	150499A,B,C		
AC #3	BU067A	5 Ton AC Unit		
Site Scan	Sitegate-E	1369183		
Site Scan	Sitelink-12	1369184		
Site Scan	Site I/O 10	1369185		
		Sub Total		

**GOB Office Bldg Telecomm Room Site ID # 83621**

<u>Description</u>	<u>Model</u>	<u>Tag #/</u>	<u>Cost Per Unit</u>	<u>% Discount</u>
UPS #1	UDA63020C25RT04	1269165		
BATT #1	U25BP020HHJ1NNL	1269166		
TVSS	H1277Y220			
AC-#1,2	UE110G-A00	Serial 106708A+B		
Site Scan	Sitegate-E	1369204		
Site Scan	Sitelink-12	1369205		
Site Scan	Site I/O 10	1369206		

**Appendix B – Maintenance Check List – UPS Full Preventative Services Semi - Annual*****UPS Full Preventive Maintenance******Service Semi-Annual Service***

- Perform a temperature check on all breakers, connections, and associated controls. Repair and/or report all high temperature areas.
- Perform a complete visual inspection of the equipment including subassemblies, wiring harnesses, contacts, cables, and major components. Check air filters for cleanliness.
- Check module(s) completely for the following (if applicable):
  - Rectifier and inverter snubber boards for discoloration.
  - Power capacitors for swelling or leaking oil.
  - DC capacitor vent caps that have extruded more than 1/8".
  - Record all voltage and current meter readings on the module control cabinet or the system



- control cabinet.
- Measure and record harmonic trap filter currents.

### **Annual Service Includes the Above, Plus**

- Check the inverter and rectifier snubbers for burned or broken wires.
- Check all nuts, bolts, screws, and connectors for tightness and heat discoloration.
- Check fuses on the DC capacitor deck for continuity (if applicable).
- With customer approval, perform operational test of the system including unit transfer and battery discharge.
- Calibrate and record all electronics to system specifications.
- Install or perform Engineering Field Change Notices (FCN) as necessary.
- Measure and record all low-voltage power supply levels.
- Measure and record phase-to-phase input voltage and currents.
- Review system performance with customer to address any questions and to schedule any repairs.

*NOTE 1: Preventive Maintenance usually requires a shut-down to ensure electrical connection integrity.*

*NOTE 2: Technician shall check air filters quarterly for cleanliness and replace as necessary.*

*NOTE 3: Above maintenance does not include System Control Cabinet, Power Tie, Breaker Cabinets, Load Bus Sync or Maintenance Bypass Cabinets.*

### ***Battery Inspection Service - Performed During the UPS Semi-Annual and Annual PM Services***

- Check integrity of battery cabinet (if applicable).
- Visual inspection of the battery cabinet and/or room to include: Check for NO-OX grease or oil on all connections (if applicable). Check battery jars for proper liquid level (if flooded cells). Check for corrosion on all the terminals and cables. Examine the physical cleanliness of the battery room and jars.
- Measure and record DC bus ripple voltage (if applicable).
- Measure and record total battery float voltage.

*NOTE: The Battery Inspection Service listed above is only a visual inspection and does not replace a full service preventive maintenance program for the battery system.*



## Appendix C – Maintenance Check List – Infrared Thermographic Survey

### Infrared Thermographic Survey

#### Visual and Mechanical Inspection

- Inspect physical and mechanical condition
- Remove all necessary covers prior to thermographic inspections. Use appropriate caution, safety devices and person protective equipment.

#### Test Parameters

- Inspect distribution systems with imaging equipment capable of detecting a minimum temperature difference of 1 degree Celsius at 30 degrees Celsius.
- Equipment shall detect emitted radiation and convert detected radiation to visual signal.
- Thermographic surveys should be performed during periods of maximum possible loading.



## Appendix D – Maintenance Check List – Maintenance Bypass Cabinets

### *Maintenance Bypass Cabinets (MBC)*

#### *Scheduled Maintenance - Full Preventive Maintenance Service*

- Complete visual inspection of the equipment including internal sub-assemblies, wiring harnesses, contactors, cables, and major components.
- Check all mechanical connections for tightness and heat discoloration, making corrections where necessary.
- Clean any foreign material and dust from internal compartments.
- Perform a status check of all alarm circuits.
- Perform a thermal scan of the terminal connections.
- Operational checkout of the system to include transfers and proper status indications.
- Install or perform Engineering Field Change Notices (FCN) as necessary.
- Return unit to operational service with normal load then measure and verify display indications.

*NOTE: Preventive Maintenance usually requires a shut-down to ensure electrical connection integrity.*



## Appendix E – Maintenance Check List – Site Center Monitoring System

### Site Scan Central Monitoring System

#### Site Scan - Environmental Monitoring Software Support

- During scheduled visit or PM, ensure system is operating according to manufacturer specifications.
- Provide labor to install software upgrades and/or patch software to the basic system.
- During scheduled visit or PM, relocate/add new equipment to an existing floor plan graphic and configuration files. (Changes requiring new interface hardware or extensive graphical changes will need to be purchased.)
- Perform backup of system files during PM visit, or when LGS makes changes to the system.

#### Alert Software System

- During scheduled visit or PM, ensure system is operating according to manufacturer specifications.
- Provide labor to install purchased software upgrades and/or patch software to the basic system.
- During PM, test configured Reporting Actions for proper operation.
- Perform backup of database files during PM visit, or when LGS makes changes to the system.

#### Full Preventative Maintenance Service required.

- Consultation with facilities personnel on the status of the SiteScan system.
- Complete visual inspection of all SiteScan hardware modules covered by the contract.
- Clean and remove dust from assemblies and internal compartments where possible.
- Test and check contact closures and voltage sense modules for proper alarm enunciation.
- Verify analog sensors display expected values in appropriate ranges.
- Check communications from all Liebert devices connected to the SiteScan system.
- Perform diagnostics tests of the PC system utilizing resident diagnostic programs to include optimizing the hard drive.
- Check printer for proper operation (if installed and under contract).
- Perform any Engineering Field Change Notices (FCN) that are required.
- Return system to operational status, ensuring that all equipment being monitored is on-line and the Site Scan/Alert system is functioning as designed. (Does not include replacing lost software diskettes, or loading/re-loading software on PC equipment not covered by this contract).



## Appendix F – Maintenance Check List – UPS Load Bus Synch

### *Control System UPS Load Bus Synch (LBS)*

#### *Scheduled Maintenance - Full Preventive Maintenance Service*

- Complete visual inspection of the equipment including internal sub-assemblies, wiring harnesses, contactors, cables, and major components.
- Check all mechanical connections for tightness and heat discoloration, making corrections where necessary.
- Clean any foreign material and dust from internal compartments.
- Perform a status check of all alarm circuits.
- Calibration of the equipment to meet manufacturer's specifications.
- Operational checkout of the system to include transfers and proper status indications.
- Install or perform Engineering Field Change Notices (FCN) as necessary.
- Return unit to operational service with normal load then measure and verify display indications.

*NOTE: Preventive Maintenance usually requires a shut-down to ensure electrical connection integrity.*



## Appendix G – Maintenance Check List – Battery Cabinet Systems

### *Battery Cabinet Systems Serving Each Three Phase UPS System Sealed (DRY) VRLA Cells*

#### *Required Scheduled Maintenance (Quarterly)*

- Inspect the appearance and cleanliness of the battery and the battery cabinet. Clean normal cell top dirt accumulation (to be done only with battery off line).
- Measure and record the total battery float voltage and charging current.
- Visually inspect the jars and covers for cracks and leakage.
- Visually inspect for evidence of corrosion.
- Measure and record the ambient temperature.
- Verify the condition of the ventilation equipment, if applicable.
- Verify the integrity of the battery rack/cabinet.
- Randomly measure and record 10% cell temperatures.
- Measure and record the float voltage of all cells.
- Measure and record all internal impedance readings.
- Provide a detailed written report noting any deficiencies and corrective action needed, taken and/or planned.

#### *Annual Service Includes the Above, Plus*

- Re-tighten all battery connections to the battery manufacturer's specifications.
- Measure and record all battery connection resistances in micro-ohms, when applicable.

#### *Corrective Maintenance Performed as Required*

- Refurbish cell connections and replace batteries as deemed necessary by the detailed inspection report.
- All complete battery systems shall be replaced automatically at no additional cost if the batteries are found unreliable/defective.



## Appendix H – Maintenance Check List – Libert Air Conditioning Units

### Libert Air Conditioning Units (AC) Maintenance

#### Filters

- Check for restricted airflow, replace filters if necessary and at least annually
- Examine filter switch & clean.
- Wipe entire section clean.

#### Blower Section

- Verify that impellers are free of debris and move freely.
- Check belts and re-tension if necessary.
- Verify that the bearings are in good condition and replace as necessary.
- Check the fan safety switch for proper operation.
- Check the pulleys and motor mounts for tightness and proper alignment.

#### Air Cooled Condenser (If applicable)

- Verify condenser coil cleanliness. Clean if necessary.
- Examine motor mounts for tightness. Tighten if necessary.
- Verify that the bearings are in good working order.
- Confirm that the refrigerant lines are properly supported & check for vibration.

#### Water/Glycol Condenser (if applicable)

- Check cleanliness of copper tubing/piping.
- Confirm that the water regulating valves are functioning properly.
- Check the glycol solution level and %.
- Check the glycol pump seals/motor

#### Refrigeration System

- Using the sight glass, check lines for moisture and refrigerant charge.
- Monitor suction pressure.
- Monitor head pressure.
- Monitor discharge pressure.
- Check the hot gas line.

#### Electric Panel



- Check fuses
- Check electrical connections
- Check operation sequence
- Monitor discharge pressure.
- Check connectors for pitting
- Replace any of the above showing signs of weakness

### **Infrared Humidifier & Canister Humidifier**

- Check the pan drain for any type of blockage.
- Examine the humidifier lamps for proper operation and replace if necessary.
- Check the pan for any type of mineral deposits and clean as necessary.
- Check the condition of all steam hoses.
- Check the canister for any deposits and replace as necessary.

### **Microprocessor Control Boards**

- Check all ribbon connections
- Calibrate sensors each visit if necessary
- Stock one of each type board on site
- Upgrade Software at no charge as upgrades become available from the factory.



## Appendix I – Maintenance Check List – Power Distribution Units

### *Power Distribution Units (PDU's), LDS Panel (Liquid Detection System) and the TVSS Panels (Transient Voltage Surge Suppression Panels)*

#### *Scheduled Maintenance - Full Preventive Maintenance Service Required*

- Perform a complete visual inspection of the internal sub-assemblies, wiring harnesses, contactors, cables, major components, and check for proper clearance around the unit.
- Inspect all transformer, terminal block, and ground/neutral bus bar connections for tightness.
- Inspect input and output breaker(s) for tightness.
- Inspect high and low voltage junction box terminals for tightness.
- Inspect all option wiring for tightness. (Spike suppressor, ground fault, phase rotation/loss).
- Inspect all capacitor bank connections for tightness.
- Verify that all cooling fans are functional and air ducts are open.
- Verify continuity of all fuses and that they are correctly rated.
- Measure input and output phase to phase voltage.
- Measure the output, neutral, and ground current.
- Verify KVA load and capacity per phase.
- Verify grounding electrode conductor and any isolated grounds.
- Measure filter capacitor currents at no load for all three phases (if applicable).
- Measure primary, secondary, 2nd harmonic, and 3rd harmonic (if applicable). All should be balanced within 2.5% deviation.
- Verify EPO lamps are illuminated.
- Check that the local and remote EPO's are functioning properly (if permitted).
- Verify that the monitor is recording within +/- 2% of those values measured.
- Activate the transformer over-temp alarm and shutdown circuits to confirm proper operation (if permitted).
- Verify the operation of any option for alarm or shutdown sequence (if permitted).
- Verify the operation of any customer alarm circuit(s) and specified messages.
- Verify specified restart capabilities (manual or auto-restart).
- Verify the operation of the bypass switch and the bypass transformer over temp alarm (if applicable).

**NOTE: Preventive Maintenance usually requires a shut-down to ensure electrical connection integrity.**



## Appendix J – Maintenance Check List – Static Transfer Switch

### *Static Transfer Switch (STS)*

#### *Scheduled Maintenance Required - Full Preventive Maintenance Service*

- Complete visual inspection of the equipment including internal sub-assemblies, wiring harnesses, contactors, printed circuit boards, cables, and major components.
- Check all mechanical connections for tightness and heat discoloration, making corrections where necessary.
- Clean any foreign material and dust from internal compartments.
- Perform a status check of all alarm circuits.
- Calibration of the equipment to meet manufacturer's specifications.
- Operational checkout of the system to include transfers and proper status indications.
- Install or perform Engineering Field Change Notices (FCN) as necessary.
- Return unit to operational service with normal load then measure and verify display indications.
- Verify Preferred and secondary source settings are in proper sequence
- Check upstream Load Bus Synch Controls for proper settings and sequencing

*NOTE: Preventive Maintenance usually requires a shut-down to ensure electrical connection integrity.*



## Scope of Work Documents

### Appendix K – ALBER PM

- Guaranteed 4 hour on-site response, 7 days/week, 24 hours/day, within 150 miles of a Liebert Services Service Center
- Includes 100% part coverage
- Includes 100% labor and travel coverage 7 days/week, 24 hours/day
- Performed by Liebert factory trained customer Engineer
- Includes one annual preventive maintenance service scheduled by the customer at the customer's convenience (excluding national holidays)
- Includes 1-800-LIEBERT Customer Response Center
- Includes access to Liebert Customer Services Network on-line internet portal

### Scheduled Maintenance Performed

1. Perform a complete visual inspection of the equipment, including sub-assemblies, wiring harnesses, contracts, cables and major components.
2. Check all nuts, bolts, screws and connectors for tightness and heat discoloration.
3. Inspect for broken, brittle, damaged, or heat stressed components and cables.
4. Clean any foreign material and dust from internal components.
5. Calibrate Data Control Module (DCM)
6. Calibrate Load Module.
7. Clear memory on Controller.
8. Perform any necessary software / firmware upgrades to BDS-40 unit, if applicable.
9. Maintain and achieve battery diagnostic system database.
10. Synchronize database with system hardware.
11. Generate battery health inspection report.



## Appendix L – Flywheel 2PM

### Liebert Series S Flywheels

1. Verify equipment is running normally at maximum speed
2. Visually inspect interior and exterior for any damaged, broken or overheated components
3. Check for any coolant leaks
4. Check the bubble indicator and adjust leveling (if necessary) to ensure equipment is leveled
5. Conduct a thermal scan of all components and assemblies
6. Verify proper operation of all cooling fans and coolant pump
7. Check coolant level (add coolant as necessary)
8. Verify tightness of all nuts, bolts, and connectors
9. Verify all ribbon cables, cable harnesses, power connections and circuit boards are fully seated and secured
10. Check continuity of all fuses
11. Clean interior and exterior of equipment
12. Clean air filter and replace if damaged
13. Verify equipment parameters are correct per LOL documentation and/or Operations Manual
14. Check power supplies and ensure all values are within specifications
15. Record power, temperature, and vital readings via the LCD display. Ensure vacuum (Drag Power) is within specification
16. Review and download Event History for any abnormalities or recurring events
17. Conduct discharge test to verify proper operation (if permitted)
18. Verify operation of installed options
19. Verify all FCN's have been installed



## Appendix M – Static Transfer Switch 2 PDU

### Static Transfer Switch

1. Perform a complete visual inspection of the equipment including internal sub-assemblies, wiring harnesses, contactors, cables, major components, and check for proper clearance around the unit.
2. Inspect all mechanical connections for tightness and heat discoloration, making corrections where necessary.
3. Inspect transformer, terminal block, and ground/neutral bus bar connections for tightness and heat discoloration.
4. Verify that all cooling fans are functional and air ducts are open.
5. Verify continuity of all fuses and that they are correctly rated.
6. Measure input and output phase to phase voltage, if possible.
7. Measure the output, neutral, and ground current, if possible.
8. Verify KVA load and capacity per phase.
9. Verify grounding electrode conductor and any isolated grounds.
10. Verify that the monitor is recording within +/- 2% of those values measured.
11. Verify the operation of any option for alarm or shutdown sequence (if permitted).
12. Verify the operation of any customer alarm circuit(s) and specified messages.
13. Perform operational review of the system to included transfers and proper status indications.
14. Install or perform Engineering Field Change Notices (FCN) as necessary
15. Verify specified restart capabilities (manual or auto-restart).



## Appendix N – Extreme Density Scope of Work

### PRECISION COOLING SERVICES

#### XTREME DENSITY (XD) SYSTEMS (XDC, XDP, XDP-W, XDF)

System includes the associated XDV's, XDO's, XDH's, XDK's, XDR's

#### SCOPE OF WORK

##### Y3-PREFERRED-4PM'S

- Guaranteed 4-hour on-site response, 7 days/week, 24 hours/day, within 150 miles of a Service Center.
- Includes 1-800-LIEBERT Customer Response Center.
- Includes (4) PM inspections scheduled by the customer 7 days/week, 24 hours/day (excluding national holidays).
- Performed by trained technicians.
- Includes access to Liebert Customer Services Network On-Line Internet portal.
- 24x7 Emergency service, Includes all \*parts, labor and travel (within the 48 contiguous states). \* Excludes piping external from the unit. Heat rejection coil not covered if failure is due to age, corrosive atmosphere. Power Washing will be done extra on a time and material basis.
- Subject to all Terms & Conditions as noted in the Liebert Maintenance Agreement.

#### SCHEDULED MAINTENANCE PERFORMED

XDO's, XDV's, XDF's

1. Check all electrical connections.
2. Check incoming voltage at power block.
3. Check main fan amps.
4. Check all piping connections for refrigerant leaks.
5. Make sure all isolation or shut off valves are open.
6. Check operation of water detection. (If applicable)
7. Check air temperatures at return and discharge of coils. Record temperature differences.

XDC & XDP

1. Check electrical connections on all fuse blocks, contactors, pumps and compressors.
2. Check and record voltages at disconnect.
3. Check compressor amperages, 1A, 1B, 2A, 2B
4. Check compressor head and suction pressures, both tandems.
5. Check superheat on both circuits.
6. Check pump amperages, both pumps.
7. Check pump pressures, suction and discharge.
8. Check refrigerant level in receiver, middle site glass should be full. ( 134A )
9. Check operation of hot gas bypass valves.
10. Check refrigerant level in condenser receivers. ( 407C )

Air Cooled Condenser ( If Applicable)

1. Check if condenser coil clean, brush clean if necessary
2. Fan motor mounts secure



3. Motor fan blades turn freely, (no bearing restriction)
4. Refrigerant lines properly supported no metal to metal contact.
5. Check all electrical connections for lose wires.

Liebert Glycol Pump Package ( If Applicable )

1. Inspect water regulator valves for refrigerant or glycol leaks.
2. Check percentage of glycol solution for freeze protection.
3. Inspect all water union joints for leaks.
4. Dry cooler coil clean
5. Check glycol pumps for seal leaks.
6. Check glycol pump amperage.
7. Check all electrical connections for lose wires.
8. Fan motor mounts secure.
9. Fan blade spin freely.

Wall Controllers

1. Check wire screw terminals from main unit.
2. Check and record dip switch settings.
3. Go through entire program and check all temperature and alarm set points.
4. Go through the alarm history program and make sure there are not several of the same alarms.



## Appendix O – Extreme Density PM

### PRECISION COOLING SERVICES

XTREME DENSITY (XD) SYSTEMS (XDC, XDP, XDP-W, XDF)

System includes the associated XDV's, XDO's, XDH's, XDK's, XDR's

#### SCOPE OF WORK

#### Y3-PREFERRED-4PM'S

Guaranteed 4-hour on-site response, 7 days/week, 24 hours/day, within 150 miles of a Service Center.	Includes 1-800-LIEBERT Customer Response Center.
Includes (4) PM inspections scheduled by the customer 7 days/week, 24 hours/day (excluding national holidays).	Performed by trained technicians. Includes access to Liebert Customer Services Network On-Line Internet portal.
24x7 Emergency service, Includes all *parts, labor and travel (within the 48 contiguous states). * Excludes piping external from the unit. Heat rejection coil not covered if failure is due to age, corrosive atmosphere. Power Washing will be done extra on a time and material basis.	Subject to all Terms & Conditions as noted in the Liebert Maintenance Agreement.

#### Scheduled Maintenance Performed

##### XDO's, XDV's, XDF's

1. Check all electrical connections.
2. Check incoming voltage at power block.
3. Check main fan amps.
4. Check all piping connections for refrigerant leaks.
5. Make sure all isolation or shut off valves are open.
6. Check operation of water detection. (If applicable)
7. Check air temperatures at return and discharge of coils. Record temperature differences.

##### XDC & XDP

1. Check electrical connections on all fuse blocks, contactors, pumps and compressors.
2. Check and record voltages at disconnect.
3. Check compressor amperages, 1A, 1B, 2A, 2B
4. Check compressor head and suction pressures, both tandems.
5. Check superheat on both circuits.
6. Check pump amperages, both pumps.
7. Check pump pressures, suction and discharge.
8. Check refrigerant level in receiver, middle site glass should be full. ( 134A )
9. Check operation of hot gas bypass valves.



10. Check refrigerant level in condenser receivers. ( 407C )

**Air Cooled Condenser ( If Applicable)**

1. Check if condenser coil clean, brush clean if necessary
2. Fan motor mounts secure
3. Motor fan blades turn freely, (no bearing restriction)
4. Refrigerant lines properly supported no metal to metal contact.
5. Check all electrical connections for lose wires.

**Liebert Glycol Pump Package ( If Applicable )**

1. Inspect water regulator valves for refrigerant or glycol leaks.
2. Check percentage of glycol solution for freeze protection.
3. Inspect all water union joints for leaks.
4. Dry cooler coil clean
5. Check glycol pumps for seal leaks.
6. Check glycol pump amperage.
7. Check all electrical connections for lose wires.
8. Fan motor mounts secure.
9. Fan blade spin freely.

**Wall Controllers**

1. Check wire screw terminals from main unit.
2. Check and record dip switch settings.
3. Go through entire program and check all temperature and alarm set points.
4. Go through the alarm history program and make sure there are not several of the same alarms.



## Appendix P – Maintenance Checklist - Monthly AC System inspections

1. Check for existing AC unit alarms on front display
2. Check and listen for any unusual noises (i.e. Fan bearing or belt going bad)
3. Check for any unusual vibrations (compressor or blower starting to fail)
4. Check with site operations manager about any site scan alarms or operating concerns



## Attachment 1 – PCM Maintenance Requirements Worksheet

### Instructions for filling out the functional and technical capabilities spreadsheet

Bidders shall respond to this section within the Word form provided. Bidders shall respond to each functional requirement (row). Bidders shall not alter the structure or numbering system of the Word form. Failure to comply may result in the dismissal of the proposal.

The functional requirements contained in this worksheet are divided into three sections, Maintenance Services, Monitoring Services, and Service Levels. A limited number of functional requirements are **Mandatory**. If a bidder cannot perform one or more of the mandatory functions, the bidder's proposal **may be dismissed in its entirety**.

#### Comments

Functional and technical requirements have a column for comments. The SOM is allowing the bidder the option to expand in writing on the functionality of its solution. Comments shall be limited to only those that pertain to the specific function. Comments should be clear and direct and be limited to no more than 250 words. Bidders may submit more detailed comments or promotional items separate from this form; however, additional comments and/or promotional materials will not be part of the formal evaluation process.

#### Definitions

**Mandatory** - the requirement must be present in the proposed solution, exactly as stated, or the solution may not be considered by the State of Michigan.

**Maintenance** - The maintenance functions describe the requirements for a maintenance program that includes the diagnosis and repair of all power, cooling and environmental monitoring equipment and related software installed at State of Michigan locations throughout the State. The maintenance program also includes preventive maintenance, dispatched on-site service technicians, problem escalation, and monthly reporting.

#### Row instructions

Bidder is not to alter

#### Column instructions

##### Column A

This column indicates a numeric sequence of each function. Bidder is not to alter.

##### Column B

This column describes the function(s) desired in the maintenance program.

##### Column C

This column indicates if a particular function is Mandatory or Optional. Bidder is not to alter.

##### Column D

This column indicates whether a bidder can comply with a particular function. Bidder is to enter either "yes" or "no".

##### Column E

This column indicates how a bidder will comply with a particular function. Bidder is to enter the appropriate Requirement Response (REQ Response), for each requirement with an A, B, C, D or E as defined below.



- A. Currently provided within the standard service.
- B. Currently provided as an enhancement to standard service at no additional cost.
- C. Currently provided as an enhancement to standard service at an additional cost detailed in the cost proposal.
- D. Not currently provided but will be added at the additional cost detailed in the cost proposal.
- E. Service will not be provided.

**Column F**

This column is provided for bidders to provide any additional information related to the solution.

It shall be assumed by the state that a blank cell indicates the function is not available.

**NOTE:**

**If the proposed solution requires enhancements to standard services, please itemize costs in the Price Proposal Cost Table as part of this RFP. (Attachment 7)**



## Attachment 2 – Contractor Security Agreement

### CONTRACTOR SECURITY AGREEMENT

Michigan Department of Information Technology

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Contractor Name

As a user of services provided by the Department of Information Technology, I accept and agree to the following:

1. To comply with the State of Michigan Computer Crime Law and to use State of Michigan's systems to perform my job function to the exclusion of all other uses. (Public Acts 1979-No. 53)<sup>1</sup>
2. To not copy or infringe upon the rights granted to the owner of a product with a Copyright or Patent.
3. To comply with the Michigan Civil Service Commission Rules governing Conflict of Interest. Rule 2-8.1.<sup>2</sup>
4. To keep confidential all computers and network system access codes issued to me.
5. To report to the appropriate supervisor or the Office of Enterprise Security immediately any suspected threat to or violation of State of Michigan system security.
6. To report to the appropriate supervisor or the Office of Enterprise Security, the loss or theft of any key or magnetic card / access key which was supplied to me, which allows access to any State of Michigan facility.
7. To not loan or transfer to anyone else the access cards / keys, which were supplied to me, for access to any State of Michigan facility.
8. To comply with Michigan State Government Network Security Policy Procedure 1410.17<sup>3</sup>, issued 1/6 1997 and the Acceptable Use Policy for the Information Technology Resources 1460.00 issued 9/1/2003.
9. To comply with federal laws regarding confidentiality to protect an individuals rights and privacy.
10. To not leave my workstation unattended without either being logged off or invoking a hotkey password supported screen saver.
11. To comply with HIPPA Confidentiality requirements. To ensure that privacy rights of enrollees are respected, you are required to only use any protected health information you access for the purpose of ensuring proper plan operation and administration. You also are prohibited from disclosing any protected health information to any outside party without written authorization of the Privacy Official of the Employee Benefits Division of the Michigan Department of Civil Service or the Privacy Official's designee.

Contractor Signature

Date



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<sup>1</sup> Public Acts 1979 No. 53 (URL:<http://www.michiganlegislature.org>)

<sup>2</sup> Michigan Civil Service Commission Rule (URL:  
<http://www.state.mi.us/mdcs/Rules2002/crule2.htm#Section2-8bottom>)

<sup>3</sup> Michigan State Government Network Policy Procedures 1410.17 (URL:  
<http://www.state.mi.us/adminguide/1400/1410-17.htm>)