



# STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget  
320 S. Walnut Street 2nd Floor Lansing, MI 48933  
P.O. BOX 30026 LANSING, MICHIGAN 48909

## CONTRACT CHANGE NOTICE

Change Notice Number 2

to

Contract Number MA220000001481

<b>CONTRACTOR</b>	World Wide Technology, LLC
	1 World Wide Way
	St. Louis MO 63146
	Josh Skipp
	616-283-1789
	josh.skipp@wwt.com
	VS0129984

<b>STATE</b>	<b>Program Manager</b>	Various	DTMB
	<b>Contract Administrator</b>	Kristine Mills	DTMB
		517-242-6402	
		millsk11@michigan.gov	

CONTRACT SUMMARY				
Unified Communications				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 29, 2022	September 28, 2027	5 - 12 Months	September 28, 2027	
PAYMENT TERMS		DELIVERY TIMEFRAME		
Net 45				
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (PRC) <input type="checkbox"/> Other			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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"/>		
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$1,759,021.56	\$20,000.00	\$1,779,021.56		

DESCRIPTION
<p>Effective 8/30/2024, the following amendment is incorporated into the Contract. This change includes an optional Professional Services Time and Material Rate Card for calendar year 2024 and adds \$20,000 in additional funds to support as needed professional services.</p> <p>Further, the parties clarify that the contract description is to be updated to "Unified Communications" instead of the current "Voice Provisioning Manager".</p> <p>Please note the Contract Administrator has been changed to Kristine Mills and the Program Managers has been updated to include Patrick Horgan.</p> <p>All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Central Procurement Services approval.</p>

**Program Managers  
for  
Multi-Agency and Statewide Contracts**

AGENCY	NAME	PHONE	EMAIL
DTMB	Ashley Adrian	517-331-4622	AdrianA1@michigan.gov
DTMB	Patrick Horgan		HorganP@michigan.gov

## State of Michigan Rate Card Options

Role	Description	2024 Rate
UC Architect	Covers Voice, Video, and Contact Center - All OEM	386.00
UC Sr Engineer	Covers Voice and Video - All OEM	323.00
CC Sr Engineer	Covers Contact Center - All OEM	374.00
Sr Learning Specialist	Covers Sr Learning Specialist - All OEM Trainer/Development	292.00
Learning Specialist	Covers Learning Specialist - All OEM	154.00
Sr Project Manager	Covers PMO for all projects except Adoption/Learning	282.00
Project Coordinator	Covers PMO for Adoption / Learning projects	139.00
AV Engineer	AV Premium Installation, Engineer, and Programming	333.00
AV Installer	AV Installation, Certification, & Assembly	263.00

**Rates will increase 5% annually for the remaining years on the contract**



**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
Department of Technology, Management, and Budget  
320 S. WALNUT ST., LANSING, MICHIGAN 48933  
P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **1**  
to  
Contract Number **220000001481**

<b>CONTRACTOR</b>	World Wide Technology, LLC
	1 World Wide Way
	St. Louis, MO 63146
	Josh Skipp
	616-283-1789
	josh.skipp@wwt.com
	VS0129984

<b>STATE</b>	<b>Program Manager</b>	Ashley Adrian	DTMB
		(517) 331-4622	
	<b>Contract Administrator</b>	adriana1@michigan.gov	
		Lauren Stempek	DTMB
		(517) 243-4008	
		stempekl@michigan.gov	

CONTRACT SUMMARY							
VOICE PROVISIONING MANAGER							
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE				
September 29, 2022	September 28, 2027	5 - 1 Year	September 28, 2027				
PAYMENT TERMS		DELIVERY TIMEFRAME					
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING				
<input type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> 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"/>		September 28, 2027			
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE					
\$849,003.48	\$910,018.08	\$1,759,021.56					
DESCRIPTION							
Effective 2/13/2024, \$910,018.08 in funding is added to this contract to cover the purchase of the IR Collaboration Tool for Service Monitoring services as described per the attached SOW, Schedule H - IR Collaborate EULA, and Exhibit A to Schedule H - IR Collaborate Support Policies.							
All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Central Procurement Services approval, and State Administrative Board approval on 2/13/2024.							

# STATEMENT OF WORK - IT CHANGE NOTICE

<b>Project Title:</b> IR Collaborate Services	<b>Period of Coverage:</b> 2/13/2024 – 2/12/2025
<b>Requesting Department:</b> DTMB Office Chief Technology Officer (OCTO)	<b>Date:</b> 2/13/2024
<b>DTMB Project Manager:</b> Patrick Horgan	<b>Phone:</b> (517) 284-7355

## SCOPE OF WORK:

The State of Michigan, Department of Technology Management and Budget (DTMB) Office of Chief Technology Officer (OCTO) Enterprise Networking Services have determined to implement Integrated Research, Inc. (IR) Collaboration Tool for Service Monitoring per Master Agreement 220000001481 with World Wide Technology, LLC (WWT).

To implement the IR Collaboration Tool, necessary services will be performed by WWT's Subcontractor IR. IR will provide consulting resources to assist the State of Michigan with the deployment of Prognosis software solutions on State provided servers in support of the States collaborate environment.

IR will provide consulting resources to complete the following activities:

- Provide Project Planning and Deployment Design for Prognosis Implementation
- Perform Prognosis Collaborate Implementation which includes the following modules:
  - Prognosis Collaborate
    - Cisco
    - SBC Core Implementation
  - Prognosis Contact Center Solutions
    - Cisco Express Suite
  - Path Insight Module
  - Remote WUL Platform Extension (installation and configuration)
- Provide Prognosis Remote Instructor Led Training (ILTA) Course
- Provide Prognosis Collaborate Solution Optimization (SO)

## DELIVERABLES:

Deliverables will not be considered complete until the DTMB Project Manager has formally accepted them.

# STATEMENT OF WORK - IT CHANGE NOTICE

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As part of the installation and configuration of Prognosis Collaborate, IR will perform the following services:

## 1. Prognosis Collaborate Implementation:

- Install and configure Prognosis Collaborate on the designated management and/or monitoring node(s).
- Configure Prognosis Collaborate to monitor designated Cisco, Avaya, or Skype for Business PBX and adjuncts (if applicable).
  - Cisco
    - Cisco Unified Call Manager (CUCM)
      - Up to 5 clusters
    - Cisco Unity Connection Implementation
    - Cisco UCS Implementation
  - SBC Core Implementation
    - Ribbon/Sonus SBC
      - Up to 2 servers
  - Prognosis for Contact Center Solutions
    - Cisco Express Suite
      - Cisco Unified Contact Center Express (UCCX)
        - Up to 5 servers
  - VMWare vCenter Implementation
    - One (1) licensed server
  - Path Insight Implementation
    - Up to 91,500 interfaces
  - Implementation (installation and configuration) of the following one (1) WUL Platform Extensions (PE)
  - Remote WUL(Windows/Unix/Linus) Platform Extension (PE)
    - Monitoring Up to 10 licensed servers
  - Prognosis ILT Course (Training)
    - IR will provide Remote Instructor Led training on Prognosis system use and management
    - Course Topics Include:

# STATEMENT OF WORK - IT CHANGE NOTICE

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- Prognosis GUI
  - Web Interface
  - Support
  - Architecture and configuration
  - Databases
  - Displays introduction
  - Thresholds
  - Configurations
  - Web publishing
  - Security
  - Maintenance
  - Troubleshooting
- Solution Optimization
  - Solution Optimization hours may be utilized to undertake the following activities:
    - Customize and / or fine tune displays.
    - Customize and / or fine tune thresholds / analysts.
    - Customize and / or fine tune alerting.
    - Customize and / or fine tune an existing Live Canvas
    - Configuration State of Michigan environment expansion beyond the devices outlined at the start of the engagement.
    - Additional training or knowledge transfer sessions (Hours transfer at a rate of 0.75 training hours per hour of SO).
    - Troubleshooting of environment issues within State of Michigan environment.



# STATEMENT OF WORK - IT CHANGE NOTICE

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- Time spent gathering requirements for custom work.
- Technical support, software patches, upgrades, and other general support of Prognosis.

## ACCEPTANCE CRITERIA:

Acceptance criteria will follow and abide by Section 10. Software Acceptance Testing, and Section 11. Non-Software Acceptance of Master Agreement 220000001481.

## PROJECT CONTROL AND REPORTS:

A bi-weekly progress report must be submitted to the DTMB Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each bi-weekly progress report must contain the following:

1. **Hours:** Indicate the number of hours expended during the past two weeks, and the cumulative total to date for the project. Also state whether the remaining hours are sufficient to complete the project.
2. **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
3. **Risks/Issues:** Indicate all risks and issues that may occur, and whose occurrence, if it does take place, has a positive or negative effect on the project and the appropriate action required.
4. **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

## PAYMENT SCHEDULE:

Payment will be made on a Milestones 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 monthly. DTMB Accounts Payable area will coordinate obtaining DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date and must be approved by the DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed, the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

# STATEMENT OF WORK - IT CHANGE NOTICE

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Payment shall be considered timely if made by 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:**

WWT will provide the following Contract Manager to oversee this project on behalf of the Subcontractor, IR:

Josh Skipp  
Client Manager  
[Josh.Skipp@wwt.com](mailto:Josh.Skipp@wwt.com)  
(616) 283-1789

The primary point of contact (POC) from IR will be assigned to support the project. If there is any need to escalate for support, contact information is below.

## **The designated IR POC is:**

Jordan Lindsay  
Project Manager, Professional Services  
[Jordan.lindsay@ir.com](mailto:Jordan.lindsay@ir.com)  
(303) 390-8717

Kasey Fitzpatrick  
Sr. Regional Account Executive, North Central  
[kasey.fitzpatrick@ir.com](mailto:kasey.fitzpatrick@ir.com)  
p: (303) 390-1439  
m: (414) 881-5415

Mark Zerbe  
VP Sales Collaborate  
[mark.zerbe@ir.com](mailto:mark.zerbe@ir.com)  
(480) 231-4215

Jason Fullen  
Vice President, Professional Services – Americas  
[jason.fullen@ir.com](mailto:jason.fullen@ir.com)  
p: (303) 390-8774  
m: (303) 808-9988

# STATEMENT OF WORK - IT CHANGE NOTICE

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**The designated DTMB Project Manager is:**

Patrick Horgan  
DTMB  
608 W Allegan St.,  
Lansing, MI 48915  
(517) 284-7355  
[HorganP@michigan.gov](mailto:HorganP@michigan.gov)

**DTMB RESPONSIBILITIES:**

Server Requirements:

**Prognosis Management Node (Qty 1)**

Prognosis requires a server with access to the Platforms that will be monitored. The server specifications are as follows:

- Can be virtualized, hosted in a datacenter
- Windows Server 2008 R2 SP1 (64bit), Windows Server 2012 R2 OS (64bit), Windows Server 2016 OS (64bit), Windows Server 2019 OS (64bit)
  - Intel OCTA Core Processor 2.2GHz(reserved)
  - 16 Gigabytes of RAM
  - 250 GB of space for the Prognosis install and Databases
  - Must be running IIS and have .NET Framework 4.5 installed

*\*VM must be setup with 1 Socket and 8 Cores*

**Prognosis Monitoring Nodes (Qty 2)**

Prognosis requires a server with access to the Platforms that will be monitored. The server specifications are as follows:

- Can be virtualized, hosted in a datacenter
- Windows Server 2008 R2 SP1 (64bit), Windows Server 2012 R2 OS (64bit), Windows Server 2016 OS (64bit), Windows Server 2019 OS (64bit)
  - Intel OCTA Core Processor 2.2GHz(reserved)
  - 16 Gigabytes of RAM
  - 100 GB of space for the Prognosis install and Databases
  - Must be running IIS and have .NET Framework 4.5 installed

# STATEMENT OF WORK - IT CHANGE NOTICE

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*\*VM must be setup with 1 Socket and 8 Cores*

## **Prognosis Path Insight Server (Qty 1)**

Prognosis requires a server with access to the Platforms that will be monitored. The server specifications are as follows:

- Can be virtualized, hosted in a datacenter
- Windows Server 2008 R2 SP1 (64bit), Windows Server 2012 R2 OS (64bit), Windows Server 2016 OS (64bit), Windows Server 2019 OS (64bit)
  - Intel OCTA Core Processor 2.2GHz(reserved)
  - 16 Gigabytes of RAM
  - 200 GB of space for the Prognosis install and Databases
  - Must be running IIS and have .NET Framework 4.5 installed

*\*VM must be setup with 1 Socket and 8 Cores*

## **LOCATION OF WHERE THE WORK IS TO BE PERFORMED:**

The services in this SOW will be performed remotely by IR Professional Services.

## **EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:**

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing.

No overtime will be permitted.

**This purchase order is a release from Contract Number 220000001481. This purchase order, statement of work, and the terms and conditions of Contract Number 220000001481 constitute the entire agreement between the State and the Contractor.**

# STATEMENT OF WORK - IT CHANGE NOTICE

## PROJECT PLAN:

Milestone	Project Milestones	WWT SKU	Criteria	Est. time to Cmplt. from KO	Cost
1	Prognosis Software Implementation	PS-NI-PR-01	Acceptance of	1-2 days	\$11,037.42
2	Cisco CUCM Implementation	PS-NI-CI-08	Acceptance of	4 days	\$14,226.27
3	Cisco Unity Connection Implementation	PS-NI-CI-09	Acceptance of	2 days	\$2,845.00
4	Cisco UCCX Implementation	PS-NI-CI-11	Acceptance of	4 days	\$3,556.89
5	Cisco UCS Implementation	PS-NI-CI-12	Acceptance of	1-2 days	\$4,267.50
6	SBC Core Module Implementation	PS-NI-SB-13	Acceptance of	4 days	\$1,956.10
7	VMWare vCenter Implementation	PS-NI-VM-25	Acceptance of	1 week	\$2,845.00
8	Path Insight Module Implementation	PS-NI-PA-14	Acceptance of	1-2 weeks	\$16,479.09
9	Implementation of Platform Extension Remote WUL	PE-IT-RE-12	Acceptance of	1 week	\$6,578.90
10	Platform Extension Remote WUL	PE-PD-RE-12	Acceptance of	1 week	\$28,432.16
10	Prognosis ILT Course (Training)	PS-NI-TR-04	Acceptance of	Up to 2 weeks depending on customer availability	\$6,131.90
11	Solution Optimization	PS-NI-SO-05	Contract Signature	Can be used up to 6 months after implementation	\$1,226.38
<b>Service Fees Total</b>					<b>\$99,582.61</b>



# **SCHEDULE H -**

## **End User License Agreement – Reseller Transaction**

This End User License Agreement ("Agreement") is entered into between:

1. **INTEGRATED RESEARCH, INC.**, a company registered in United States- Colorado, and its Affiliates (collectively known as "**IR**"), with its principal place of business at 4700 S. Syracuse Street, Ste., 1000 Denver, CO 80237; and
2. **The State Of Michigan** and any Affiliates who place and an order hereunder (collectively known as "**Licensee**" or "**You**"), whose office is located at 525 W Allegan St., Lansing, MI 48993.
3. Each may be referred to individually as a "Party" or collectively as the "Parties".

### **1. Grant of License**

#### **1.1. License Grant.**

Upon issuance of a purchase order for the Software, IR grants Licensee the non-exclusive, non-transferable license(s), except as required by law or executive order, as set forth in the applicable Order(s) to use the Software. Except as specified below, Licensee shall operate the Software for internal governmental business purposes only, or provide consulting services, or any other commercial or governmental service related to the Software.

- 1.2. The Licensee may change the System's location, or name, or may transfer use of the Software to another system, with the prior written consent of IR and payment to IR of any incidental cost to IR arising from such change or transfer.

- 1.3. At no time shall the Licensee use or attempt to use the Software without the License Key.

### **2. Term of Agreement**

- 2.1. This Agreement shall become effective upon execution of this Agreement by both Parties "Effective Date" and shall remain in effect until this Agreement is terminated, in accordance with Section 13 of this Agreement, or upon termination of the Order.

### **3. Access to Premises**

#### **3.1. Audit Rights**

During the term of this Agreement, IR has the right, no more than one time per year to request utilization reports of the Software to confirm that Licensee is acting within the scope of its license.

- 3.2. In the event the audit reveals that Licensee has exceeded the parameters of this Agreement, Licensee shall pay for such excess, from the date that Licensee exceeded the parameters of this Agreement, as its sole remedy for excess use by Licensee.

### **4. Copying Rights**

- 4.1. Licensee may only make copies of the Software for back-up and archival purposes, provided that the Licensee shall keep a record of each such back-up copy and the location of its storage and provide all such records to IR upon request. Licensee may copy the Documentation provided by IR solely for its internal use. Licensee may not copy any License Key supplied by IR or its agent.
- 4.2. If the Licensee is temporarily unable to use the Software on the System, Licensee may use it on another similar system at the same location(s) or a disaster recovery site designated by the Licensee for such time as the System is unable to be used.
- 4.3. Licensee must ensure that all copies of the Software made in accordance with this Agreement bear all of the copyright, proprietary and other notices that appear on the original Software and are kept within Licensee's effective control.
- 4.4. Licensee must not make, or knowingly permit any other person to make, copies, transcriptions,



notes or records, store, translate, sell, lease, or otherwise transfer or distribute any of the Software in whole or in part, except as expressly permitted in this Agreement.

## 5. Maintenance Support Services

- 5.1. During the Term of this Agreement, where appropriate Software Maintenance Support services are purchased, IR shall allow, but not require, the Licensee to download standard releases of any update or modification of the Software, or part thereof, with appropriate amendments to the User Manual, during such time of the prior to end of life of the release update or modification, upon request by the Licensee.

The terms contained in Exhibit A to this Agreement ("Support Guide") shall continue through the term of this Agreement. Upon expiration of this Agreement, IR reserves the right to update the terms of the Support Guide.

- 5.2. During normal business hours from 8:00am – 5:00pm EST, (excluding U.S. national holidays), IR or its agent, shall answer, by telephone, facsimile or email, questions in relation to the use of the Software by the Licensee.
- 5.3. Intentionally Omitted.
- 5.4. If the Licensee requires on-site support or design consultation, such Consulting Services may be provided by IR, or its agent pursuant to a separate SOW.
- 5.5. Any update or modification of the Software supplied to the Licensee under this Agreement shall (unless a separate Software License Agreement is entered into in respect of such release) considered as an addition to, as part of or as a replacement of all or part of the Software subject to the same terms and conditions as the Software, but not so as to create a new Software Warranty Period nor to extend the Term of the applicable Order as defined therein.
- 5.6. Licensee is not obliged to accept any update or modification of the Software, but where Licensee elects not to accept any update or modification of the Software prior to the end of life of the release update or modification to vet such update or modification, IR will not be liable for any loss or damage that Licensee suffers as a result of defects in the Software, which could be remedied by the update or modification.
- 5.7. If, after execution of this Agreement, Licensee makes changes to its environment to such an extent that it requires IR to make a major technology upgrade or modification to the Software in order to provide the level of functionality and performance expected by all Parties, IR reserves the right to negotiate additional fees with Licensee to account for IR's increased costs associated with Licensee's changes to its environment.
- 5.8. Maintenance Support to be provided by IR, or its agent, under this Agreement do not include:
- a) hardware maintenance services;
  - b) the supply or maintenance of peripheral equipment, accessories or consumables;
  - c) training of operating staff; or
  - d) investigation or corrections of errors in software other than the Software.
- 5.9. Licensee agrees that IR may collect and use Licensee's technical data about Licensee's usage of the Software, to facilitate the provision of Software updates, Software Maintenance Support, benchmarking and other services related to the Software. IR's collection of technical data is limited to the data or information that Licensee provides to IR via the Software and related services. IR may use Licensee's data solely to provide the Software or services or otherwise to meet its obligations under this Agreement. If Licensee does not want to send usage data to IR, Licensee may opt out following instructions provided by Maintenance Support services.

## 6. Consulting Services

- 6.1. IR will perform Consulting Services only under and as set forth in an SOW, as defined below.
- 6.2. **Consulting Services Warranty**
- IR warrants the Consulting Services will be performed in a timely and professional manner and otherwise in material accordance with each SOW;
- IR warrants it will, at its own expense and as its sole obligation and the Licensee's exclusive remedy for any breach of this Consulting Services Warranty, use commercially reasonable



efforts to correct any reproducible material problem that is a result of deficiencies in the Consulting Services provided hereunder, as reported to IR by Licensee in writing during the Consulting Services Warranty Period.

**Reserved.**

#### 6.3. Remote Services

IR may also require reliable and responsive remote web access to Licensee's environment via utilization of a web conferencing or web share tool, including but not limited to Cisco WebEx, Microsoft Teams, or Zoom, as provided in an SOW, to provide Consulting Services, that may be required prior to or after an on-site visit.

## 7. Representations and Warranties

7.1. Each Party represents and warrants to the other that it complies and will continue to comply with the provision of all applicable laws and regulations, is not aware of any interest or obligation which may conflict with this Agreement and that it is not prohibited by any legal sanction from entering into the transactions contemplated hereunder.

#### 7.2. IR Software Warranty

Within the Warranty Period, IR warrants that the Software, when used in accordance with the instructions in the Documentation, will perform in all material respects in accordance with IR's written Specifications. IR will, at its own expense and subject to any other rights and remedies available to Licensee, use commercially reasonable efforts to correct any reproducible error in the Software reported to IR by Licensee in writing during the Warranty Period.

7.3. Section 8.2 shall each not apply to errors where:

- a) the Licensee does not operate the Software in accordance with the instructions for such operation as provided in the Documentation;
- b) the Software is subjected to hardware malfunctions or unauthorized use where IR is not at fault; and
- c) the Software is altered by Licensee or by a third party through no fault of IR without consent of IR.

Delivery of additional copies of, or revisions or upgrades to, the Software, including releases provided under Maintenance Support services, shall not restart or otherwise affect the Warranty Period. Upon Warranty Period expiry, IR represents and warrants that it will perform in accordance with the Support Guide and Licensee shall have available the remedies set forth therein.

#### 7.4. Disclaimer

EXCEPT FOR THE LIMITED WARRANTY EXPRESSLY STATED OR REFERENCED HEREIN, THE SOFTWARE AND SERVICES ARE PROVIDED "AS IS," AND IR HEREBY EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES OF ANY KIND OR NATURE, IN CONNECTION WITH THE INSTALLATION AND USE OF THE SOFTWARE, WHETHER EXPRESS, IMPLIED, OR STATUTORY. IR EXPRESSLY DISCLAIMS THE IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE. IR DOES NOT WARRANT OR REPRESENT THAT USE OF SOFTWARE OR MAINTENANCE WILL MEET YOUR REQUIREMENTS OR BE UNINTERRUPTED, TIMELY, SECURE OR ERROR FREE. IR MAKES NO WARRANTY RELATED TO THIRD-PARTY EQUIPMENT, MATERIAL, SERVICES OR SOFTWARE. IR DOES NOT MAKE ANY REPRESENTATIONS REGARDING THE USE, OR THE RESULTS OF USE, OF THE SOFTWARE OR SERVICES IN TERMS OF ACCURACY, RELIABILITY, OR OTHERWISE.

#### 7.5. Licensee Representations and Warranties

Licensee represents and warrants that Licensee:

- a) will not use the Software for any purpose or in any manner not expressly permitted by this Agreement;
- b) will protect the Software from unauthorized use, access, or disclosure in the same manner that a reasonably prudent person would exercise under similar circumstances.

## 8. Indemnity

### 8.1. Indemnity





(a) **IP Indemnity.** IR at its expense will indemnify and hold Licensee harmless with respect to every claim that may be brought against Licensee or Affiliates, officers that use the Software or Services of an Order, for any alleged infringement of any patent, copyright, industrial design right, utility model or other industrial and intellectual or proprietary right based on IR's activity under an Order, or the manufacture, marketing, sale, or use of the Software or Services (i) alone, (ii) in combination by reason of their content, design or structure, or (iii) in combination in accordance with IR's recommendations. IR will investigate and defend or otherwise handle every such claim, and at Licensee's request, assist Licensee in Licensee's investigation, defense, or handling of any such claim. IR will pay all expenses and damages or settlement amounts that Licensee and others selling Licensee's products or using the Software or Services of an Order may sustain by reason of each such indemnified claim. IR's obligations will apply even though Licensee furnishes all or any portion of the design and specifies all or any portion of the processes used by IR. In the event a claim of infringement is asserted, IR may replace or modify the Software or Services to make them non-infringing, provided that Licensee approves such replacement or modification and agrees in writing that such replacement or modification achieves the substantive results of the original version of such Software or Services, or IR may procure at its expense a license for Licensee to use the allegedly infringing Software or Services. Notwithstanding the foregoing, IR shall have no obligation with respect to claims to the extent that they are based upon: (i) the combination of Software with any items not supplied or authorized by IR, where, in the absence of such incorporated or combined item, there would not be infringement; (ii) any modification or change to the Software by any entity other than IR or its agent, if, in the absence of such alteration or modification, the Software would not be infringing; or (iii) any failure by Licensee to implement updated, revised or repaired modifications or replacements distributed by IR to address any alleged infringement.

8.2 **Indemnification Procedure.** Licensee will notify IR in writing if indemnification is sought; however, failure to do so will not relieve IR, except to the extent that IR is materially prejudiced.

Licensee is entitled to:

- (a) regular updates on proceeding status;
- (b) participate in the defense of the proceeding;
- (c) employ its own counsel; and to

(d) retain control of the defense, at its own cost and expense, if Licensee deems necessary. IR will not, without the Licensee's prior written consent (not to be unreasonably withheld), settle, compromise, or consent to the entry of any judgment in or otherwise seek to terminate any claim, action, or proceeding. Any litigation activity on behalf of the State of Michigan as Licensee or any of its Affiliates, under this Section must be coordinated with the Michigan Department of Attorney General. An attorney designated to represent the State of Michigan may not do so until approved by the Michigan Attorney General and appointed as a Special Assistant Attorney General.

The State of Michigan is constitutionally prohibited from indemnifying Contractor or any third parties and does not agree to any such obligation, under this Agreement.

## 9. Intellectual Property Rights

### 9.1. Ownership Rights

Licensee understands and acknowledges that IR and/or its parents, subsidiaries and Affiliates retain all intellectual property rights, in and to the Software and IR's Confidential Information that it discloses hereunder and except as expressly stated herein, Licensee does not acquire any licenses or any other intellectual property rights therein. Licensee shall not attempt to modify, tamper with, disassemble, or merge all or any part of the Software with any other software or item, or otherwise attempt to discover or disclose the methods and concepts embodied in the Software or the License Key, or cause or permit any third party to do so. Licensee shall not use the Software, or any Confidential Information obtained from IR hereunder, in the design, development, marketing or sale of any competitive product or for any other purpose not specifically set forth in this Agreement. Without the prior written consent of IR, Licensee shall not permit any other computer program to be written or developed based on



the Software or on any IR Confidential Information.

**9.2. Work Product**

The Parties acknowledge that the Consulting Services to be provided by IR hereunder involve the installation, implementation and optimization of IR's proprietary Software. It is not the intention of the Parties that IR create any work product or work made for hire. Any references to customization relates only to configuration of standard Software functionality. For purpose of clarity, any APIs created by Licensee shall remain the property of Licensee.

- 9.3. Extended Solutions are not included in existing Product Assurance or Maintenance Support. Break/fix resolution and enhancement requests can be accomplished at the time of need by utilizing available Consulting Services hours, or by pre-purchasing a reserved block of hours that can be drawn down as required over the course of a year.

## **10. Trademarks**

- 10.1. Licensee acknowledges the validity of IR's trademarks and that the same are the property of IR. Licensee will not infringe upon, damage, or contest the rights of IR in any trademarks. Should any such rights accrue to Licensee, Licensee hereby assigns all such rights to IR.
- 10.2. IR may provide for Licensee's use in marketing and providing Managed Services, certain materials including user documentation and marketing materials, such as Software brochures, manuals, technical specification sheets, demonstration presentations including "screen shots", Software education and training materials, Software descriptions for use on website pages ("Licensed Materials"). Subject to Licensee's compliance with the terms and conditions of this Agreement, IR grants Licensee a non-assignable, non-transferable, non-sub-licensable, revocable, non-exclusive license to: (i) modify and create derivative works of the Licensed Materials by creating technically accurate subsets and supersets thereof; and (ii) reproduce and distribute or display the Licensed Materials (in their original form or as modified by Licensee as provided above) to its Customers in connection with its provision of Managed Services to such Customers; provided, that Licensee will provide IR with samples, and obtain IR's written approval of all materials that contain the Licensed Materials or otherwise contain any IR trademarks, prior to their public use, distribution or display. At IR's request, Licensee will modify or discontinue any use of IR's trademarks. Licensee must not remove, modify or obscure in any way the proprietary rights notices of IR or its suppliers that appear on or within the Software and Licensed Materials or that appear during use of the Software. From time to time in its sole discretion, IR may reasonably introduce and require Licensee to follow additional branding and/or logo guidelines. Any such additional branding will be specified by IR. Nothing herein shall restrict IR's legal or equitable rights to protect its trademarks against infringement, dilution, or other misuse. Licensee agrees that, as between IR and Licensee, IR owns all proprietary rights in its trademarks, and all goodwill arising from use of its marks will inure solely to the benefit of IR.

## **11. Confidential Information**

**11.1. Obligations**

The Parties may exchange information for the purposes of this Agreement. During the course of this Agreement, one Party ("Owner") may disclose to the other Party ("Recipient"), information that it considers proprietary or confidential ("Confidential Information").

The term "Confidential Information" does not include any information or documentation that was or is: (i) in the possession of the State of Michigan and subject to disclosure under the Michigan Freedom of Information Act (FOIA);

Each Party shall use reasonable commercial efforts to label or identify its Confidential Information as "Confidential" or "Proprietary". Each Party shall hold the other's Confidential Information in confidence and not reveal it to any third party. Recipient shall use the Owner's Confidential Information only to further the purposes of this Agreement and shall not use same for its own or any other party's benefit. Licensee will not disclose any Confidential Information. Recipient agrees that all Confidential Information shall remain the property of Discloser. Nothing contained herein shall be construed as granting or implying any transfer or rights to the Recipient in the Confidential Information, or any other intellectual property protecting or



relating to the Confidential Information.

- 11.2. Recipient shall protect the disclosed Confidential Information by using the same degree of care, but no less than a reasonable degree of care, as Recipient uses to protect its Confidential Information. The Recipient shall reproduce the Owner's proprietary and confidential markings on any authorized copy it makes of the Confidential Information. Each party shall promptly notify the other if it becomes aware of any unauthorized access, use or disclosure of Confidential Information and must give Owner all reasonable assistance in connection with any action, demand, claim or proceeding attempting to reclaim or restrict the disclosure of such Confidential Information.
- 11.3. The obligations under this Confidential Information section 13 shall continue for so long as the Owner treats the Confidential Information disclosed to Recipient hereunder as confidential and for trade secrets, for the period that such information constitutes trade secrets under applicable law. Upon request and direction, each Party agrees to promptly return or destroy all originals and copies of any Confidential Information either may have obtained from the other.

## 12. Limitation of Liability

EXCEPT FOR INDEMNIFICATION OBLIGATIONS OF IR, TO THE FULLEST EXTENT PERMITTED BY LAW, EACH PARTY'S AGGREGATE MAXIMUM LIABILITY TO THE OTHER PARTY, UNDER OR RELATED TO THIS AGREEMENT SHALL NOT EXCEED THE VALUE OF INVOICES PAID BY LICENSEE IN THE TRANSACTION IN THE TWELVE MONTHS IMMEDIATELY PRECEDING THE INCIDENT GIVING RISE TO THE CLAIM AS IDENTIFIED IN THE PARTICULAR ORDER THAT IS THE SUBJECT OF THE CAUSE OF ACTION OR IF THE LIABILITY DOES NOT ARISE IN RELATION TO A SPECIFIC ORDER, THE SUM OF THE AMOUNTS PAID BY LICENSEE IN THE PREVIOUS TWELVE MONTHS IMMEDIATELY PRIOR TO THE THEN CURRENT CLAIM ARISING FOR THE SOFTWARE OR SERVICES. IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, SPECIAL, INDIRECT, OR PUNITIVE LOSSES, DAMAGES, OR FOR ANY LOSS OF USE OR GOODWILL, INTERRUPTION OF BUSINESS, LOSS OR INACCURACY OF BUSINESS INFORMATION OR DATA, LOST OR ANTICIPATED LOSS OF PROFITS OR SAVINGS, REVENUE, COST OF PROCUREMENT OF SUBSTITUTE GOODS, SERVICES OR TECHNOLOGY, HOWSOEVER DESCRIBED OR CLAIMED; WHETHER IN CONTRACT OR IN TORT, INCLUDING NEGLIGENCE, STRICT PRODUCT LIABILITY, OR OTHERWISE, AND WHETHER OR NOT EITHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH.

## 13. Termination

- 13.1. Each Software License will terminate upon Termination of the Order. Without limitation, this Agreement may be terminated prior to the termination of the Order:
  - a) by an agreement in writing duly signed by the Parties hereto.
  - b) by IR under any of the following conditions:
    - i) at any time if Licensee materially breaches any of the terms or conditions of this Agreement as they relate to Licensee's obligations under Sections 8.1 (Representations and Warranties), Section 11 (Intellectual Property Rights), and 13 (Confidential Information), and fails to remedy such breach within thirty (30) days after written notice from IR.
- 13.2. The Licensee may terminate this Agreement at any time when it is not in breach hereunder upon at least thirty (30) days' prior written notice to IR.
- 13.3. .
- 13.4. **Consequences of Termination**
  - a) Upon termination of this Agreement for any reason, all rights granted to Licensee under this Agreement will immediately cease.
  - b) Upon termination of this Agreement, the Licensee will discontinue use of the Software, erase all copies of the Software from the Licensee's computers, and return to IR or destroy all copies of the Software on tangible media and certify in writing to IR that it has fully complied with these requirements.
  - c) Termination of this Agreement, whether by lapse of time or otherwise, shall be without prejudice to any right or remedy which may have accrued to IR or Licensee or may thereafter so accrue.



- d) Licensee acknowledges and agrees that no property right accrues to Licensee in its right to license Software and services.

13.5. All provisions of this Agreement, which by their nature should survive, shall survive termination or expiration of Licenses and Services, and will continue to the benefit of and be enforceable by the respective Parties.

## 14. Force Majeure

14.1. Where any failure, interruption or delay by a Party in the performance of its obligations under this Agreement is caused, directly or indirectly, by a Force Majeure Event, the Party:

- a) is not liable for that failure or delay; and
- b) its obligations under this Agreement are suspended, to the extent to which they are affected by the relevant Force Majeure Event, for the duration of the Force Majeure Event.

14.2. The Party seeking the benefit of this Section 14.1 shall give notice to the other as soon as practicable after becoming aware of the Force Majeure and shall proceed with all reasonable dispatch after the cessation of the circumstances giving rise to the Force Majeure to resume performance under this Agreement.

## 15. Assignment and Access

15.1. The Licensee may use the services of third parties for the installation of new licensed Software, upgrades to existing licensed Software and other changes.

15.2. This Agreement shall not be assigned or otherwise transferred by either Party (whether voluntarily, involuntarily, by way of merger, by operation of law, or otherwise), in whole or in part, except with the prior written consent of the other Party, except as may be required by Executive Order, or other legal requirement. . Any attempts to assign or otherwise transfer this Agreement or the Software without prior written consent, unless required by Executive Order or other legal requirement, shall be null and void and the non-assigning Party may terminate this Agreement upon written notice to the other Party.

15.3. Intentionally Omitted.

15.4. This Agreement binds and benefits the Parties and their respective successors and permitted assigns under Section 18.1.

## 16. Export Regulations

Both Parties shall comply with all applicable laws, regulations and rules relating to the export of technical data, and shall not export or re-export any technical data, any products received from the disclosing Party or the direct product of such technical data in violation of such applicable laws, regulations and rules. Each Party represents that it is not named on any U.S. government denied-party list. Licensee shall not permit any access or use Software in an embargoed country or in violation of any export law or regulation.

## 17. Governing Law, Jurisdiction and Venue

This Agreement and any action related thereto will be governed and interpreted by and under the laws of Michigan without regard to any conflict of laws provisions that might otherwise apply.

## 18. Miscellaneous

### 18.1. No waiver

Failure of a Party to exercise a right, does not waive that right or prevent its exercise later. No waiver shall be effective unless in writing and signed by the Parties.

### 18.2. Rights Cumulative

Subject to any express provision in this Agreement to the contrary, the rights of a Party under this Agreement are cumulative and are in addition to any other rights of that Party.



### 18.3. **Severability**

Any provision that is finally determined to be illegal, contrary to public policy, unenforceable, invalid, or void under any law in any jurisdiction ("Invalid Term") must, in relation to that jurisdiction: a) be read down to the minimum extent necessary to achieve its validity, if applicable; b) be severed from this Agreement in any other case, without invalidating or affecting the remaining provisions of this Agreement or the validity of that provision in any other jurisdiction. The remaining provisions of this Agreement will remain in full effect.

### 18.4. **Entire Agreement**

This Agreement together with any documents expressly incorporated by reference herein (Including without limitation the IR Customer Support Policy attached hereto) contains the entire and complete agreement between IR and Licensee and supersedes and replaces any other prior agreements, terms and conditions, proposals (oral or written), arrangements, representations, conditions, warranties, covenants and all other communications or understandings that may have existed or may exist, whether oral or written. This Agreement creates no third-party beneficiary rights.

### 18.5. **No right of set off**

Neither Party has a right of set-off against a payment due to another Party.

### 18.6. **Variation**

Neither Party may amend or modify this Agreement except by a writing signed by the Parties that specifically identifies the part or parts of this Agreement to be modified or amended. .

### 18.7

Under the Elliott-Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, et seq., the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, et seq., and Executive Directive 2019-09, IR and its subcontractors agree not to discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex (as defined in Executive Directive 2019-09), height, weight, marital status, partisan considerations, any mental or physical disability, or genetic information that is unrelated to the person's ability to perform the duties of a particular job or position. Breach of this covenant is a material breach of the Agreement.

### 18.8 **Strategic Partners**

Strategic Partners. IR represents and warrants that it is neither currently engaged in nor will engage in the boycott of a person based in or doing business with a strategic partner as described in 22 USC 8601 to 8606.

### 18.9 **Audit**

The State of Michigan shall have the right to audit compliance with this contract in accordance with MCL 18.1470.

### 18.10 **Unfair Labor Practice**

Under MCL 423.324, the State of Michigan may void any Agreement with IR or its subcontractors if they appear on the Unfair Labor Practice register compiled under MCL 423.322.

## 19. **Notices**

Licensee may give notice to IR at the following address: Integrated Research Inc. 4700 Syracuse St., Ste 10, Denver, CO 80237. Notices to IR shall be copied to [legal@ir.com](mailto:legal@ir.com) Attn: Legal. Any notice demand, certification or other communication given or required in this Agreement will be in writing, in the English language and must be signed by an authorized representative. Notices to Licensee will be sent to the attention of; Lauren Stempek at 320 S. Walnut St., Lansing, MI 48933.

## 20. **Definitions**

**"Agent"** means a person that is configured on a contact center System being managed by the Software. Where a contact center system does not have configurable agents, the number of unique extensions or resource identifiers will be a substitute.

**"Affiliate"** means, with regard to IR, any company or legally recognizable entity that directly or indirectly: (a) controls that Party; (b) is controlled by that Party; or (c) is under common control with that Party, where control is defined as possession of the power to direct or cause the direction of the management



and policies of a such entity, through direct or indirect majority ownership or minimum percentage ownership that would grant the Party a controlling interest in such entity. An entity will be deemed an Affiliate only so long as such control exists. For clarity, for the purposes of this Agreement, an "Affiliate" of the State of Michigan includes without limitation a department, bureau, commission, board, authority, or agency of the State of Michigan.

**"Consulting Services"** means any software related services requested by Licensee which will be provided by IR, or its agent, but does not include Maintenance Support Services, as specified in an Order. IR reserves the right to change daily Consulting Services rates from time to time.

**"Consulting Services Warranty Period"** means the ninety (90) one hundred and eighty (180) day period from the provision of the Consulting Services.

**"Delivery Date"** means the date on which IR has furnished or shipped to the Licensee both the Software and the License Key, which enables use of the Software.

**"Documentation"** means all documentation relating to guidance and instruction in the use of the Software, provided with the current version of the Software by IR, to the Licensee or developed by IR in conjunction with the Licensee.

**"Endpoint(s)"** means a unique extension or resource identifier.

**"Extended Solution"** means an extension of Software by IR through Consulting Services in order to provide monitoring functionality for a vendor platform or device that is not already supported in the Software or to add additional monitoring capabilities or metrics, which can then be leveraged for alerting, troubleshooting, or reporting. The Extended Solution will typically include one or more database collections, dashboards, thresholds or alerts.

**"Force Majeure Event"** means any act, event or cause, , beyond the reasonable foreseeability and control of the party: (i) as a direct or indirect result of which the Party relying on it is prevented from or delayed in performing any of its obligations under this Agreement or an Order, including, without limitation, strikes, acts of war or terrorism, civil or military disturbances, and nuclear or natural catastrophes or acts of God.,,

**"License Key"** means a security key, provided by IR, or its agent, which must be entered by the Licensee, upon installation of the Software, to activate the Software program(s) and any updates or modifications, which may be supplied by IR to Licensee.

**"Maintenance Support"** means any support services requested by Licensee which will be provided by IR, or its agent, in accordance with the Support Guide and specified in an Order but does not include Consulting Services. If you purchase Maintenance Support Services for the Software, you must purchase Maintenance Support Services for all authorized copies of the Software in your possession.

**"Major Product Upgrades"** are new versions of Software, which may include bug fixes, enhancements and new features. They are indicated by an increase in version number to the left of the first decimal point (E.g. 10.2 to 11.0). Specifically, they do not include access to new Modules or new Platforms.

**"Minor Product Upgrades"** are new versions of Software, which may include bug fixes, enhancements and new features. They are indicated by an increase in the version number to the right of the first decimal point (E.g. 10.2 to 10.3). Specifically, they do not include access to new Modules or new Platforms.

**"Module"** is a separately licensed set of features, available within Software. There is no separate installation for a Module.

**"Order"** means that certain State of Michigan Contract No. 220000001481 executed between World Wide Technology, LLC and the State of Michigan, having an initial effective date of September 29, 2022 which provides the details of the particular software and software license term to be acquired by Licensee.

**"Platforms"** are the third-party devices and applications monitored by Software. When the Software is licensed, it includes a license for the current Platforms supported by the Software at that time.

**"Product Assurance"** is a subscription to all Major Product Upgrades for the licensed Software during the subscription period.





**"Product Upgrade Fee"** is a one-time purchase of the latest Major Product Upgrade for the licensed Software.

**"Services"** means any Consulting Services and/or Maintenance Support and/or managed services.

**"Software"** means the Prognosis software program(s), as described in the Order, (which are subject to change from time to time at the sole discretion of IR), the License Key, all accompanying Documentation and any updated or modified release that may be supplied by IR to the Licensee. Software also includes any Work Product.

**"Specifications"** means the Software specifications as published and updated by IR from time to time.

**"SOW"** or **"EO"** means a Statement of Work or Engagement Order respectively, defining requirements, deliverables and pricing for Consulting Services.

**"Subscription"** means a license to use the Software for a definitive period of time, that is not perpetual, as described in the relevant Order.

**"Subscription Fee"** means the fee specified in the Order that Licensee is charged for a Subscription to the Software for a defined period. The Subscription Fee includes both the License Fee and the Maintenance Fee, as stipulated in the Order.

**"System"** means the configuration of central processing units, terminals and other peripherals referred to in the applicable Order.

**"User(s)"** means a person or place (i.e. non-personal, common space, such as a conference room, reception foyer or server room) that is configured on a System being managed by the Software. Where a System does not have configurable Users, the number of unique extensions or resource identifiers will be a substitute.

**"Work Product"** includes, but is not limited to, notes, drawings, designs, technical data, ideas, know how, research, reports computer software, software Documentation and the like developed during, or resulting from, any Consulting Services.

**"Software Warranty Period"** means the ninety (90) days From the Effective Date.

Identical counterparts or photocopies of this Agreement may be executed by a duly authorized officer of each of the Parties.

By signing below, the Parties have executed this Agreement as of the Effective Date.

SIGNED By:

By its authorized officer:

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

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

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

SIGNED

By:

By its authorized officer:

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

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

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

**STATE OF MICHIGAN**

**Effective Date:**

\_\_\_\_\_ (day/month/year).

# **SCHEDULE H - EXHIBIT A**

## **Support Policies**



### **IR Customer Support Policy**

For 8x5 Customers

#### **IR Support**

*Effective 11th September 2023*





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## Introduction

### Objective

- This document describes the maintenance services offered by IR's Technical Support group. It describes the technical support process, including severity classification and escalation processes and IR's software release policy.

### Audience

- This document is intended for IR customers, clients, and partners, who have entered into an agreement for IR's products such as 'Collaborate', 'Transact' or 'Infrastructure' or are considering entering into such an agreement for IR's products.

### Background

- This document should be read in conjunction with the applicable agreement into which a customer has entered for purchase and use of the product. The agreement describes the products that are covered, the period of maintenance and the fees payable.
- No implied or explicit warranty is provided as part of this document.

## Technical Support Processes

### Support Scope

- Support is provided to assist customers to trouble shoot and resolve problems resulting from the use of IR products. The customer is expected to act as a partner in the resolution of an issue and as such will need to be available to work with IR to perform reasonable actions, such as the gathering of trouble shooting information.
- Support is NOT provided to ANY customer who has not paid for maintenance as described below.

### Terminology

<ul style="list-style-type: none"> <li>• Current Release</li> </ul>	<ul style="list-style-type: none"> <li>• The most recent full release of a product line. The current release is supported under the 'Full Support' phase (see below).</li> </ul>
<ul style="list-style-type: none"> <li>• +1 Release</li> </ul>	<ul style="list-style-type: none"> <li>• The full release available immediately prior to the current release. The +1 release is supported under the 'Essential Support' phase (see below).</li> </ul>
<ul style="list-style-type: none"> <li>• +2 Release</li> </ul>	<ul style="list-style-type: none"> <li>• The full release available immediately prior to the +1 release. The +2 release is supported under the 'Sustaining Support' phase (see below).</li> </ul>
<ul style="list-style-type: none"> <li>• Full Support</li> </ul>	<ul style="list-style-type: none"> <li>• Full Support includes all support services. This includes, but is not limited to:               <ul style="list-style-type: none"> <li>• Assistance using the product.</li> <li>• Provide a workaround or hotfix to address reported issues.</li> <li>• Create new patches at IR's discretion.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Essential Support</li> </ul>	<ul style="list-style-type: none"> <li>• Under Essential Support we will:               <ul style="list-style-type: none"> <li>• Provide assistance with using the product, though priority will be given to customers running the current release.</li> <li>• Make all existing patches and minor releases available.</li> <li>• Provide workarounds where possible.</li> <li>• ONLY create new fixes/updates for Priority 1 and 2 issues where no workaround is available. No fixes will be provided for Priority 3 and 4 issues.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Sustaining Support</li> </ul>	<ul style="list-style-type: none"> <li>• Under Sustaining Support conditions, we will:               <ul style="list-style-type: none"> <li>• Provide assistance with using the product, though priority will be given to customers running the current release.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Make all existing fixes/updates available.</li> <li>• Provide workarounds where possible.</li> <li>• May direct customers to upgrade to the current release.</li> </ul>
<ul style="list-style-type: none"> <li>• EOL</li> </ul>	<ul style="list-style-type: none"> <li>• EOL means:</li> <li>• IR Support will direct customers to upgrade Prognosis to the Full Support release.</li> <li>• Support services may be arranged with additional fees on a time and material basis.</li> </ul>
<ul style="list-style-type: none"> <li>• Hotfix</li> </ul>	<ul style="list-style-type: none"> <li>• A fix consisting of one or more files that needs to be deployed manually.</li> </ul>
<ul style="list-style-type: none"> <li>• Patch</li> </ul>	<ul style="list-style-type: none"> <li>• A version specific package that contains fixes created for product defects.</li> </ul>
<ul style="list-style-type: none"> <li>• Minor Release</li> </ul>	<ul style="list-style-type: none"> <li>• An upgrade package that contains new features or functionality. Access to new features or functionality may require the purchase or additional licensing.</li> </ul>
<ul style="list-style-type: none"> <li>• Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Customer has paid the applicable maintenance fee</li> </ul>

•

## Contacting IR Support or an Authorised IR Distributor

### Telephone

- Support via phone is available to all customers. Contact details for each region are included in this document in the section titled 'Global Technical Support Offices'.
- Support by phone is available on a 8x5 basis.

### Email

- Support via email is available to all customers, using the email address for your region as shown in the section titled 'Global Support Offices'. An initial response to emails will be sent within 1 business day of receipt. The use of email for logging critical issues is **STRONGLY** discouraged –We recommend contacting us via telephone to report any critical issues.
- Emails to support are responded to on a 8x5 basis, with personnel available in local business hours of all IR offices.

## Logging a Support Case

- All customers can open a support case by emailing [support@ir.com](mailto:support@ir.com). This will create a new support ticket and place it in a priority queue for the support team in your region. Tickets raised via email are normally responded to during local business hours. If you're experiencing a critical issue outside of normal business hours, please call the 8x5 support number and speak to a member of the support team. The regional case queues are not monitored on a 24x7 basis.

## Access to Knowledge Base and Downloads

- All customers can access product downloads, patches, Help documentation and search for solutions to known issues documented in the knowledge base by going to <https://help.ir.com> and registering for access.

## Global Technical Support Offices

- Support contact details for each office are as follows:

Region	Location	Telephone	Email
Asia Pacific (Head Office)	Sydney, Australia	+61 2 9921 1520	<a href="mailto:supportsydney@ir.com">supportsydney@ir.com</a>
Americas	Denver, USA	+1 866 379 3180 *	<a href="mailto:support.usa@ir.com">support.usa@ir.com</a>
Europe	London, UK	0808 238 0281 **	<a href="mailto:support.europe@ir.com">support.europe@ir.com</a>

\* Callers within North America. Callers from outside North America please call +1 303 390 8686.

\*\* Callers within UK. Callers from outside UK please call +44 1895 817 819.

## Contacting an Authorised IR Distributor

- For those customers who have entered into an agreement with an authorised and certified distributor, telephone and email contact may be made directly with the authorised distributor. They will supply a telephone number and email address for the customer to use for support calls. Resolution to customer problems will be delivered to the customer directly by the distributor, even when IR Technical Support is involved in the resolution.
- IR's Technical Support may contact the customer directly during Level 2 or Level 3 phases, to obtain further diagnostics, to seek clarification, to test workarounds, or to validate a proposed solution. In these cases, Global Technical Services will keep the distributor notified of all activities.

## Severity Classification, Initial Response and Escalation

- When a problem is logged with the Global Technical Support group, the Support Engineer will assess its severity based on the following criteria. Note that the severity classifications are based on the impact of the problem on the customer's business.

Severity Classification	Initial Response*	Resolution Goals**	Escalation Procedures
<ul style="list-style-type: none"> <li>1 – Critical</li> <li>PROGNOSIS is down or totally inoperative OR your business-critical applications are down, and you believe that PROGNOSIS is the cause.</li> </ul>	<ul style="list-style-type: none"> <li>IR will respond within 1 hour of notification of problem</li> </ul>	<ul style="list-style-type: none"> <li>IR will work continuously to provide a workaround or fix within 1 day.</li> <li>Where a satisfactory workaround is found and delivered, IR may incorporate a fix in the next release of the software at IR's discretion.</li> </ul>	<ul style="list-style-type: none"> <li>The engineer assigned to work the issue will inform the local support manager immediately. The local support manager will inform the customer's account manager as soon as possible.</li> <li>The Global Support Manager will be informed should the issue remain outstanding for greater than 12 hours from the initial report of the problem.</li> <li>The Global Support Manager will escalate with the Development Manager if the targeted resolution time of 1 business day to resolution is in danger of not being met.</li> <li>The customer can escalate the problem directly with the local Support Manager at any time.</li> <li></li> </ul>
<ul style="list-style-type: none"> <li>2 – High</li> <li>Business-critical PROGNOSIS metrics are unavailable or incorrect. PROGNOSIS is</li> </ul>	<ul style="list-style-type: none"> <li>IR will respond within 4 business hours of notification of</li> </ul>	<ul style="list-style-type: none"> <li>IR will work to provide a workaround or fix within 3 business days.</li> <li>Where a</li> </ul>	<ul style="list-style-type: none"> <li>The assigned support engineer will escalate this issue to the local Support Manager if at any time the targeted resolution time of 3 business days to resolution is in danger</li> </ul>

impeding the operation of business-critical applications.	problem	satisfactory workaround is found and delivered, IR may incorporate a fix in the next release of the software at IR's discretion.	of not being met. <ul style="list-style-type: none"><li>• The customer can escalate the problem directly with the local Support Manager at any time.</li></ul>
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<ul style="list-style-type: none"> <li>• 3 – Medium</li> <li>• A PROGNOSIS component is not operational, and this has minor negative impact on the customer's BUSINESS operations.</li> <li>• Eg: A business-critical metric is not available and thus cannot be monitored, leaving customer vulnerable to system problems.</li> </ul>	<ul style="list-style-type: none"> <li>• IR will respond within 1 business day of notification of problem</li> </ul>	<ul style="list-style-type: none"> <li>• IR will work to provide a workaround or fix within 15 business days</li> </ul>	<ul style="list-style-type: none"> <li>• The support engineer will escalate this issue to the local Support Manager if the targeted resolution of 15 business days is not met.</li> <li>• The customer can escalate the problem directly with the local Support Manager at any time.</li> </ul>
<ul style="list-style-type: none"> <li>• 4 - Low</li> <li>• A PROGNOSIS component is not operational but is not impacting customer's BUSINESS operations.</li> <li>• E.g.: A metric useful for capacity planning purposes is unavailable</li> </ul>	<ul style="list-style-type: none"> <li>• IR will respond to acknowledge receipt within 2 business day of notification of problem</li> </ul>	<ul style="list-style-type: none"> <li>• No targeted resolution time.</li> <li>• Problems in this category may be fixed in the next available release or patch as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• The customer can escalate the problem directly with the local Support Manager at any time.</li> </ul>

- **\* Initial Response** – The time begins when customer calls IR to report an issue/error. Customer can expect a returned call or email confirmation to begin case resolution during this time.
- **\*\*Resolution Goals** – This is the time it takes IR doing initial error isolation and root cause analysis on a best efforts basis to apply a workaround or fix to the reported error measured from the time at which the initial notification was made.



## Maintenance - Annual Maintenance Fee or Annual License Fee

- Note: This section is provided for information purposes and in no way supersedes the specific Terms and conditions of any individual contract.

### What is included?

- Access to Technical Support or an authorised distributor via portal, phone, or email, on a 8x5 basis, as defined in the End User License Agreement.
- Minor releases of the software as they become available. These are usually provided in the form of patches. Note that this does not extend to new products.

### What is NOT included?

- Major release which are stipulated under the arrangement of Product Assurance. See your account manager for more details.
- Support for items within the product that have been created by the user (scripts, user collectors etc.), though assistance may be provided where possible.
- Support for problems arising from use of IR software on unsupported platforms, or from the use of IR software in conjunction with unsupported applications.
- Support for customised scripts or packaging provided by IR at no cost to the customer, or that has been purchased as part of a service agreement through Consulting Services.
- Training in the use of the product. Note that assistance will be provided to aid in a customer's use of the product, but repeated issues that are a result of a user's lack of knowledge of IR's products maybe referred to training resources within IR.
- Field tests and beta trials are not covered. Support for any such test or trial, and the mechanisms by which it is provided will be negotiated and agreed upon in preparation for the test or trials.

### Payment Terms

- Maintenance is paid in accordance with the customer's specific contract; usually this is annual in advance.
- For products licensed under an Annual License Fee, maintenance services are included in the license fee. Such customers lose the right to use the software as well as rights to maintenance services if they cease paying Annual License Fees.

### Maintenance Re-instatement

- Maintenance that has lapsed due to non-payment of the annual maintenance fee can be re-instated with the following conditions:
- Backdated maintenance must be paid in full. This amount will be backdated to the time that the previous maintenance period expired.
- Additional 12 months maintenance must be paid in full.

## Software Releases and the Product Support Lifecycle

### Major Releases

- Major releases generally occur every 12-18 months. This timeframe is a guide only and is subject to change at the discretion of IR. A major release will usually include architectural changes in the product, as well as new and improved functionality. It will be made available on one or more platforms.

### Minor Releases

- Minor releases generally occur every 6-12 months. This timeframe is a guide only and subject to change at the discretion of IR. A minor release will usually include new functionality that utilise the architecture of the major release for which they are designed and built. The content of minor releases, and the frequency of their release are determined by IR.

### Patches

- A patch is a PROGNOSIS version-specific file that includes one or more fixes for code defects. Patches are 'platform specific' and will include fixes or updates that are relevant for that platform, however all fixes and updates are described in the corresponding readme.txt.
- Patches are made available to all customers at the time of their release. The release of an update that addresses a critical problem will be communicated to the customer where possible.
- Instructions on how to install an update can be found in the 'Installation Guide.pdf', which is located in the 'documentation' folder, under the PROGNOSIS installation location on a windows machine where the GUI is installed. This file can also be accessed from the Start Menu on the same machines.

### Hotfixes

- In situations where a customer requires a fix or workaround to address a code defect quickly, IR may provide a hotfix to address an issue. A hotfix may include one or more files that need to be deployed manually onto the customer system the issue was reported on. A hotfix will normally be incorporated into the next patch for the Prognosis version it was identified in, as well as all subsequent versions.
- 

### Product Support Lifecycle

- The current release of the product is supported under Full Support conditions.
- The +1 release of the product is supported under Essential Support conditions.
- The +2 release of the product is supported under Sustaining Support conditions.

For an explanation of what is provided under each of these support lifecycle periods, please see the section titled "Terminology".



**STATE OF MICHIGAN PROCUREMENT**  
Department of Technology, Management & Budget  
320 S. Walnut St., Lansing, Michigan  
P.O. BOX 30026 Lansing, MI 48909

**NOTICE OF CONTRACT**

NOTICE OF CONTRACT NO. **220000001481**  
between  
THE STATE OF MICHIGAN  
and

<b>CONTRACTOR</b>	World Wide Technology, LLC
	1 World Wide Way
	St. Louis, MO 63146
	Josh Skipp
	616-283-1789
	josh.skipp@wwt.com
	VS0129984

<b>STATE</b>	Program Manager	Ashley Adrian	DTMB
		517-331-4622	
		adriana1@michigan.gov	
	Contract Administrator	Lauren Stempek	DTMB
		517-243-4008	
		stempekl@michigan.gov	

CONTRACT SUMMARY			
<b>DESCRIPTION: Voice Provisioning Manager</b>			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 29, 2022	September 28, 2027	5 – 1 Year	September 28, 2027
PAYMENT TERMS		DELIVERY TIMEFRAME	
Net 45			
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-card <input type="checkbox"/> Payment Request (PRC) <input type="checkbox"/> Other			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS			
MISCELLANEOUS INFORMATION			
ESTIMATED CONTRACT VALUE AT TIME OF EXECUTION			\$849,003.48

CONTRACT NO. 220000001481

**FOR THE CONTRACTOR:**

\_\_\_\_\_  
**Company Name**

\_\_\_\_\_  
**Authorized Agent Signature**

\_\_\_\_\_  
**Authorized Agent** (Print or Type)

\_\_\_\_\_  
**Date**

**FOR THE STATE:**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Name & Title**

\_\_\_\_\_  
**Agency**

\_\_\_\_\_  
**Date**

## STATE OF MICHIGAN

### SOFTWARE TERMS AND CONDITIONS

These Terms and Conditions, together with all Schedules (including the Statement(s) of Work), Exhibits and any other applicable attachments or addenda (Collectively this "Contract") are agreed to between the State of Michigan (the "**State**") and [INSERT COMPANY NAME] ("**Contractor**"), a [INSERT STATE & ENTITY STATUS, E.G., A MICHIGAN CORPORATION OR A TEXAS LIMITED LIABILITY COMPANY]. This Contract is effective on [MONTH, DAY, YEAR] ("**Effective Date**"), and unless terminated, will expire on [MONTH, DAY, YEAR] (the "**Term**").

This Contract may be renewed for up to [Insert # of Renewal Options] additional [Insert # of Years Per Renewal Option] year period(s). Renewal is at the sole discretion of the State and will automatically extend the Term of this Contract. The State will document its exercise of renewal options via Contract Change Notice.]

#### 1. **Definitions.** For the purposes of this Contract, the following terms have the following meanings:

"**Acceptance**" has the meaning set forth in **Section 9**.

"**Acceptance Tests**" means such tests as may be conducted in accordance with **Section 9.1** and a Statement of Work to determine whether the Software meets the requirements of this Contract and the Documentation.

"**Affiliate**" of a Person means any other Person that directly or indirectly, through one or more intermediaries, controls, is controlled by, or is under common control with, such Person. For purposes of this definition, the term "control" (including the terms "controlled by" and "under common control with") means the direct or indirect ownership of more than fifty percent (50%) of the voting securities of a Person.

"**Allegedly Infringing Materials**" has the meaning set forth in **Section 17.2(b)**.

"**Approved Third Party Components**" means all third party components, including Open-Source Components, that are included in or used in connection with the Software and are specifically identified by Contractor in the Contractor's Bid Response or as part of the State's Security Accreditation Process defined in Schedule E – Data Security Schedule.

"**Authorized Users**" means all Persons authorized by the State to access and use the Software under this Contract, subject to the maximum number of users specified in the applicable Statement of Work.

"**Business Day**" means a day other than a Saturday, Sunday or other day on which the State is authorized or required by law to be closed for business.

"**Business Requirements Specification**" means the initial specification setting forth the State's business requirements regarding the features and functionality of the Software, as set forth in a Statement of Work.

"**Change**" has the meaning set forth in **Section 2.2**.

"**Change Notice**" has the meaning set forth in **Section 2.2(b)**.

"**Change Proposal**" has the meaning set forth in **Section 2.2(a)**.

**“Change Request”** has the meaning set forth in **Section 2.2**.

**“Confidential Information”** has the meaning set forth in **Section 22.1**.

**“Configuration”** means State-specific changes made to the Software without Source Code or structural data model changes occurring.

**“Contract”** has the meaning set forth in the preamble.

**“Contract Administrator”** is the individual appointed by each party to (a) administer the terms of this Contract, and (b) approve any Change Notices under this Contract. Each party’s Contract Administrator will be identified in a Statement of Work.

**“Contractor”** has the meaning set forth in the preamble.

**“Contractor’s Bid Response”** means the Contractor’s proposal submitted in response to the Solicitation Type.

**“Contractor Hosted”** means the Hosted Services are provided by Contractor or one or more of its Permitted Subcontractors.

**“Contractor Personnel”** means all employees of Contractor or any subcontractors or Permitted Subcontractors involved in the performance of Services hereunder.

**“Contractor Project Manager”** means the individual appointed by Contractor and identified in a Statement of Work to serve as the primary contact with regard to services, to monitor and coordinate the day-to-day activities of this Contract, and to perform other duties as may be further defined in this Contract, including an applicable Statement of Work.

**“Customization”** means State-specific changes to the Software’s underlying Source Code or structural data model changes.

**“Deliverables”** means the Software, and all other documents and other materials that Contractor is required to or otherwise does provide to the State under this Contract and otherwise in connection with any Services, including all items specifically identified as Deliverables in a Statement of Work and all Work Product.

**“Deposit Material”** refers to material required to be deposited pursuant to **Section 28**.

**“Documentation”** means all user manuals, operating manuals, technical manuals and any other instructions, specifications, documents or materials, in any form or media, that describe the functionality, installation, testing, operation, use, maintenance, support, technical or other components, features or requirements of the Software.

**“DTMB”** means the Michigan Department of Technology, Management and Budget.

**“Effective Date”** has the meaning set forth in the preamble.

**“Fees”** means the fees set forth in the Pricing Schedule attached as **Schedule B**.

**“Financial Audit Period”** has the meaning set forth in **Section 23.1**.

**“Harmful Code”** means any software, hardware or other technologies, devices or means, the purpose or effect of which is to: (a) permit unauthorized access to, or to destroy, disrupt, disable, encrypt, modify, copy, or otherwise harm or impede in any manner, any (i) computer, software, firmware, data, hardware, system or network, or (ii) any application or function of any of the foregoing or the integrity, use or operation of any data Processed thereby; or (b) prevent the State or any Authorized User from accessing or using the Services as intended by this Contract, and includes any virus, bug, trojan horse, worm, backdoor or other malicious computer code and any time bomb or drop dead device.

**“HIPAA”** has the meaning set forth in **Section 21.1**.

**“Hosted Services”** means the hosting, management and operation of the Operating Environment, Software, other services (including support and subcontracted services), and related resources for remote electronic access and use by the State and its Authorized Users, including any services and facilities related to disaster recovery obligations.

**“Implementation Plan”** means the schedule included in a Statement of Work setting forth the sequence of events for the performance of Services under a Statement of Work, including the Milestones and Milestone Dates.

**“Integration Testing”** has the meaning set forth in **Section 9.2(a)**.

**“Intellectual Property Rights”** means all or any of the following: (a) patents, patent disclosures, and inventions (whether patentable or not); (b) trademarks, service marks, trade dress, trade names, logos, corporate names, and domain names, together with all of the associated goodwill; (c) copyrights and copyrightable works (including computer programs), mask works and rights in data and databases; (d) trade secrets, know-how and other confidential information; and (e) all other intellectual property rights, in each case whether registered or unregistered and including all applications for, and renewals or extensions of, such rights, and all similar or equivalent rights or forms of protection provided by applicable law in any jurisdiction throughout the world.

**“Key Personnel”** means any Contractor Personnel identified as key personnel in the Contract.

**“Loss or Losses”** means all losses, including but not limited to, damages, liabilities, deficiencies, claims, actions, judgments, settlements, interest, awards, penalties, fines, costs or expenses of whatever kind, including reasonable attorneys' fees and the costs of enforcing any right to indemnification hereunder and the cost of pursuing any insurance providers.

**“Maintenance Release”** means any update, upgrade, release or other adaptation or modification of the Software, including any updated Documentation, that Contractor may generally provide to its licensees from time to time during the Term, which may contain, among other things, error corrections, enhancements, improvements or other changes to the user interface, functionality, compatibility, capabilities, performance, efficiency or quality of the Software.

**“Milestone”** means an event or task described in the Implementation Plan under a Statement of Work that must be completed by the corresponding Milestone Date.

**“Milestone Date”** means the date by which a particular Milestone must be completed as set forth in the Implementation Plan under a Statement of Work.

**“New Version”** means any new version of the Software, including any updated Documentation, that the Contractor may from time to time introduce and market generally as a distinct licensed product, as may be indicated by Contractor's designation of a new version number.

**"Nonconformity" or "Nonconformities"** means any failure or failures of the Software to conform to the requirements of this Contract, including any applicable Documentation.

**"Open-Source Components"** means any software component that is subject to any open-source copyright license agreement, including any GNU General Public License or GNU Library or Lesser Public License, or other obligation, restriction or license agreement that substantially conforms to the Open Source Definition as prescribed by the Open Source Initiative or otherwise may require disclosure or licensing to any third party of any source code with which such software component is used or compiled.

**"Operating Environment"** means, collectively, the platform, environment and conditions on, in or under which the Software is intended to be installed and operate, as set forth in a Statement of Work, including such structural, functional and other features, conditions and components as hardware, operating software, system architecture, configuration, computing hardware, ancillary equipment, networking, software, firmware, databases, data, and electronic systems (including database management systems).

**"PAT"** means a document or product accessibility template, including any Information Technology Industry Council Voluntary Product Accessibility Template or VPAT®, that specifies how information and software products, such as websites, applications, software and associated content, conform to WCAG 2.0 Level AA.

**"Permitted Subcontractor"** means any third party hired by Contractor to perform Services for the State under this Contract or have access to State Data.

**"Person"** means an individual, corporation, partnership, joint venture, limited liability company, governmental authority, unincorporated organization, trust, association or other entity.

**"Pricing Schedule"** means the schedule attached as **Schedule B**.

**"Process"** means to perform any operation or set of operations on any data, information, material, work, expression or other content, including to (a) collect, receive, input, upload, download, record, reproduce, store, organize, combine, log, catalog, cross-reference, manage, maintain, copy, adapt, alter, translate or make other improvements or derivative works, (b) process, retrieve, output, consult, use, disseminate, transmit, submit, post, transfer, disclose or otherwise provide or make available, or (c) block, erase or destroy. **"Processing"** and **"Processed"** have correlative meanings.

**"Representatives"** means a party's employees, officers, directors, partners, shareholders, agents, attorneys, successors and permitted assigns.

**"RFP"** means the State's request for proposal designed to solicit responses for Services under this Contract.

**"Services"** means any of the services, including but not limited to, Hosted Services, Contractor is required to or otherwise does provide under this Contract.

**"Service Level Agreement"** means the schedule attached as **Schedule D**, setting forth the Support Services Contractor will provide to the State, and the parties' additional rights and obligations with respect thereto.

**"Site"** means the physical location designated by the State in, or in accordance with, this Contract or a Statement of Work for delivery and installation of the Software.



**“Software”** means the software Contractor is providing, as set forth in a Statement of Work, and any Maintenance Releases or New Versions provided to the State and any Customizations or Configurations made by or for the State pursuant to this Contract, and all copies of the foregoing permitted under this Contract.

**“Source Code”** means the human readable source code of the Software to which it relates, in the programming language in which the Software was written, together with all related flow charts and technical documentation, including a description of the procedure for generating object code, all of a level sufficient to enable a programmer reasonably fluent in such programming language to understand, build, operate, support, maintain and develop modifications, upgrades, updates, adaptations, enhancements, new versions and other derivative works and improvements of, and to develop computer programs compatible with, the Software.

**“Specifications”** means, for the Software, the specifications collectively set forth in the Business Requirements Specification, Technical Specification, Documentation, Request for Proposal, or Contractor’s Bid Response, if any, for such Software, or elsewhere in a Statement of Work.

**“State”** means the State of Michigan.

**“State Data”** has the meaning set forth in **Section 21.1**.

**“State Hosted”** means the Hosted Services are not provided by Contractor or one or more of its Permitted Subcontractors.

**“State Materials”** means all materials and information, including documents, data, know-how, ideas, methodologies, specifications, software, content and technology, in any form or media, directly or indirectly provided or made available to Contractor by or on behalf of the State in connection with this Contract.

**“State Program Managers”** are the individuals appointed by the State, or their designees, to (a) monitor and coordinate the day-to-day activities of this Contract; (b) co-sign off on Acceptance of the Software and other Deliverables; and (c) perform other duties as may be specified in a Statement of Work Program Managers will be identified in a Statement of Work.

**“State Systems”** means the information technology infrastructure, including the computers, software, databases, electronic systems (including database management systems) and networks, of the State or any of its designees.

**“Statement of Work”** means any statement of work entered into by the parties and incorporated into this Contract. The initial Statement of Work is attached as **Schedule A**.

**“Stop Work Order”** has the meaning set forth in **Section 15**.

**“Support Services”** means the software maintenance and support services Contractor is required to or otherwise does provide to the State under the Service Level Agreement.

**“Technical Specification”** means, with respect to any Software, the document setting forth the technical specifications for such Software and included in a Statement of Work.

**“Term”** has the meaning set forth in the preamble.

**“Testing Period”** has the meaning set forth in **Section 9.1(b)**.

**"Transition Period"** has the meaning set forth in **Section 16.3**.

**"Transition Responsibilities"** has the meaning set forth in **Section 16.3**.

**"Unauthorized Removal"** has the meaning set forth in **Section 2.5(b)**.

**"Unauthorized Removal Credit"** has the meaning set forth in **Section 2.5(c)**.

**"User Data"** means all data, information and other content of any type and in any format, medium or form, whether audio, visual, digital, screen, GUI or other, that is input, uploaded to, placed into or collected, stored, Processed, generated or output by any device, system or network by or on behalf of the State, including any and all works, inventions, data, analyses and other information and materials resulting from any use of the Software by or on behalf of the State under this Contract, except that User Data does not include the Software or data, information or content, including any GUI, audio, visual or digital or other display or output, that is generated automatically upon executing the Software without additional user input without the inclusion of user derived Information or additional user input.

**"Warranty Period"** means the ninety (90) calendar-day period commencing on the date of the State's Acceptance of the Software and for which Support Services are provided free of charge.

**"WCAG 2.0 Level AA"** means level AA of the World Wide Web Consortium Web Content Accessibility Guidelines version 2.0.

**"Work Product"** means all State-specific deliverables that Contractor is required to, or otherwise does, provide to the State under this Contract including but not limited to Customizations, application programming interfaces, computer scripts, macros, user interfaces, reports, project management documents, forms, templates, and other State-specific documents and related materials together with all ideas, concepts, processes, and methodologies developed in connection with this Contract whether or not embodied in this Contract.

**2. Duties of Contractor.** Contractor will provide Services and Deliverables pursuant to Statement(s) of Work entered into under this Contract. Contractor will provide all Services and Deliverables in a timely, professional manner and in accordance with the terms, conditions, and Specifications set forth in this Contract and the Statement(s) of Work.

**2.1 Statement of Work Requirements.** No Statement of Work will be effective unless signed by each party's Contract Administrator. The term of each Statement of Work will commence on the parties' full execution of a Statement of Work and terminate when the parties have fully performed their obligations. The terms and conditions of this Contract will apply at all times to any Statements of Work entered into by the parties and incorporated into this Contract. The State will have the right to terminate such Statement of Work as set forth in **Section 16**. Contractor acknowledges that time is of the essence with respect to Contractor's obligations under each Statement of Work and agrees that prompt and timely performance of all such obligations in accordance with this Contract and the Statements of Work (including the Implementation Plan and all Milestone Dates) is strictly required.

**2.2 Change Control Process.** The State may at any time request in writing (each, a **"Change Request"**) changes to a Statement of Work, including changes to the Services and Implementation Plan (each, a **"Change"**). Upon the State's submission of a Change Request, the parties will evaluate and implement all Changes in accordance with this **Section 2.2**.

As soon as reasonably practicable, and in any case within twenty (20) Business Days following receipt of a Change Request, Contractor will provide the State with a written proposal for implementing the requested Change (**"Change Proposal"**), setting forth:

- (i) a written description of the proposed Changes to any Services or Deliverables;
- (ii) an amended Implementation Plan reflecting: (A) the schedule for commencing and completing any additional or modified Services or Deliverables; and (B) the effect of such Changes, if any, on completing any other Services under a Statement of Work;
- (iii) any additional State Resources Contractor deems necessary to carry out such Changes; and
- (iv) any increase or decrease in Fees resulting from the proposed Changes, which increase or decrease will reflect only the increase or decrease in time and expenses Contractor requires to carry out the Change.

(b) Within thirty (30) Business Days following the State's receipt of a Change Proposal, the State will by written notice to Contractor, approve, reject, or propose modifications to such Change Proposal. If the State proposes modifications, Contractor must modify and re-deliver the Change Proposal reflecting such modifications, or notify the State of any disagreement, in which event the parties will negotiate in good faith to resolve their disagreement. Upon the State's approval of the Change Proposal or the parties' agreement on all proposed modifications, as the case may be, the parties will execute a written agreement to the Change Proposal ("**Change Notice**"), which Change Notice will be signed by the State's Contract Administrator and will constitute an amendment to a Statement of Work to which it relates; and

(c) If the parties fail to enter into a Change Notice within fifteen (15) Business Days following the State's response to a Change Proposal, the State may, in its discretion:

- (i) require Contractor to perform the Services under a Statement of Work without the Change;
- (ii) require Contractor to continue to negotiate a Change Notice;
- (iii) initiate a Dispute Resolution Procedure; or
- (iv) notwithstanding any provision to the contrary in a Statement of Work, terminate this Contract under **Section 16.1**.

(d) No Change will be effective until the parties have executed a Change Notice. Except as the State may request in its Change Request or otherwise in writing, Contractor must continue to perform its obligations in accordance with a Statement of Work pending negotiation and execution of a Change Notice. Contractor will use its best efforts to limit any delays or Fee increases from any Change to those necessary to perform the Change in accordance with the applicable Change Notice. Each party is responsible for its own costs and expenses of preparing, evaluating, negotiating, and otherwise processing any Change Request, Change Proposal, and Change Notice.

(e) The performance of any functions, activities, tasks, obligations, roles and responsibilities comprising the Services as described in this Contract are considered part of the Services and, thus, will not be considered a Change. This includes the delivery of all Deliverables in accordance with their respective Specifications, and the diagnosis and correction of Non-Conformities discovered in Deliverables prior to their Acceptance by the State or, subsequent to their Acceptance by the State, as necessary for Contractor to fulfill its associated warranty requirements and its Support Services under this Contract.

(f) Contractor may, on its own initiative and at its own expense, prepare and submit its own Change Request to the State. However, the State will be under no obligation to approve or otherwise respond to a Change Request initiated by Contractor.

### 2.3 Contractor Personnel.

(a) Contractor is solely responsible for all Contractor Personnel and for the payment of their compensation, including, if applicable, withholding of income taxes, and the payment and withholding of social security and other payroll taxes, unemployment insurance, workers' compensation insurance payments and disability benefits.

(b) Prior to any Contractor Personnel performing any Services, Contractor will:

(i) ensure that such Contractor Personnel have the legal right to work in the United States;

(ii) upon request, require such Contractor Personnel to execute written agreements, in form and substance acceptable to the State, that bind such Contractor Personnel to confidentiality provisions that are at least as protective of the State's information (including all Confidential Information) as those contained in this Contract; and

(iii) upon request, or as otherwise specified in a Statement of Work, perform background checks on all Contractor Personnel prior to their assignment. The scope is at the discretion of the State and documentation must be provided as requested. Contractor is responsible for all costs associated with the requested background checks. The State, in its sole discretion, may also perform background checks on Contractor Personnel. Pursuant to Michigan law, all agencies subject to IRS Pub. 1075 are required to ask the Michigan State Police to perform fingerprint background checks on all employees, including Contractor and subcontractor employees, who may have access to any database of information maintained by the federal government that contains confidential or personal information, including, but not limited to, federal tax information. Further, pursuant to Michigan law, any agency described above is prohibited from providing Contractors or subcontractors with the result of such background check. For more information, please see Michigan Public Act 427 of 2018.

(c) Contractor and all Contractor Personnel will comply with all rules, regulations, and policies of the State that are communicated to Contractor in writing, including security procedures concerning systems and data and remote access, building security procedures, including the restriction of access by the State to certain areas of its premises or systems, and general health and safety practices and procedures.

(d) The State reserves the right to require the removal of any 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. Replacement personnel for the removed person must be fully qualified for the position. If the State exercises this right, and Contractor cannot immediately replace the removed personnel, the State agrees to negotiate an equitable adjustment in schedule or other terms that may be affected by the State's required removal.

2.4 Contractor Project Manager. Throughout the Term of this Contract, Contractor must maintain a Contractor employee acceptable to the State to serve as Contractor Project Manager, who will be considered Key Personnel of Contractor. Contractor Project Manager will be identified in a Statement of Work.

(a) Contractor Project Manager must:

(i) have the requisite authority, and necessary skill, experience, and qualifications, to perform in such capacity;

(ii) be responsible for overall management and supervision of Contractor's performance under this Contract; and

(iii) be the State's primary point of contact for communications with respect to this Contract, including with respect to giving and receiving all day-to-day approvals and consents.

(b) Contractor Project Manager must attend all regularly scheduled meetings as set forth in the Implementation Plan and will otherwise be available as set forth in a Statement of Work.

(c) Contractor will maintain the same Contractor Project Manager throughout the Term of this Contract, unless:

(i) the State requests in writing the removal of Contractor Project Manager;

(ii) the State consents in writing to any removal requested by Contractor in writing;

(iii) Contractor Project Manager ceases to be employed by Contractor, whether by resignation, involuntary termination or otherwise.

(d) Contractor will promptly replace its Contractor Project Manager on the occurrence of any event set forth in **Section 2.4(c)**. Such replacement will be subject to the State's prior written approval.

#### 2.5 Contractor's Key Personnel.

(a) The State has 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 will notify the State of the proposed assignment, introduce the individual to the State Program Managers or their designees, and 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 will provide a written explanation including reasonable detail outlining the reasons for the rejection.

(b) Contractor will not remove any Key Personnel from their assigned roles on this 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**"). An Unauthorized Removal 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. Any Unauthorized Removal may be considered by the State to be a material breach of this Contract, in respect of which the State may elect to terminate this Contract for cause under **Section 16.1**.

(c) It is further acknowledged that an Unauthorized Removal will interfere with the timely and proper completion of this Contract, to the loss and damage of the State, and that it would be impracticable and extremely difficult to determine and remedy 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 16**, Contractor will issue to the State an amount equal to \$25,000 per individual (each, an "**Unauthorized Removal Credit**").

(d) Contractor acknowledges and agrees that each of the Unauthorized Removal Credits assessed under **Subsection 2.5(c)** above: (i) is a reasonable estimate of and compensation for the anticipated or actual harm to the State that may arise from the Unauthorized Removal, which would be impossible or very difficult to accurately estimate; and (ii) may, at the State's option, be credited or set off against any Fees or other charges payable to Contractor under this Contract.

2.6 Subcontractors. Contractor must obtain prior written approval of the State, which consent may be given or withheld in the State's sole discretion, before engaging any Permitted Subcontractor to provide Services to

the State under this Contract. Third parties otherwise retained by Contractor to provide Contractor or other clients of contractor with services are not Permitted Subcontractors, and therefore do not require prior approval by the State. Engagement of any subcontractor or Permitted Subcontractor by Contractor does not relieve Contractor of its representations, warranties or obligations under this Contract. Without limiting the foregoing, Contractor will:

(a) be responsible and liable for the acts and omissions of each such subcontractor (including such Permitted Subcontractor and Permitted Subcontractor's employees who, to the extent providing Services or Deliverables, will be deemed Contractor Personnel) to the same extent as if such acts or omissions were by Contractor or its employees;

(b) name the State a third-party beneficiary under Contractor's Contract with each Permitted Subcontractor with respect to the Services;

(c) be responsible for all fees and expenses payable to, by or on behalf of each Permitted Subcontractor in connection with this Contract, including, if applicable, withholding of income taxes, and the payment and withholding of social security and other payroll taxes, unemployment insurance, workers' compensation insurance payments and disability benefits; and

(d) notify the State of the location of the Permitted Subcontractor and indicate if it is located within the continental United States.

**3. Notices.** All notices and other communications required or permitted under this Contract must be in writing and will be considered given and received: (a) when verified by written receipt if sent by courier; (b) when actually received if sent by mail without verification of receipt; or (c) when verified by automated receipt or electronic logs if sent by facsimile or email.

If to State:	If to Contractor:
[Name]	World Wide Technology, LLC
[Street Address]	Attn: Legal & Compliance – Public Sector/SLED Counsel
[City, State, Zip]	1 World Wide Way
[Email]	St. Louis, MO 63146
[Phone]	<a href="mailto:Legal_Notices@wwt.com">Legal_Notices@wwt.com</a>
	800-432-7008

**4. Insurance.** Contractor must maintain the minimum insurances identified in the Insurance Schedule attached as **Schedule C**.

## **5. Software License.**

**5.1 Subscription License.** See Schedule F. **6. State License Grant to Contractor.** The State hereby grants to Contractor a limited, non-exclusive, non-transferable license (i) to use the State's (or individual agency's, department's or division's) name, trademarks, service marks or logos, solely in accordance with the State's specifications, and (ii) to display, reproduce, distribute and transmit in digital form the State's (or individual agency's, department's or division's) name, trademarks, service marks or logos in connection with promotion of the Services as communicated to Contractor by the State. Use of the State's (or individual agency's, department's or division's) name, trademarks, service marks or logos will be specified in the applicable Statement of Work. Contractor is provided a limited license to State Materials for the sole and exclusive purpose of providing the Services.

**7. Third Party Components.** Contractor may use Third Party Components in the provision of deliverables, solely pursuant to the terms and conditions under which such Third Party Components were purchased or licensed. At least 30 days prior to adding new Third Party Components, Contractor will provide the State with notification information identifying and describing the addition. Throughout the Term, on an annual basis, Contractor will provide updated information identifying and describing any Approved Third Party Components included in the Software.

## 8. Intellectual Property Rights

### 8.1 Ownership Rights in Software

(a) For purposes of this **Section 7** only, the term "Software" does not include Customizations.

(b) Subject to the rights and licenses granted by Contractor in this Contract and the provisions of **Section 7.1(c)**:

(i) Contractor reserves and retains its entire right, title and interest in and to all Intellectual Property Rights arising out of or relating to the Software; and

(ii) none of the State or Authorized Users acquire any ownership of Intellectual Property Rights in or to the Software or Documentation as a result of this Contract.

(c) As between the State, on the one hand, and Contractor, on the other hand, the State has, reserves and retains, sole and exclusive ownership of all right, title and interest in and to State Materials, User Data, including all Intellectual Property Rights arising therefrom or relating thereto.

8.2 The State is and will be the sole and exclusive owner of all right, title, and interest in and to all Work Product developed exclusively for the State under this Contract, and detailed as developed exclusively for the State in an applicable Statement of Work under this Contract, including all Intellectual Property Rights. In furtherance of the foregoing:

(a) Contractor hereby:

(i) assigns, transfers, and otherwise conveys to the State, irrevocably and in perpetuity, throughout the universe, all right, title, and interest in and to such Work Product, including all Intellectual Property Rights; and

(ii) irrevocably waives any and all claims Contractor may now or hereafter have in any jurisdiction to so-called "moral rights" or rights of *droit moral* with respect to the Work Product.

## 9. Software Implementation.

9.1 Implementation. Contractor will as applicable; deliver, install, configure, integrate, and otherwise provide and make fully operational the Software on or prior to the applicable Milestone Date in accordance with the criteria set forth in a Statement of Work and the Implementation Plan.

9.2 Site Preparation. Unless otherwise set forth in a Statement of Work, Contractor is responsible for ensuring the relevant Operating Environment is set up and in working order to allow Contractor to deliver and install the Software on or prior to the applicable Milestone Date. Contractor will provide the State with such notice as is specified in a Statement of Work, prior to delivery of the Software to give the State sufficient time to prepare for Contractor's delivery and installation of the Software. If the State is responsible for Site preparation, Contractor will provide such assistance as the State requests to complete such preparation on a timely basis.

## 10. Software Acceptance Testing.

### 10.1 Acceptance Testing.

(a) Unless otherwise specified in a Statement of Work, upon installation of the Software, or in the case of Contractor Hosted Software, when Contractor notifies the State in writing that the Hosted Services are ready



for use in a production environment, Acceptance Tests will be conducted as set forth in this **Section 9** to ensure the Software conforms to the requirements of this Contract, including the applicable Specifications and Documentation.

(b) All Acceptance Tests will take place at the designated Site(s) in the Operating Environment described in a Statement of Work, commence on the Business Day following installation of the Software, or the receipt by the State of the notification in **Section 9.1(a)**, and be conducted diligently for up to thirty (30) Business Days, or such other period as may be set forth in a Statement of Work (the "**Testing Period**"). Acceptance Tests will be conducted by the party responsible as set forth in a Statement of Work or, if a Statement of Work does not specify, the State, provided that:

(i) for Acceptance Tests conducted by the State, if requested by the State, Contractor will make suitable Contractor Personnel available to observe or participate in such Acceptance Tests; and

(ii) for Acceptance Tests conducted by Contractor, the State has the right to observe or participate in all or any part of such Acceptance Tests.

10.2 Contractor is solely responsible for all costs and expenses related to Contractor's performance of, participation in, and observation of Acceptance Testing.

(a) Upon delivery and installation of any application programming interfaces, Configuration or Customizations, or any other applicable Work Product, to the Software under a Statement of Work, additional Acceptance Tests will be performed on the modified Software as a whole to ensure full operability, integration, and compatibility among all elements of the Software ("**Integration Testing**"). Integration Testing is subject to all procedural and other terms and conditions set forth in **Section 9.1**, **Section 9.4**, and **Section 9.5**.

(b) The State may suspend Acceptance Tests and the corresponding Testing Period by written notice to Contractor if the State discovers a material Non-Conformity in the tested Software or part or feature of the Software. In such event, Contractor will immediately, and in any case within ten (10) Business Days, correct such Non-Conformity, whereupon the Acceptance Tests and Testing Period will resume for the balance of the Testing Period.

10.3 Notices of Completion, Non-Conformities, and Acceptance. Within fifteen (15) Business Days following the completion of any Acceptance Tests, including any Integration Testing, the party responsible for conducting the tests will prepare and provide to the other party written notice of the completion of the tests. Such notice must include a report describing in reasonable detail the tests conducted and the results of such tests, including any uncorrected Non-Conformity in the tested Software.

(a) If such notice is provided by either party and identifies any Non-Conformities, the parties' rights, remedies, and obligations will be as set forth in **Section 9.4** and **Section 9.5**.

(b) If such notice is provided by the State, is signed by the State Program Managers or their designees, and identifies no Non-Conformities, such notice constitutes the State's Acceptance of such Software.

(c) If such notice is provided by Contractor and identifies no Non-Conformities, the State will have thirty (30) Business Days to use the Software in the Operating Environment and determine, in the exercise of its sole discretion, whether it is satisfied that the Software contains no Non-Conformities, on the completion of which the State will, as appropriate:

(i) notify Contractor in writing of Non-Conformities the State has observed in the Software and of the State's non-acceptance thereof, whereupon the parties' rights, remedies and obligations will be as set forth in **Section 9.4** and **Section 9.5**; or



(ii) provide Contractor with a written notice of its Acceptance of such Software, which must be signed by the State Program Managers or their designees.

10.4 Failure of Acceptance Tests. If Acceptance Tests identify any Non-Conformities, Contractor, at Contractor's sole cost and expense, will remedy all such Non-Conformities and re-deliver the Software, in accordance with the requirements set forth in a Statement of Work. Redelivery will occur as promptly as commercially possible and, in any case, within thirty (30) Business Days following, as applicable, Contractor's:

(a) completion of such Acceptance Tests, in the case of Acceptance Tests conducted by Contractor;  
or

(b) receipt of the State's notice under **Section 9.1(a)** or **Section 9.3(c)(i)**, identifying any Non-Conformities.

10.5 Repeated Failure of Acceptance Tests. If Acceptance Tests identify any Non-Conformity in the Software after a second or subsequent delivery of the Software, or Contractor fails to re-deliver the Software on a timely basis, the State may, in its sole discretion, by written notice to Contractor:

(a) continue the process set forth in this **Section 9**;

(b) accept the Software as a nonconforming deliverable, in which case the Fees for such Software will be reduced equitably to reflect the value of the Software as received relative to the value of the Software had it conformed; or

(c) deem the failure to be a non-curable material breach of this Contract and a Statement of Work and terminate this Contract for cause in accordance with **Section 16.1**.

10.6 Acceptance. Acceptance ("**Acceptance**") of the Software (subject, where applicable, to the State's right to Integration Testing) and any Deliverables will occur on the date that is the earliest of the State's delivery of a notice accepting the Software or Deliverables under **Section 9.3(b)**, or **Section 9.3(c)(ii)**.

## **11. Non-Software Acceptance.**

11.1 All other non-Software Services and Deliverables are subject to inspection and testing by the State within 30 calendar days of the State's receipt of them ("State Review Period"), unless otherwise provided in the Statement of Work. If the non-Software Services and Deliverables are not fully accepted by the State, the State will notify Contractor by the end of the State Review Period that either: (a) the non-Software Services and Deliverables are accepted but noted deficiencies must be corrected; or (b) the non-Software Services and Deliverables are rejected. If the State finds material deficiencies, it may: (i) reject the non-Software Services and Deliverables without performing any further inspections; (ii) demand performance at no additional cost; or (iii) terminate this Contract in accordance with **Section 16.1**, Termination for Cause.

11.2 Within 10 business days from the date of Contractor's receipt of notification of acceptance with deficiencies or rejection of any non-Software Services and Deliverables, Contractor must cure, at no additional cost, the deficiency and deliver unequivocally acceptable non-Software Services and Deliverables to the State. If acceptance with deficiencies or rejection of the non-Software Services and Deliverables impacts the content or delivery of other non-completed non-Software Services and Deliverables, the parties' respective Program Managers must determine an agreed to number of days for re-submission that minimizes the overall impact to the Contract. However, nothing herein affects, alters, or relieves Contractor of its obligations to correct deficiencies in accordance with the time response standards set forth in this Contract.

11.3 If Contractor is unable or refuses to correct the deficiency within the time response standards set forth in this Contract, the State may cancel the order in whole or in part. The State, or a third party identified by the State, may provide the non-Software Services and Deliverables and recover the difference between the cost to cure and the Contract price plus an additional 10% administrative fee.

**12. Assignment.** Contractor may not assign this Contract to any other party without the prior approval of the State. Upon notice to Contractor, the State, in its sole discretion, may assign in whole or in part, its rights or responsibilities under this Contract to any other party. If the State determines that a novation of the Contract to a third party is necessary, Contractor will agree to the novation and provide all necessary documentation and signatures.

**13. Change of Control.** Contractor will notify the State, within 30 days of any public announcement or otherwise once legally permitted to do so, of a change in Contractor's organizational structure or ownership. For purposes of this Contract, a change in control means any of the following:

- (a) a sale of more than 50% of Contractor's stock;
- (b) a sale of substantially all of Contractor's assets;
- (c) a change in a majority of Contractor's board members;
- (d) consummation of a merger or consolidation of Contractor with any other entity;
- (e) a change in ownership through a transaction or series of transactions;
- (f) or the board (or the stockholders) approves a plan of complete liquidation.

A change of control does not include any consolidation or merger effected exclusively to change the domicile of Contractor, or any transaction or series of transactions principally for bona fide equity financing purposes. In the event of a change of control, Contractor must require the successor to assume this Contract and all of its obligations under this Contract.

#### **14. Invoices and Payment.**

14.1 Invoices must conform to the requirements communicated from time-to-time by the State. All undisputed amounts are payable within 45 days of the State's receipt. Contractor may only charge for Services and Deliverables provided as specified in Statement(s) of Work. Invoices must include an itemized statement of all charges.

14.2 The State has the right to withhold payment of any disputed amounts until the parties agree as to the validity of the disputed amount. The State will notify Contractor of any dispute within a reasonable time. Payment by the State will not constitute a waiver of any rights as to Contractor's continuing obligations, including claims for deficiencies or substandard Services and Deliverables. Contractor's acceptance of final payment by the State constitutes 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 disputed.

14.3 The State will only disburse payments under this Contract through Electronic Funds Transfer (EFT). Contractor must register with the State at <http://www.michigan.gov/SIGMAVSS> to receive electronic fund transfer payments. If Contractor does not register, the State is not liable for failure to provide payment.

#### **14.4 Reserved.**

14.5 Taxes. The State is exempt from State sales tax for direct purchases and may be exempt from federal excise tax, if Services or Deliverables purchased under this Contract are for the State's exclusive use.

Notwithstanding the foregoing, all Fees are exclusive of taxes, and Contractor is responsible for all sales, use and excise taxes, and any other similar taxes, duties and charges of any kind imposed by any federal, state, or local governmental entity on any amounts payable by the State under this Contract.

14.6 Pricing/Fee Changes. All Pricing set forth in this Contract will not be increased, except as otherwise expressly provided in this Section.

(a) The Fees will not be increased at any time except for the addition of additional licenses, the fees for which licenses will also remain firm in accordance with the Pricing set forth in the Pricing Schedule.

(b) Reserved.

## 15. Liquidated Damages

15.1 The parties understand and agree that any liquidated damages (which includes but is not limited to applicable credits) set forth in this Contract are reasonable estimates of the State's damages in accordance with applicable law.

15.2 The parties acknowledge and agree that Contractor could incur liquidated damages for more than one event.

15.3 The assessment of liquidated damages will not constitute a waiver or release of any other remedy the State may have under this Contract for Contractor's breach of this Contract, including without limitation, the State's right to terminate this Contract for cause under Section 16.1 and the State will be entitled in its discretion to recover actual damages caused by Contractor's failure to perform its obligations under this Contract. However, the State will reduce such actual damages by the amounts of liquidated damages received for the same events causing the actual damages.

15.4 Amounts due the State as liquidated damages may be set off against any Fees payable to Contractor under this Contract, or the State may bill Contractor as a separate item and Contractor will promptly make payments on such bills.

**16. Stop Work Order.** The State may, at any time, order the Services of Contractor fully or partially stopped for up to ninety (90) calendar days at no additional cost to the State. The State will provide Contractor a written notice detailing such suspension (a "**Stop Work Order**"). Contractor must comply with the Stop Work Order upon receipt. Within 90 days, or any longer period agreed to by Contractor, the State will either:

(a) issue a notice authorizing Contractor to resume work, or

(b) terminate this Contract. The State will not pay for any Services, Contractor's lost profits, or any additional compensation during a stop work period.

**17. Termination, Expiration, Transition.** The State may terminate this Contract, the Support Services, or any Statement of Work, in accordance with the following:

17.1 Termination for Cause. In addition to any right of termination set forth elsewhere in this Contract:

(a) The State may terminate this Contract for cause, in whole or in part, if Contractor, as determined by the State:

(i) endangers the value, integrity, or security of State Systems, State Data, or the State's facilities or personnel;

(ii) becomes insolvent, petitions for bankruptcy court proceedings, or has an involuntary bankruptcy proceeding filed against it by any creditor; or

(iii) breaches any of its material duties or obligations under this Contract. Any reference to specific breaches being material breaches within this Contract will not be construed to mean that other breaches are not material.

(b) If the State terminates this Contract under this **Section 16.1**, the State will issue a termination notice specifying whether Contractor must:

(i) cease performance immediately. Contractor must submit all invoices for Services accepted by the State within 30 days of the date of termination. Failure to submit an invoice within that timeframe will constitute a waiver by Contractor for any amounts due to Contractor for Services accepted by the State under this Contract, or

(ii) continue to perform for a specified period. If it is later determined that Contractor was not in breach of this Contract, the termination will be deemed to have been a termination for public interest, effective as of the same date, and the rights and obligations of the parties will be limited to those provided in **Section 16.2**.

(c) The State will only pay for amounts due to Contractor for Services accepted by the State on or before the date of termination, subject to the State's right to set off any amounts owed by the Contractor for the State's reasonable costs in terminating this Contract. Contractor must promptly reimburse to the State any Fees prepaid by the State prorated to the date of such termination, including any prepaid Fees. Further, Contractor must pay all reasonable costs incurred by the State in terminating this Contract for cause, including administrative costs, attorneys' fees, court costs, transition costs, and any costs the State incurs to procure the Services from other sources.

**17.2 Termination for Public Interest.** The State may immediately terminate this Contract in whole or in part, without penalty and for any reason, including but not limited to, appropriation or budget shortfalls. Contractor must promptly reimburse to the State any Fees prepaid by the State prorated to the date of such termination, including any prepaid Fees. The termination notice will specify whether Contractor must:

(a) cease performance immediately. Contractor must submit all invoices for Services accepted by the State within 30 days of the date of termination. Failure to submit an invoice within that timeframe will constitute a waiver by Contractor for any amounts due to Contractor for Services accepted by the State under this Contract, or

(b) continue to perform in accordance with **Section 16.3**. If the State terminates this Contract for public interest, the State will pay all reasonable costs, as determined by the State, for State approved Transition Responsibilities to the extent the funds are available.

### **17.3 Transition Responsibilities.**

(a) Upon termination or expiration of this Contract for any reason, Contractor must, for a period of time specified by the State (not to exceed 90 calendar days; the "**Transition Period**"), provide all reasonable transition assistance requested by the State, to allow for the expired or terminated portion of the Contract to continue without interruption or adverse effect, and to facilitate the orderly transfer of the Services to the State or its designees. Such transition assistance may include but is not limited to:

(i) continuing to perform the Services at the established Contract rates;

(ii) taking all reasonable and necessary measures to transition performance of the work, including all applicable Services to the State or the State's designee;

(iii) taking all necessary and appropriate steps, or such other action as the State may direct, to preserve, maintain, protect, and comply with Section 22.5 regarding the return or destruction of State Data at the conclusion of the Transition Period; and

(iv) preparing an accurate accounting from which the State and Contractor may reconcile all outstanding accounts (collectively, the "Transition Responsibilities"). The Term of this Contract is automatically extended through the end of the Transition Period.

## **18. Indemnification**

**18.1 General Indemnification.** Contractor must defend, indemnify and hold the State, its departments, divisions, agencies, offices, commissions, officers, and employees harmless, without limitation, from and against any and all third party actions, claims, losses, liabilities, damages, costs, attorney fees, and expenses (including those required to establish the right to indemnification), arising out of or relating to:

(a) any breach by Contractor (or any of Contractor's employees, agents, subcontractors, or by anyone else for whose acts any of them may be liable) of any of the promises, agreements, representations, warranties, or insurance requirements contained in this Contract;

(b) any infringement, misappropriation, or other violation of any Intellectual Property Right or other right of any third party;

(c) any bodily injury, death, or damage to real or tangible personal property occurring wholly or in part due to gross negligence or willful misconduct by Contractor (or any of Contractor's employees, agents, subcontractors, or by anyone else for whose acts any of them may be liable); and

(d) any gross negligence or willful misconduct of Contractor (or any of Contractor's employees, agents, subcontractors, or by anyone else for whose acts any of them may be liable).

**18.2 Indemnification Procedure.** The State will notify Contractor in writing if indemnification is sought; however, failure to do so will not relieve Contractor, except to the extent that Contractor is materially prejudiced. Contractor must, to the satisfaction of the State, demonstrate its financial ability to carry out these obligations. The State is entitled to:

(a) regular updates on proceeding status;

(b) participate in the defense of the proceeding;

(c) employ its own counsel; and to

(d) retain control of the defense, at its own cost and expense, if the State deems necessary.

Contractor will not, without the State's prior written consent (not to be unreasonably withheld), settle, compromise, or consent to the entry of any judgment in or otherwise seek to terminate any claim, action, or proceeding. Any litigation activity on behalf of the State or any of its subdivisions, under this **Section 17**, must be coordinated with the Department of Attorney General. An attorney designated to represent the State may not do so until approved by the Michigan Attorney General and appointed as a Special Assistant Attorney General.

**18.3** The State is constitutionally prohibited from indemnifying Contractor or any third parties.

## 19. Infringement Remedies

19.1 The remedies set forth in this Section are in addition to, and not in lieu of, all other remedies that may be available to the State under this Contract or otherwise, including the State's right to be indemnified for such actions.

19.2 If any Software or any component thereof, other than State Materials, is found to be infringing or if any use of any Software or any component thereof is enjoined, threatened to be enjoined or otherwise the subject of an infringement claim, Contractor must, at Contractor's sole cost and expense:

(a) procure for the State the right to continue to use such Software or component thereof to the full extent contemplated by this Contract; or

(b) modify or replace the materials that infringe or are alleged to infringe ("Allegedly Infringing Materials") to make the Software and all of its components non-infringing while providing fully equivalent features and functionality.

19.3 If neither of the foregoing is possible notwithstanding Contractor's best efforts, then Contractor may direct the State to cease any use of any materials that have been enjoined or finally adjudicated as infringing, provided that Contractor will:

(a) refund to the State all amounts paid by the State in respect of such Allegedly Infringing Materials and any other aspects of the Software provided under a Statement of Work for the Allegedly Infringing Materials that the State cannot reasonably use as intended under this Contract; and

(b) in any case, at its sole cost and expense, secure the right for the State to continue using the Allegedly Infringing Materials for a transition period of up to six (6) months to allow the State to replace the affected features of the Software without disruption.

19.4 If Contractor directs the State to cease using any Software under **Section 18.3**, the State may terminate this Contract for cause under **Section 16.1**. Unless the claim arose against the Software independently of any of the actions specified below, Contractor will have no liability for any claim of infringement arising solely from:

(a) Contractor's compliance with any designs, specifications, or instructions of the State; or

(b) modification of the Software by the State without the prior knowledge and approval of Contractor.

## 20. Disclaimer of Damages and Limitation of Liability.

20.1 The State's Disclaimer of Damages. THE STATE WILL NOT BE LIABLE, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR BY STATUTE OR OTHERWISE, FOR ANY CLAIM RELATED TO OR ARISING UNDER THIS CONTRACT FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS AND LOST BUSINESS OPPORTUNITIES.

20.2 The State's Limitation of Liability. IN NO EVENT WILL THE STATE'S AGGREGATE LIABILITY TO CONTRACTOR UNDER THIS CONTRACT, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR BY STATUTE OR OTHERWISE, FOR ANY CLAIM RELATED TO OR ARISING UNDER THIS CONTRACT, EXCEED THE MAXIMUM AMOUNT OF FEES PAYABLE UNDER THIS CONTRACT.

20.3 Contractor's Limitation of Liability. Except with respect to Contractor's indemnification and State Data obligations, in no event shall Contractor's aggregate liability to the State under this Agreement or in any Statement of Work or Purchase Order issued hereunder exceed the total amount payable by the State under the Contract. IN NO EVENT SHALL CONTRACTOR BE LIABLE TO ANY PERSON FOR LOST BUSINESS OR LOST PROFITS OR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**21. Disclosure of Litigation, or Other Proceeding.** Contractor must notify the State within 14 calendar days of receiving notice of any litigation, investigation, arbitration, or other proceeding (collectively, "**Proceeding**") involving Contractor, a Permitted Subcontractor, or an officer or director of Contractor or Permitted Subcontractor, that arises during the term of the Contract, including:

- (a) a criminal Proceeding;
- (b) a parole or probation Proceeding;
- (c) a Proceeding under the Sarbanes-Oxley Act;
- (d) a civil Proceeding involving:
  - (i) a claim that might reasonably be expected to adversely affect Contractor's viability or financial stability; or
  - (ii) a governmental or public entity's claim or written allegation of fraud; or
- (e) a Proceeding involving any license that Contractor is required to possess in order to perform under this Contract.

**22. State Data.** If the nature of the work performed by Contractor will grant Contractor personnel with access to the State's systems and any sensitive State Data, Contractor and the State will agree upon the nature of such access in a separate written document, which may be a Statement of Work ("SOW") issued under this Agreement. The State should ensure that any such access is limited in time and scope to only the systems required to perform the work under the applicable SOW.

22.1 Ownership. The State's data ("**State Data**"), which will be treated by Contractor as Confidential Information, includes:

- (a) User Data; and
- (b) any other data collected, used, Processed, stored, or generated in connection with the Services, including but not limited to:
  - (i) personally identifiable information ("PII") collected, used, Processed, stored, or generated as the result of the Services, including, without limitation, any information that identifies an individual, such as an individual's social security number or other government-issued identification number, date of birth, address, telephone number, biometric data, mother's maiden name, email address, credit card information, or an individual's name in combination with any other of the elements here listed; and
  - (ii) protected health information ("PHI") collected, used, Processed, stored, or generated as the result of the Services, which is defined under the Health Insurance Portability and Accountability Act ("HIPAA") and its related rules and regulations.

22.2 State Data is and will remain the sole and exclusive property of the State and all right, title, and interest in the same is reserved by the State.

22.3 Contractor Use of State Data. Contractor is provided a limited license to State Data for the sole and exclusive purpose of providing the Services, including a license to collect, process, store, generate, and display State Data only to the extent necessary in the provision of the Services. Contractor must:

(a) keep and maintain State Data in strict confidence, using such degree of care as is appropriate and consistent with its obligations as further described in this Contract and applicable law to avoid unauthorized access, use, disclosure, or loss;

(b) use and disclose State Data solely and exclusively for the purpose of providing the Services, such use and disclosure being in accordance with this Contract, any applicable Statement of Work, and applicable law;

(c) keep and maintain State Data in the continental United States and

(d) not use, sell, rent, transfer, distribute, commercially exploit, or otherwise disclose or make available State Data for Contractor's own purposes or for the benefit of anyone other than the State without the State's prior written consent. Contractor's misuse of State Data may violate state or federal laws, including but not limited to MCL 752.795.

22.4 Discovery. Contractor will immediately notify the State upon receipt of any requests which in any way might reasonably require access to State Data or the State's use of the Software and Hosted Services, if applicable. Contractor will notify the State Program Managers or their designees by the fastest means available and also in writing. In no event will Contract provide such notification more than twenty-four (24) hours after Contractor receives the request. Contractor will not respond to subpoenas, service of process, FOIA requests, and other legal requests related to the State without first notifying the State and obtaining the State's prior approval of Contractor's proposed responses. Contractor agrees to provide its completed responses to the State with adequate time for State review, revision and approval.

22.5 Loss or Compromise of Data. In the event of any act, error or omission, negligence, misconduct, or breach on the part of Contractor that compromises or is suspected to compromise the security, confidentiality, integrity, or availability of State Data or the physical, technical, administrative, or organizational safeguards put in place by Contractor that relate to the protection of the security, confidentiality, or integrity of State Data, Contractor must, as applicable:

(a) notify the State as soon as practicable but no later than twenty-four (24) hours of becoming aware of such occurrence;

(b) cooperate with the State in investigating the occurrence, including making available all relevant records, logs, files, data reporting, and other materials required to comply with applicable law or as otherwise required by the State;

(c) in the case of PII or PHI, if the nature of the work performed by Contractor grants Contractor personnel with access to the State's systems and any sensitive State Data, and Contractor and the State agree upon the nature of such access in a separate written document, which may be a SOW issued under this Agreement, at the State's sole election:

(i) with approval and assistance from the State, notify the affected individuals who comprise the PII or PHI as soon as practicable but no later than is required to comply with applicable law, or, in the absence of any legally required notification period, within five (5) calendar days of the occurrence; or



(ii) reimburse the State for any costs in notifying the affected individuals;

(d) in the case of PII, provide third-party credit and identity monitoring services to each of the affected individuals who comprise the PII for the period required to comply with applicable law, or, in the absence of any legally required monitoring services, for no less than twenty-four (24) months following the date of notification to such individuals;

(e) perform or take any other actions required to comply with applicable law as a result of the occurrence;

(f) pay for any costs associated with the occurrence, including but not limited to any costs incurred by the State in investigating and resolving the occurrence, including reasonable attorney's fees associated with such investigation and resolution;

(g) without limiting Contractor's obligations of indemnification as further described in this Contract, indemnify, defend, and hold harmless the State for any and all claims, including reasonable attorneys' fees, costs, and incidental expenses, which may be suffered by, accrued against, charged to, or recoverable from the State in connection with the occurrence;

(h) be responsible for recreating lost State Data in the manner and on the schedule set by the State without charge to the State; and

(i) provide to the State a detailed plan within ten (10) calendar days of the occurrence describing the measures Contractor will undertake to prevent a future occurrence. Notification to affected individuals, as described above, must comply with applicable law, be written in plain language, not be tangentially used for any solicitation purposes, and contain, at a minimum: name and contact information of Contractor's representative; a description of the nature of the loss; a list of the types of data involved; the known or approximate date of the loss; how such loss may affect the affected individual; what steps Contractor has taken to protect the affected individual; what steps the affected individual can take to protect himself or herself; contact information for major credit card reporting agencies; and, information regarding the credit and identity monitoring services to be provided by Contractor. The State will have the option to review and approve any notification sent to affected individuals prior to its delivery. Notification to any other party, including but not limited to public media outlets, must be reviewed and approved by the State in writing prior to its dissemination.

22.6 The parties agree that any damages relating to a breach of **Section 21.6** are to be considered direct damages and not consequential damages. **Section 21** survives termination or expiration of this Contract.

**23. Non-Disclosure of Confidential Information.** The parties acknowledge that each party may be exposed to or acquire communication or data of the other party that is confidential, privileged communication not intended to be disclosed to third parties. This **Section 22** survives termination or expiration of this Contract.

23.1 Meaning of Confidential Information. The term "**Confidential Information**" means all information and documentation of a party that:

(a) has been marked "confidential" or with words of similar meaning, at the time of disclosure by such party;

(b) if disclosed orally or not marked "confidential" or with words of similar meaning, was subsequently summarized in writing by the disclosing party and marked "confidential" or with words of similar meaning; or,

(c) should reasonably be recognized as confidential information of the disclosing party.

(d) The term "Confidential Information" does not include any information or documentation that was or is:

(i) in the possession of the State and subject to disclosure under the Michigan Freedom of Information Act (FOIA);

(ii) already in the possession of the receiving party without an obligation of confidentiality;

developed independently by the receiving party, as demonstrated by the receiving party, without violating the disclosing party's proprietary rights;

(iii) obtained from a source other than the disclosing party without an obligation of confidentiality; or,

(iv) publicly available when received, or thereafter became publicly available (other than through any unauthorized disclosure).

(e) For purposes of this Contract, in all cases and for all matters, State Data is deemed to be Confidential Information.

**23.2 Obligation of Confidentiality.** The parties agree to hold all Confidential Information in strict confidence and not to copy, reproduce, sell, transfer, or otherwise dispose of, give or disclose such Confidential Information to third parties other than employees, agents, or subcontractors of a party who have a need to know in connection with this Contract or to use such Confidential Information for any purposes whatsoever other than the performance of this Contract. The parties agree to advise and require their respective employees, agents, and subcontractors of their obligations to keep all Confidential Information confidential. Disclosure to the Contractor's subcontractor is permissible where:

(a) the subcontractor is a Permitted Subcontractor;

(b) the disclosure is necessary or otherwise naturally occurs in connection with work that is within the Permitted Subcontractor's responsibilities; and

(c) Contractor obligates the Permitted Subcontractor in a written contract to maintain the State's Confidential Information in confidence. At the State's request, any of the Contractor's and Permitted Subcontractor's Representatives may be required to execute a separate agreement to be bound by the provisions of this Section 22.2.

**23.3 Cooperation to Prevent Disclosure of Confidential Information.** Each party must use its best efforts to assist the other party in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limiting the foregoing, each party must advise the other party immediately in the event either party learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Contract. Each party will cooperate with the other party in seeking injunctive or other equitable relief against any such person.

**23.4 Remedies for Breach of Obligation of Confidentiality.** Each party acknowledges that breach of its obligation of confidentiality may give rise to irreparable injury to the other party, which damage may be inadequately compensable in the form of monetary damages. Accordingly, a party may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies which may be available, to include, in the case of the State, at the sole election of the State, the immediate termination, without liability to the State, of this Contract or any Statement of Work corresponding to the breach or threatened breach.

**23.5 Surrender of Confidential Information upon Termination.** Upon termination or expiration of this Contract or a Statement of Work, in whole or in part, each party must, within five (5) Business Days from the date of termination, return to the other party any and all Confidential Information received from the other party, or created or received by a party on behalf of the other party, which are in such party's possession, custody, or control. Upon confirmation from the State, of receipt of all data, Contractor must permanently sanitize or destroy the State's Confidential Information, including State Data, from all media including backups using National Security Agency ("NSA") and/or National Institute of Standards and Technology ("NIST") (NIST Guide for Media Sanitization 800-88) data sanitation methods or as otherwise instructed by the State. If the State determines that the return of any Confidential Information is not feasible or necessary, Contractor must destroy the Confidential Information as specified above. The Contractor must certify the destruction of Confidential Information (including State Data) in writing within five (5) Business Days from the date of confirmation from the State.

## **24. Records Maintenance, Inspection, Examination, and Audit.**

**24.1 Right of Audit.** Pursuant to MCL 18.1470, the State or its designee may audit Contractor to verify compliance with this Contract. Contractor must retain and provide to the State or its designee and the auditor general upon request, all financial and accounting records related to this Contract through the Term of this Contract and for four (4) years after the latter of termination, expiration, or final payment under this Contract or any extension ("**Financial Audit Period**"). If an audit, litigation, or other action involving the records is initiated before the end of the Financial Audit Period, Contractor must retain the records until all issues are resolved.

**24.2 Right of Inspection.** Within ten (10) calendar days of providing notice, the State and its authorized representatives or designees have the right to enter and inspect Contractor's premises or any other places where Services are being performed, and examine, copy, and audit all records related to this Contract. Contractor must cooperate and provide reasonable assistance. If financial errors are revealed, the amount in error must be reflected as a credit or debit on subsequent invoices until the amount is paid or refunded. Any remaining balance at the end of this Contract must be paid or refunded within forty-five (45) calendar days.

**24.3 Application.** This **Section 23** applies to Contractor, any Affiliate, and any Permitted Subcontractor that performs Services in connection with this Contract.

**25. Support Services.** Contractor will provide the State with the Support Services described in the Service Level Agreement attached as **Schedule D** to this Contract. Such Support Services will be provided:

(a) Free of charge during the Warranty Period.

(b) Thereafter, for so long as the State elects to receive Support Services for the Software, in consideration of the State's payment of Fees for such services in accordance with the rates set forth in the Pricing Schedule.

(c). A description of the Support Services to be provided by Contractor's subcontractor in support of the Software (provided by Contractor's Subcontractor Akkadians Labs, LLC is attached hereto as **Schedule G and in sections 7 and 8 of Schedule F**. It is understood by the parties that this description is for informational purposes only and its sole purpose is that of a general service description. Any terms or conditions in **Schedule G or sections 7 and 8 of Schedule F** are superseded by this Contract and are unenforceable between the State and Contractor or its subcontractor. Further, the Service Level Agreement shall exclusively apply to the Support Services. The inclusion of this **Schedule G and sections 7 and 8 of Schedule F** is for convenience and is not intended by the parties to create any rights in this Contract to any third parties including Contractor's subcontractor.

**26. Data Security Requirements.** Throughout the Term and at all times in connection with its actual or required performance of the Services, Contractor will maintain and enforce an information security program including safety and physical and technical security policies and procedures with respect to its Processing of the State's Confidential Information that comply with the requirements of the State's data security policies as set forth in **Schedule E** to this Contract.

**27. Training.** Contractor will provide, at no additional charge, training on all uses of the Software permitted hereunder in accordance with the times, locations and other terms set forth in a Statement of Work. Upon the State's request, Contractor will timely provide training for additional Authorized Users or other additional training on all uses of the Software for which the State requests such training, at such reasonable times and locations and pursuant to such rates and other terms as are set forth in the Pricing Schedule.

**28. Maintenance Releases; New Versions**

28.1 Maintenance Releases. Provided that the State is current on its Fees, during the Term, Contractor will provide the State, at no additional charge, with all Maintenance Releases, each of which will constitute Software and be subject to the terms and conditions of this Contract.

28.2 New Versions. Provided that the State is current on its Fees, during the Term, Contractor will provide the State, at no additional charge, with all New Versions, each of which will constitute Software and be subject to the terms and conditions of this Contract.

28.3 Installation. The State has no obligation to install or use any Maintenance Release or New Versions. If the State wishes to install any Maintenance Release or New Version, the State will have the right to have such Maintenance Release or New Version installed, in the State's discretion, by Contractor or other authorized party as set forth in a Statement of Work. Contractor will provide the State, at no additional charge, adequate Documentation for installation of the Maintenance Release or New Version, which has been developed and tested by Contractor and Accepted by the State. The State's decision not to install or implement a Maintenance Release or New Version of the Software will not affect its right to receive Support Services throughout the Term of this Contract.

**29. Reserved.**

**30. Contractor Representations and Warranties.**

30.1 Authority. Contractor represents and warrants to the State that:

(a) It is duly organized, validly existing, and in good standing as a corporation or other entity as represented under this Contract under the laws and regulations of its jurisdiction of incorporation, organization, or chartering;

(b) It has the full right, power, and authority to enter into this Contract, to grant the rights and licenses granted under this Contract, and to perform its contractual obligations;

(c) The execution of this Contract by its Representative has been duly authorized by all necessary organizational action; and

(d) When executed and delivered by Contractor, this Contract will constitute the legal, valid, and binding obligation of Contractor, enforceable against Contractor in accordance with its terms.

(e) Contractor is neither currently engaged in nor will engage in the boycott of a person based in or doing business with a strategic partner as described in 22 USC 8601 to 8606.

**30.2 Bid Response.** Contractor represents and warrants to the State that:

(a) 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 to the Request for Proposal; 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;

(b) All written information furnished to the State by or for Contractor in connection with this Contract, including Contractor's Bid Response, 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;

(c) Contractor 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 within the previous five (5) years for the reason that Contractor failed to perform or otherwise breached an obligation of the contract; and

(d) If any of the certifications, representations, or disclosures made in Contractor's Bid Response change after contract award, the Contractor is required to report those changes immediately to the Contract Administrator.

**30.3 Software Representations and Warranties.** Contractor further represents and warrants to the State that:

(a) it is the legal and beneficial owner of the entire right, title and interest in and to the Software, including all Intellectual Property Rights relating thereto;

(b) it has, and throughout the license term, will retain the unconditional and irrevocable right, power and authority to grant and perform the license hereunder;

(c) it has, and throughout the Term and any additional periods during which Contractor does or is required to perform the Services will have, the unconditional and irrevocable right, power and authority, including all permits and licenses required, to provide the Services and grant and perform all rights and licenses granted or required to be granted by it under this Contract;

(d) the Software, and the State's use thereof, is and throughout the license term will be free and clear of all encumbrances, liens and security interests of any kind;

(e) neither its grant of the license, nor its performance under this Contract does or to its knowledge will at any time:

(i) conflict with or violate any applicable law;

(ii) require the consent, approval or authorization of any governmental or regulatory authority or other third party; or

(iii) require the provision of any payment or other consideration to any third party;

(f) when used by the State or any Authorized User in accordance with this Contract and the Documentation, the Software, the Hosted Services, if applicable, or Documentation as delivered or installed by Contractor does not or will not:

(i) infringe, misappropriate, or otherwise violate any Intellectual Property Right or other right of any third party; or

(ii) fail to comply with any applicable law;

(g) as provided by Contractor, the Software and Services do not and will not at any time during the Term contain any:

(i) Harmful Code; or

(ii) Third party or Open-Source Components that operate in such a way that it is developed or compiled with or linked to any third party or Open-Source Components, other than Approved Third Party Components specifically described in a Statement of Work.

(h) all Documentation is and will be complete and accurate in all material respects when provided to the State such that at no time during the license term will the Software have any material undocumented feature; and

(i) it will perform all Services in a timely, skillful, professional and workmanlike manner in accordance with commercially reasonable industry standards and practices for similar services, using personnel with the requisite skill, experience and qualifications, and will devote adequate resources to meet its obligations under this Contract.

(j) when used in the Operating Environment (or any successor thereto) in accordance with the Documentation, all Software as provided by Contractor, will be fully operable, meet all applicable specifications, and function in all respects, in conformity with this Contract and the Documentation;

(k) Contractor acknowledges that the State cannot indemnify any third parties, including but not limited to any third-party software providers that provide software that will be incorporated in or otherwise used in conjunction with the Services, and that notwithstanding anything to the contrary contained in any third-party software license agreement or end user license agreement, the State will not indemnify any third party software provider for any reason whatsoever;

(l) no Maintenance Release or New Version, when properly installed in accordance with this Contract, will have a material adverse effect on the functionality or operability of the Software.

(m) all Configurations or Customizations made during the Term will be forward-compatible with future Maintenance Releases or New Versions and be fully supported without additional costs.

**31. Offers of Employment.** During the first twelve (12) months of the Contract, should Contractor hire an employee of the State who has substantially worked on any project covered by this Contract without prior written consent of the State, the Contractor will be billed for fifty percent (50%) of the employee's annual salary in effect at the time of separation.

**32. Conflicts and Ethics.** Contractor will uphold high ethical standards and is prohibited from: (a) holding or acquiring an interest that would conflict with this Contract; (b) doing anything that creates an appearance of impropriety with respect to the award or performance of the Contract; (c) attempting to influence or appearing to influence any State employee by the direct or indirect offer of anything of value; or (d) paying or agreeing to pay any person, other than employees and consultants working for Contractor, any consideration contingent upon the award of the Contract. Contractor must immediately notify the State of any violation or potential violation of these standards.

This Section applies to Contractor, any parent, affiliate, or subsidiary organization of Contractor, and any Permitted Subcontractor that provides Services and Deliverables in connection with this Contract.

**33. Compliance with Laws.** Contractor, its subcontractors, including Permitted Subcontractors, and their respective Representatives must comply with all laws in connection with this Contract.

**34. Nondiscrimination.** Under the Elliott-Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, *et seq.*, the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, *et seq.*, and Executive Directive [2019-09](#), Contractor and its subcontractors agree not to discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex (as defined in Executive Directive [2019-09](#)), height, weight, marital status, partisan considerations, any mental or physical disability, or genetic information that is unrelated to the person's ability to perform the duties of a particular job or position. Breach of this covenant is a material breach of the Contract.

**35. Unfair Labor Practice.** Under MCL 423.324, the State may void any Contract with a Contractor or Permitted Subcontractor who appears on the Unfair Labor Practice register compiled under MCL 423.322.

**36. Governing Law.** This Contract is governed, construed, and enforced in accordance with Michigan law, excluding choice-of-law principles, and all claims relating to or arising out of this Contract are governed by Michigan law, excluding choice-of-law principles. Any dispute arising from this Contract must be resolved in the Michigan Court of Claims. Complaints against the State must be initiated in Ingham County, Michigan. Contractor waives any objections, such as lack of personal jurisdiction or *forum non conveniens*. Contractor must appoint an agent in Michigan to receive service of process.

**37. Non-Exclusivity.** Nothing contained in this Contract is intended nor is to be construed as creating any requirements contract with Contractor, nor does it provide Contractor with a right of first refusal for any future work. This Contract does not restrict the State or its agencies from acquiring similar, equal, or like Services from other sources.

### **38. Force Majeure**

**38.1 Force Majeure Events.** Neither party will be liable or responsible to the other party, or be deemed to have defaulted under or breached the Contract, for any failure or delay in fulfilling or performing any term hereof, when and to the extent such failure or delay is caused by: acts of God, flood, fire or explosion, war, terrorism, invasion, riot or other civil unrest, embargoes or blockades in effect on or after the date of the Contract, national or regional emergency, or any passage of law or governmental order, rule, regulation or direction, or any action taken by a governmental or public authority, including imposing an embargo, export or import restriction, quota or other restriction or prohibition (each of the foregoing, a "**Force Majeure Event**"), in each case provided that: (a) such event is outside the reasonable control of the affected party; (b) the affected party gives prompt written notice to the other party, stating the period of time the occurrence is expected to continue; (c) the affected party uses diligent efforts to end the failure or delay and minimize the effects of such Force Majeure Event.

**38.2 State Performance; Termination.** In the event of a Force Majeure Event affecting Contractor's performance under the Contract, the State may suspend its performance hereunder until such time as Contractor resumes performance. The State may terminate the Contract by written notice to Contractor if a Force Majeure Event affecting Contractor's performance hereunder continues substantially uninterrupted for a period of five (5) Business Days or more. Unless the State terminates the Contract pursuant to the preceding sentence, any date specifically designated for Contractor's performance under the Contract will automatically be extended for a period up to the duration of the Force Majeure Event.

**38.3 Exclusions; Non-suspended Obligations.** Notwithstanding the foregoing or any other provisions of the Contract or this Schedule:



(a) in no event will any of the following be considered a Force Majeure Event:

- (i) shutdowns, disruptions or malfunctions of Hosted Services or any of Contractor's telecommunication or internet services other than as a result of general and widespread internet or telecommunications failures that are not limited to the Hosted Services; or
- (ii) the delay or failure of any Contractor Personnel to perform any obligation of Contractor hereunder unless such delay or failure to perform is itself by reason of a Force Majeure Event.

(b) no Force Majeure Event modifies or excuses Contractor's obligations under **Sections 21** (State Data), **22** (Non-Disclosure of Confidential Information), or **17** (Indemnification) of the Contract, Disaster Recovery and Backup requirements set forth in the Service Level Agreement, Availability Requirement (if Contractor Hosted ) defined in the Service Level Agreement, or any data retention or security requirements under the Contract.

**39. Dispute Resolution.** The parties will endeavor to resolve any Contract dispute in accordance with this provision. The dispute will be referred to the parties' respective Contract Administrators. Such referral must include a description of the issues and all supporting documentation. The parties must submit the dispute to a senior executive if unable to resolve the dispute within 15 business days. The parties will continue performing while a dispute is being resolved, unless the dispute precludes performance. A dispute involving payment does not preclude performance. Litigation to resolve the dispute will not be instituted until after the dispute has been elevated to the parties' senior executive and either concludes that resolution is unlikely or fails to respond within fifteen (15) business days. The parties are not prohibited from instituting formal proceedings: (a) to avoid the expiration of statute of limitations period; (b) to preserve a superior position with respect to creditors; or (c) where a party makes a determination that a temporary restraining order or other injunctive relief is the only adequate remedy. This Section does not limit the State's right to terminate the Contract.

**40. Media Releases.** News releases (including promotional literature and commercial advertisements) pertaining to this Contract or project to which it relates must not be made without the prior written approval of the State, and then only in accordance with the explicit written instructions of the State.

**41. Severability.** If any part of this Contract is held invalid or unenforceable, by any court of competent jurisdiction, that part will be deemed deleted from this Contract and the severed part will be replaced by agreed upon language that achieves the same or similar objectives. The remaining Contract will continue in full force and effect.

**42. Waiver.** Failure to enforce any provision of this Contract will not constitute a waiver.

**43. Survival.** The rights, obligations and conditions set forth in this **Section 42** and **Section 1** (Definitions), **Section 16.3** (Transition Responsibilities), **Section 17** (Indemnification), **Section 19** (Disclaimer of Damages and Limitations of Liability), **Section 21** (State Data), **Section 22** (Non-Disclosure of Confidential information), **Section 29** (Contractor Representations and Warranties), **Section 53** (Effect of Contractor Bankruptcy) and **Schedule C** Insurance, and any right, obligation or condition that, by its express terms or nature and context is intended to survive the termination or expiration of this Contract, survives any such termination or expiration.

**44. Administrative Fee and Reporting** Contractor must pay an administrative fee of 1% on all payments made to Contractor under the Contract including transactions with MiDEAL members, and other states (including governmental subdivisions and authorized entities).

Administrative fee payments must be made online by check or credit card at:  
<https://www.thepayplace.com/mi/dtmb/adminfee>

Contractor must submit an itemized purchasing activity report, which includes at a minimum, the name of the purchasing entity and the total dollar volume in sales. Reports should be mailed to [MiDeal@michigan.gov](mailto:MiDeal@michigan.gov). The



administrative fee and purchasing activity report are due within 30 calendar days from the last day of each calendar quarter.

**45. Extended Purchasing Program.** This contract is extended to MiDEAL members. MiDEAL members include local units of government, school districts, universities, community colleges, and nonprofit hospitals. A current list of MiDEAL members is available at [www.michigan.gov/mideal](http://www.michigan.gov/mideal).

Upon written agreement between the State and Contractor, this contract may also be extended to: (a) other states (including governmental subdivisions and authorized entities) and (b) State of Michigan employees.

If extended, Contractor must supply all Contract Activities at the established Contract prices and terms. The State reserves the right to impose an administrative fee and negotiate additional discounts based on any increased volume generated by such extensions.

Contractor must submit invoices to, and receive payment from, extended purchasing program members on a direct and individual basis.

**46. Contract Modification.** This Contract may not be amended except by signed agreement between the parties (a "Contract Change Notice"). Notwithstanding the foregoing, no subsequent Statement of Work or Contract Change Notice executed after the Effective Date will be construed to amend this Contract unless it specifically states its intent to do so and cites the section or sections amended.

**47. HIPAA Compliance.** The State and Contractor must comply with all obligations under HIPAA and its accompanying regulations, including but not limited to entering into a business associate agreement, if reasonably necessary to keep the State and Contractor in compliance with HIPAA.

**48. Accessibility Requirements.**

48.1 All Software provided by Contractor under this Contract, including associated content and documentation, must conform to WCAG 2.0 Level AA. Contractor must provide a description of conformance with WCAG 2.0 Level AA specifications by providing a completed PAT for each product provided under the Contract. At a minimum, Contractor must comply with the WCAG 2.0 Level AA conformance claims it made to the State, including the level of conformance provided in any PAT. Throughout the Term of the Contract, Contractor must:

(a) maintain compliance with WCAG 2.0 Level AA and meet or exceed the level of conformance provided in its written materials, including the level of conformance provided in each PAT;

(b) comply with plans and timelines approved by the State to achieve conformance in the event of any deficiencies;

(c) ensure that no Maintenance Release, New Version, update or patch, when properly installed in accordance with this Contract, will have any adverse effect on the conformance of the Software to WCAG 2.0 Level AA;

(d) promptly respond to and resolve any complaint the State receives regarding accessibility of the Software;

(e) upon the State's written request, provide evidence of compliance with this Section by delivering to the State Contractor's most current PAT for each product provided under the Contract; and

(f) participate in the State of Michigan Digital Standards Review described below.

48.2 State of Michigan Digital Standards Review. Contractor must assist the State, at no additional cost, with development, completion, and on-going maintenance of an accessibility plan, which requires Contractor, upon request from the State, to submit evidence to the State to validate Contractor's accessibility and compliance with WCAG 2.0 Level AA. Prior to the solution going-live and thereafter on an annual basis, or as otherwise required by the State, re-assessment of accessibility may be required. At no additional cost, Contractor must remediate all issues identified from any assessment of accessibility pursuant to plans and timelines that are approved in writing by the State.

48.3 Warranty. Contractor warrants that all WCAG 2.0 Level AA conformance claims made by Contractor pursuant to this Contract, including all information provided in any PAT Contractor provides to the State, are true and correct. If the State determines such conformance claims provided by the Contractor represent a higher level of conformance than what is actually provided to the State, Contractor will, at its sole cost and expense, promptly remediate its Software to align with Contractor's stated WCAG 2.0 Level AA conformance claims in accordance with plans and timelines that are approved in writing by the State. If Contractor is unable to resolve such issues in a manner acceptable to the State, in addition to all other remedies available to the State, the State may terminate this Contract for cause under Section 16.1.

48.4 Contractor must, without limiting Contractor's obligations of indemnification as further described in this Contract, indemnify, defend, and hold harmless the State for any and all claims, including reasonable attorneys' fees, costs, and incidental expenses, which may be suffered by, accrued against, charged to, or recoverable from the State arising out of its failure to comply with the foregoing accessibility standards

48.5 Failure to comply with the requirements in this Section 47 shall constitute a material breach of this Contract.

**49. Further Assurances.** Each party will, upon the reasonable request of the other party, execute such documents and perform such acts as may be necessary to give full effect to the terms of this Contract.

**50. Relationship of the Parties.** The relationship between the parties is that of independent contractors. Nothing contained in this Contract is to be construed as creating any agency, partnership, joint venture or other form of joint enterprise, employment or fiduciary relationship between the parties, and neither party has authority to contract for nor bind the other party in any manner whatsoever.

**51. Headings.** The headings in this Contract are for reference only and do not affect the interpretation of this Contract.

**52. No Third-party Beneficiaries.** This Contract is for the sole benefit of the parties and their respective successors and permitted assigns. Nothing herein, express or implied, is intended to or will confer on any other person or entity any legal or equitable right, benefit or remedy of any nature whatsoever under or by reason of this Contract.

**53. Equitable Relief.** Each party to this Contract acknowledges and agrees that (a) a breach or threatened breach by such party of any of its obligations under this Contract may give rise to irreparable harm to the other party for which monetary damages would not be an adequate remedy and (b) in the event of a breach or a threatened breach by such party of any such obligations, the other party hereto is, in addition to any and all other rights and remedies that may be available to such party at law, at equity or otherwise in respect of such breach, entitled to equitable relief, including a temporary restraining order, an injunction, specific performance and any other relief that may be available from a court of competent jurisdiction, without any requirement to post a bond or other security, and without any requirement to prove actual damages or that monetary damages will not afford an adequate remedy. Each party to this Contract agrees that such party will not oppose or otherwise challenge the appropriateness of equitable relief or the entry by a court of competent jurisdiction of an order granting equitable relief, in either case, consistent with the terms of this Section.

**54. Effect of Contractor Bankruptcy.** All rights and licenses granted by Contractor under this Contract are and will be deemed to be rights and licenses to “intellectual property,” and all Software and Deliverables are and will be deemed to be “embodiments” of “intellectual property,” for purposes of, and as such terms are used in and interpreted under, Section 365(n) of the United States Bankruptcy Code (the “**Code**”). If Contractor or its estate becomes subject to any bankruptcy or similar proceeding, the State retains and has the right to fully exercise all rights, licenses, elections, and protections under this Contract, the Code and all other applicable bankruptcy, insolvency, and similar laws with respect to all Software and other Deliverables. Without limiting the generality of the foregoing, Contractor acknowledges and agrees that, if Contractor or its estate will become subject to any bankruptcy or similar proceeding:

(a) all rights and licenses granted to the State under this Contract will continue subject to the terms and conditions of this Contract, and will not be affected, even by Contractor’s rejection of this Contract; and

(b) the State will be entitled to a complete duplicate of (or complete access to, as appropriate) all such intellectual property and embodiments of intellectual property comprising or relating to any Software or other Deliverables, and the same, if not already in the State’s possession, will be promptly delivered to the State, unless Contractor elects to and does in fact continue to perform all of its obligations under this Contract.

**55. Schedules.** All Schedules that are referenced herein and attached hereto are hereby incorporated by reference. The following Schedules are attached hereto and incorporated herein:

<b>Schedule A</b>	Statement of Work
<b>Schedule B</b>	Pricing Schedule
<b>Schedule C</b>	Insurance Schedule
<b>Schedule D</b>	Service Level Agreement
<b>Schedule E</b>	Data Security Requirements
<b>Schedule F</b>	Software License Agreement

**56. Counterparts.** This Contract may be executed in counterparts, each of which will be deemed an original, but all of which together are deemed to be one and the same agreement and will become effective and binding upon the parties as of the Effective Date at such time as all the signatories hereto have signed a counterpart of this Contract. A signed copy of this Contract delivered by facsimile, e-mail or other means of electronic transmission (to which a signed copy is attached) is deemed to have the same legal effect as delivery of an original signed copy of this Contract.

**57. Entire Agreement.** These Terms and Conditions, including all Statements of Work and other Schedules and Exhibits (again collectively the “Contract”) constitutes the sole and entire agreement of the parties to this Contract with respect to the subject matter contained herein, and supersedes all prior and contemporaneous understandings and agreements, representations and warranties, both written and oral, with respect to such subject matter. In the event of any inconsistency between the statements made in the Terms and Conditions, the Schedules, Exhibits, and a Statement of Work, the following order of precedence governs: (a) first, these Terms and Conditions and (b) second, Schedule E – Data Security Requirements and (c) third, each Statement of Work; and (d) fourth, the remaining Exhibits and Schedules to this Contract. NO TERMS ON CONTRACTOR’S INVOICES, WEBSITE, BROWSE-WRAP, SHRINK-WRAP, CLICK-WRAP, CLICK-THROUGH OR OTHER NON-NEGOTIATED TERMS AND CONDITIONS PROVIDED WITH ANY OF THE SERVICES, OR DOCUMENTATION HEREUNDER, EVEN IF ATTACHED TO STATE’S DELIVERY OR PURCHASE ORDER, WILL CONSTITUTE A PART OR AMENDMENT OF THIS CONTRACT OR IS BINDING ON THE STATE OR ANY AUTHORIZED USER FOR ANY PURPOSE. ALL SUCH OTHER TERMS AND CONDITIONS HAVE NO FORCE AND EFFECT AND ARE DEEMED REJECTED BY THE STATE AND THE AUTHORIZED USER, EVEN IF ACCESS TO OR USE OF SUCH SERVICE OR DOCUMENTATION REQUIRES AFFIRMATIVE ACCEPTANCE OF SUCH TERMS AND CONDITIONS.

## SCHEDULE A - STATEMENT OF WORK

### 1. DEFINITIONS

The following terms have the meanings set forth below. All initial capitalized terms that are not defined in this Schedule shall have the respective meanings given to them in Section 1 of the Contract Terms and Conditions.

Term	Definition
CAPF	Certificate Authority Proxy Function
CER	Cisco Emergency Responder
CPU	Central Processing Unit
CUC	Cisco Unity Connection
CUCM	Cisco Unified Communications Manager
CUCM	Cisco Unified Communications Manager
DID	Direct Inward Dialing
DNS	Domain Name System
DRS	Distributed Resource Scheduler
DTMB	Department of Technology, Management and Budget
FIPS	Federal Information Processing Standards
HA	High Availability
LDAP	Lightweight Directory Access Protocol
ITSM	Information Technology Service Management
LSC	Locally Significant Certificates
MAC	Media Access Control

MWI	Message Waiting Indicator
NIC	Network Interface Controller
NTP	Network Time Protocol
PCCE	Packaged Contact Center Enterprise
PM	Project Manager
SBC	Session Boarder Controller
SIP	Session Initiation Protocol
SOM	State of Michigan
UCCX	Unified Contact Center Express

## 2. BACKGROUND

The State of Michigan (SOM) Department of Technology, Management and Budget (DTMB) Enterprise Voice Infrastructure has approximately 35,000 IP End points deployed. The infrastructure is made up of Cisco IP Based phones with Cisco IP Voicemail system, SIP integration, Session Border Controller, and various Cisco and miscellaneous call center platforms. The current infrastructure includes, but is not limited to:

- Cisco Unified Communications Manager (CUCM)
- Cisco Call Manager
- Cisco Session Manager
- Unity Connections
- Cisco Unified Contact Center Express
- Cisco Packaged Contact Center Enterprise (PCCE)
- Cisco Expressway
- Oracle Session Board Controllers
- Cisco Voice Gateways
- Cisco Emergency Responder (CER)
- Cisco IP Telephony Phones
- Cisco Video Conferencing Room Kits
- InformaCast
- Hamilton Captel
- Cisco UCS-B Series servers
- Cisco UCS-C Series servers
- VMWare vCenter
- VMWare ESXi.

## PURPOSE

DTMB is establishing this Contract to procure Akkadian Provisioning Manager to streamline processes and operations for the Voice Infrastructure and to enhance support capabilities. This software will provide the following services:

- Service Monitoring
- Automation and Provisioning
- Onboarding and offboarding
- Directory Number Management
- Phone Control
- Help Desk

## 3. ADA COMPLIANCE

The State is required to comply with the Americans with Disabilities Act of 1990 (ADA) and has adopted standards and procedures regarding accessibility requirements for websites and software applications. All websites, applications, software, and associated content and documentation provided by the Contractor as part of the Solution must comply with Level AA of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0.

## 4. SOFTWARE TO BE PROVIDED

The Contractor shall provide Akkadian Provisioning Manager subscription licensing for 35,000 IP Endpoints.

## 5. ACCESS CONTROL AND AUTHENTICATION

The Software must integrate with the State's IT Identity and Access Management (IAM) environment as described in the State of Michigan Digital Strategy ([https://www.michigan.gov/dtmb/0,5552,7-358-82547\\_56345\\_56351\\_69611-336646--,00.html](https://www.michigan.gov/dtmb/0,5552,7-358-82547_56345_56351_69611-336646--,00.html)), which consist of:

MILogin/Michigan Identity, Credential, and Access Management (MICAM). An enterprise single sign-on and identity management solution based on IBM's Identity and Access Management products including, IBM Security Identity Manager (ISIM), IBM Security Access Manager for Web (ISAM), IBM Tivoli Federated Identity Manager (TFIM), IBM Security Access Manager for Mobile (ISAMM), and IBM DataPower, which enables the State to establish, manage, and authenticate user identities for the State's Information Technology (IT) systems.

MILogin Identity Federation. Allows federated single sign-on (SSO) for business partners, as well as citizen-based applications.

MILogin Multi Factor Authentication (MFA, based on system data classification requirements). Required for those applications where data classification is Confidential and Restricted as defined by the 1340.00 Michigan Information Technology Information Security Policy (i.e. the proposed solution must comply with PHI, PCI, CJIS, IRS, and other standards).

MILogin Identity Proofing Services (based on system data classification requirements). A system that verifies individual's identities before the State allows access to its IT system. This service is based on "life history" or

transaction information aggregated from public and proprietary data sources. A leading credit bureau provides this service.

To integrate with the SOM MILogin solution, Akkadian Provisioning Manager must support SAML, or OAuth or OpenID interfaces for the SSO purposes.

## 6. DATA RETENTION AND REMOVAL

The Contractor will need to retain all data for the entire length of the Contract unless otherwise direct by the State.

The State will need the ability to delete data, even data that may be stored off-line or in backups.

The State will need to retrieve data, even data that may be stored off-line or in backups.

## 7. END USER AND IT OPERATING ENVIRONMENT

The SOM IT environment includes X86 VMware, IBM Power VM, MS Azure/Hyper-V and Oracle VM, with supporting platforms, enterprise storage, monitoring, and management running in house and in cloud hosting provides.

Contractor must accommodate the latest browser versions (including mobile browsers) as well as some pre-existing browsers. To ensure that users with older browsers are still able to access online services, applications must, at a minimum, display and function correctly in standards-compliant browsers and the state standard browser without the use of special plugins or extensions. The rules used to base the minimum browser requirements include:

- Over 2% of desktop and mobile & tablet site traffic, measured using Michigan.gov sessions statistics and
- The current browser identified and approved as the State of Michigan standard

This information can be found at <https://www.michigan.gov/browserstats>. Please use the most recent calendar quarter to determine browser statistics. For those desktop and mobile & tablet browsers with over 2% of site traffic, except Internet Explorer which requires support for at minimum version 11, the current browser version as well as the previous two major versions must be supported.

Contractor must support the current and future State standard environment at no additional cost to the State.

## 8. SOFTWARE

Software requirements are identified in **Schedule A – Table 1 Business Specification Worksheet**.

Contractor must provide a list of any third party components, and open source component included with or used in connection with the deliverables defined within this Contract. This information must be provided to the State on a quarterly basis and/or if a new third party or open source component is used in the performance of this Contract.

### Look and Feel Standards

All software items provided by the Contractor must adhere to the State of Michigan Application/Site standards which can be found at <https://www.michigan.gov/standards>.

### SOM IT Environment Access

Contractor must access State environments using one or more of the following methods:

State provided VDI (Virtual Desktop Infrastructure) where compliant.

State provided and managed workstation device.

Contractor owned and managed workstation maintained to all State policies and standards.

Contractor required interface with State systems which must be maintained in compliance with State policies and standards as set forth in **Schedule E – Data Security Requirements**.

From locations within the United States and jurisdiction territories.

## 9. INTEGRATION

Contractor must integrate their solution to the following technologies:

For Service Monitoring:

Virtual Environment:

VMWare vCenter

VMWare ESXi

Hardware Environment:

Cisco UCS B-Series

Cisco UCS C-Series

IPT Environment:

Cisco Communications Manager

Cisco Unity Connections

Cisco Unified Call Center Express

Cisco VCS Expressway

Cisco Packaged Call Center Enterprise

Oracle Enterprise Session Border Controllers

InformaCast

Automation and Provisioning, Onboarding and Offboarding, and Help Desk

BMC Remedy

Cisco Communications Manager

Cisco Unity Connections

Cisco Unified Call Center Express

Cisco Packaged Call Center Enterprise

Directory Number Management

Cisco Communications Manager

Cisco Unity Connections

Phone Control

Cisco Communications Manager

Cisco Phone Models:

7800

7900

6900

8800



#### 10. MIGRATION

Contractor must migrate the data identified in the table below:

Current Technology	Number Pro
Data Format relative to the database technology used.	SQL database

#### 11. TRAINING SERVICES

The Contractor must provide administration and end-user training for implementation, go-live support, and transition to customer self-sufficiency.

Topics to include: How to open a ticket for support and escalation process for support

#### 12. DOCUMENTATION

Contractor must provide all user manuals, operating manuals, technical manuals and any other instructions, specifications, documents or materials, in any form or media, that describe the functionality, installation, testing, operation, use, maintenance, support, technical or other components, features or requirements of the Software.

Contractor must develop and submit for State approval complete, accurate, and timely Solution documentation to support all users, and will update any discrepancies, or errors through the life of the contract.

The Contractor's user documentation must provide detailed information about all software features and functionality, enabling the State to resolve common questions and issues prior to initiating formal support requests.

#### 13. CONTRACTOR PERSONNEL

**Contractor Contract Administrator.** Contractor resource who is responsible to(a) administer the terms of this Contract, and (b) approve and execute any Change Notices under this Contract.

<b>Contractor</b>
<b>Name:</b> Josh Skipp
<b>Address:</b> 1 World Wide Way, St. Louis, MO 63146
<b>Phone:</b> 616-283-1789
<b>Email:</b> <a href="mailto:josh.skipp@wwt.com">josh.skipp@wwt.com</a>

#### 14. CONTRACTOR KEY PERSONNEL

**Contractor Project Manager.** Contractor resource who is responsible to serve as the primary contact with regard to services who will have the authority to act on behalf of the Contractor in matters pertaining to the implementation services, matters pertaining to the receipt and processing of Support Requests and the Support Services.

<b>Contractor</b>
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<b>Name:</b> Joe LoCrasto <b>Address:</b> 1 World Wide Way, St. Louis, MO 63146 <b>Phone:</b> 571-752-8176 <b>Email:</b> <a href="mailto:joseph.locrasto@wwt.com">joseph.locrasto@wwt.com</a>
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**Contractor Security Officer.** Contractor resource who is responsible to respond to State inquiries regarding the security of the Contractor's Solution. This person must have sufficient knowledge of the security of the Contractor Solution and the authority to act on behalf of Contractor in matters pertaining thereto.

<b>Contractor</b> <b>Name:</b> John Cox <b>Address:</b> 309 E Paces Ferry Rd NE Ste 400, Atlanta, GA 30305 <b>Phone:</b> 800-432-7008 <b>Email:</b> <a href="mailto:john.cox@wwt.com">john.cox@wwt.com</a>
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#### 15. CONTRACTOR PERSONNEL REQUIREMENTS

**Background Checks.** Contractor must present certifications evidencing satisfactory Michigan State Police Background checks, ICHAT, and drug tests for all staff identified for assignment to this project.

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, if required by project.

Contractor will pay for all costs associated with ensuring their staff meets all requirements.

#### 16. STATE RESOURCES/RESPONSIBILITIES

The State will provide the following resources as part of the implementation and ongoing support of the Solution.

**State Contract Administrator.** The State Contract Administrator is the individual appointed by the State to (a) administer the terms of this Contract, and (b) approve and execute any Change Notices under this Contract.

<b>State Contract Administrator</b> <b>Name:</b> Lauren Stempek <b>Phone:</b> 517-243-4008 <b>Email:</b> <a href="mailto:stempekl@michigan.gov">stempekl@michigan.gov</a>
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**Program Managers.** The DTMB and Agency Program Managers (or designee) will jointly approve all Deliverables and day to day activities.

<b>DTMB Program Manager</b> <b>Name:</b> Ashley Adrian <b>Phone:</b> 517-331-4622 <b>Email:</b> <a href="mailto:Adriana1@michigan.gov">Adriana1@michigan.gov</a>
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<b>Agency Program Manager</b> <b>Name:</b> Todd Rayner <b>Phone:</b> 517-284-7455 <b>Email:</b> <a href="mailto:Raynert@michigan.gov">Raynert@michigan.gov</a>
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## 17. MEETINGS

At start of the engagement, the Contractor Project Manager must facilitate a project kick off meeting with the support from the State's Project Manager and the identified State resources to review the approach to accomplishing the project, schedule tasks and identify related timing, and identify any risks or issues related to the planned approach. From project kick-off until final acceptance and go-live, Contractor Project Manager must facilitate weekly meetings (or more if determined necessary by the parties) to provide updates on implementation progress. Following go-live, Contractor must facilitate monthly meetings (or more or less if determined necessary by the parties) to ensure ongoing support success.

## 18. PROJECT CONTROL & REPORTS

Once the Project Kick-Off meeting has occurred, the Contractor Project Manager will monitor project implementation progress and report on a weekly basis to the State's Project Manager the following:

- Progress to complete milestones, comparing forecasted completion dates to planned and actual completion dates
- Accomplishments during the reporting period, what was worked on and what was completed during the current reporting period
- Indicate the number of hours expended during the past week, and the cumulative total to date for the project. Also, state whether the remaining hours are sufficient to complete the project
- Tasks planned for the next reporting period
- Identify any existing issues which are impacting the project and the steps being taken to address those issues
- Identify any new risks and describe progress in mitigating high impact/high probability risks previously identified
- Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

All Contractors must submit and enter weekly timesheets into the State of Michigan's Project Portfolio Management tool, Clarity PPM, for approval and reporting. The weekly Clarity PPM timesheet will contain hours worked for assigned project tasks.

## 19. PROJECT MANAGEMENT

The Contractor Project Manager will be responsible for maintaining a project schedule (or approved alternative) identifying tasks, durations, forecasted dates and resources – both Contractor and State - required to meet the timeframes as agreed to by both parties.

Changes to scope, schedule or cost must be addressed through a formal change request process with the State and the Contractor to ensure understanding, agreement and approval of authorized parties to the change and clearly identify the impact to the overall project.

### **SUITE Documentation**

In managing its obligation to meet the above milestones and deliverables, the Contractor is required to utilize the applicable [State Unified Information Technology Environment \(SUITE\)](#) methodologies, or an equivalent methodology proposed by the Contractor.

SUITE's primary goal is the delivery of on-time, on-budget, quality systems that meet customer expectations. SUITE is based on industry best practices, including those identified in the Project Management Institute's PMBoK and the Capability Maturity Model Integration for Development. It was designed and implemented to standardize methodologies, processes, procedures, training, and tools for project management and systems development lifecycle management. It offers guidance for efficient, effective improvement across multiple process disciplines in the organization, improvements to best practices incorporated from earlier models, and a common, integrated vision of improvement for all project and system related elements.

While applying the SUITE framework through its methodologies is required, SUITE was not designed to add layers of complexity to project execution. There should be no additional costs from the Contractor, since it is expected that they are already following industry best practices which are at least similar to those that form SUITE's foundation.

SUITE's companion templates are used to document project progress or deliverables. In some cases, Contractors may have in place their own set of templates for similar use. Because SUITE can be tailored to fit specific projects, project teams and State project managers may decide to use the Contractor's provided templates, as long as they demonstrate fulfillment of the SUITE methodologies.

#### *Milestones/Deliverables for Implementation*

The State's proposed milestone schedule and associated deliverables are set forth below.

<b>Milestone Event</b>	<b>Associated Milestone Deliverable(s)</b>	<b>Schedule</b>
Project Planning	Project Kickoff	Contract Execution + 10 calendar days
Requirements and Design Validation	Validation sessions, Final Requirement Validation Document, Final Design Document, Final Implementation Document	Execution + 30 calendar days
Provision environments	Validate Test and Production environments	Execution + 90 calendar days
Installation and Configuration of software	Final Solution and Testing Document	Execution + 120 calendar days
Testing and Acceptance	Final Test Results Report, Final Training Documentation, Final Acceptance	Execution + 150 calendar days
Postproduction Warranty	Included in the cost of Solution.	Production + 90 calendar days
Production Support Services	Ongoing after Final Acceptance.	Ongoing

## 20. ADDITIONAL INFORMATION

The State reserves the right to purchase any additional services or products from the Contractor during the duration of the Contract.

SCHEDULE A – TABLE 1 - Business Specification Worksheet

A	B
Business Specification Number	Business Specification
<b>MANDATORY MINIMUM</b>	
	The solution must have the ability to be managed by DTMB.
<b>REQUIRED</b>	
1.0	The solution must be FIPS 140-2 Compliant
2.0	The solution must be IRS Pub 1075 Compliant
3.0	The solution must have audit logging
4.0	The solution must have bulk provisioning for Automation/Centralized Management
5.0	The solution must have multi-cluster support for Automation/Centralized Management
6.0	The solution must have role-based access for Automation/Centralized Management
7.0	The solution must have remote phone control for Automation/Centralized Management
8.0	The solution must have site-based provisioning for Automation/Centralized Management
9.0	The solution must have automated provisioning for Automation/Centralized Management
10.0	The solution must have end user self-service (Voicemail PIN resets & Call forwarding) for Automation/Centralized Management
11.0	The solution must have Customizable Dashboards for Automation/Centralized Management
12.0	The solution must have UCCX and PCCE Contact Center Agent Provisioning for Automation/Centralized Management
13.0	The solution must have BMC Remedy ITSM Integration for Automation/Centralized Management
14.0	The solution must have automation for voicemail box add/moves/changes for Automation/Centralized Management
15.0	The solution must have multi factor authentication for Automation/Centralized Management

16.0	The solution must have Workflows for Automation/Centralized Management (on-boarding, off-boarding, add/move/change/delete phone)
17.0	The solution must not rely on LDAP integration to perform automation, bulk provisioning, workflows, etc. type tasks for Automation/Centralized Management
18.0	The Solution's Help Desk Portal must have tiered level support
19.0	The Solution's Help Desk Portal must allow for agents to perform voicemail pin resets
20.0	The Solution's Help Desk Portal must allow for agents to change names and/or descriptions on phones
21.0	The Solution's Help Desk Portal must allow for agents to perform Certificate Authority Proxy Function (CAPF) type functions such as push/delete Locally Significant Certificates (LSC) to phones
22.0	The Directory Number Management Solution must manage blocks of DIDs
23.0	The Directory Number Management Solution must integrate with CUCM and CUC
24.0	The Directory Number Management Solution must allow for reservation of numbers
25.0	The Directory Number Management Solution must have role-based access
26.0	The Audit and Configuration Management solution must analyze and correlate Audit logs: 1) identify who has accessed the systems, and 2) correlate changes what, when, and who has made changes systems
27.0	The Audit and Configuration Management solution must track and compare current and past configurations
28.0	The Audit and Configuration Management solution must monitor all changes and provide email alerts for changes
29.0	The Audit and Configuration Management solution must provide reports which show additions, deletions, and changes to phones
30.0	The Audit and Configuration Management solution must provide Phone Inventory Asset reports that show serial, model, MAC, MWI, registration status, and switch location per Cisco phone
31.0	The Audit and Configuration Management solution must have automated reporting

SCHEDULE B – PRICING

Pricing in Schedule B Table A includes all costs for the licensing, support, implementation, and training for the Solution. The pricing is based on a one-time, upfront payment of Fees for the 5-year Term. The total Fee is \$849,003.48.

Product Name (below)	Total License Subscription Fee for entire Contract Term ( based on 35,000 IP Endpoints)	Implementation & Training Fee	Total Fee for Contract
Akkadian Provisioning Manager	\$841,960	\$ 7,043.48	\$849,003.48

The License Subscription Fee is based on an Annual Subscription Cost of \$168,392 and is based on an annual rate of \$4.81 per IP Endpoint. The State may purchase additional License Subscriptions at the same \$4.81 per IP Endpoint annual rate during the initial 5-year Term.

**Option Year Pricing**

If the State renews the Contract after the initial 5 year Term, pricing will not increase more than 2.5% above the current \$4.81 per IP Endpoint rate for each Option Year.

**Travel and Expenses**

The State does not pay for overtime or travel expenses.

SCHEDULE C - INSURANCE SCHEDULE

## SCHEDULE C - INSURANCE REQUIREMENTS

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Unified Communications Contract No. **220000001481**

**General Requirements.** Contractor, at its sole expense, must maintain the insurance coverage as specified herein for the duration of the Term. Minimum limits may be satisfied by any combination of primary liability, umbrella or excess liability, and self-insurance coverage. To the extent damages are covered by any required insurance, Contractor waives all rights against the State for such damages. Failure to maintain required insurance does not limit this waiver.

**Qualification of Insurers.** Except for self-insured coverage, all policies must be written by an insurer with an A.M. Best rating of A- VII or higher unless otherwise approved by DTMB Enterprise Risk Management.

**Primary and Non-Contributory Coverage.** All policies for which the State of Michigan is required to be named as an additional insured must be on a primary and non-contributory basis.

**Claims-Made Coverage.** If any required policies provide claims-made coverage, Contractor must:

Maintain coverage and provide evidence of coverage for at least 3 years after the later of the expiration or termination of the Contract or the completion of all its duties under the Contract;

Purchase extended reporting coverage for a minimum of 3 years after completion of work if coverage is cancelled or not renewed, and not replaced with another claims-made policy form with a retroactive date prior to the Effective Date of this Contract.

**Proof of Insurance.**

Insurance certificates showing evidence of coverage as required herein must be submitted to [DTMB-RiskManagement@michigan.gov](mailto:DTMB-RiskManagement@michigan.gov) within 10 days of the contract execution date.

Renewal insurance certificates must be provided on annual basis or as otherwise commensurate with the effective dates of coverage for any insurance required herein.

Insurance certificates must be in the form of a standard ACORD Insurance Certificate unless otherwise approved by DTMB Enterprise Risk Management.

All insurance certificates must clearly identify the Contract Number (e.g., notated under the Description of Operations on an ACORD form).

The State may require additional proofs of insurance or solvency, including but not limited to policy declarations, policy endorsements, policy schedules, self-insured certification/authorization, and balance sheets.

In the event any required coverage is cancelled or not renewed, Contractor must provide written notice to DTMB Enterprise Risk Management no later than 5 business days following such cancellation or nonrenewal.

**Subcontractors.** Contractor is responsible for ensuring its subcontractors carry and maintain insurance coverage.

**Limits of Coverage & Specific Endorsements.**



Required Limits	Additional Requirements
<b>Commercial General Liability Insurance</b>	
<b>Minimum Limits:</b> \$1,000,000 Each Occurrence \$1,000,000 Personal & Advertising Injury \$2,000,000 Products/Completed Operations \$2,000,000 General Aggregate	Contractor must have their policy endorsed to add "the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents" as additional insureds.
<b>Automobile Liability Insurance</b>	
<b>Minimum Limits:</b> \$1,000,000 Per Accident	Contractor must have their policy: (1) endorsed to add "the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents" as additional insureds; and (2) include Hired and Non-Owned Automobile coverage.
<b>Workers' Compensation Insurance</b>	
<b>Minimum Limits:</b> Coverage according to applicable laws governing work activities.	Waiver of subrogation, except where waiver is prohibited by law.
<b>Employers Liability Insurance</b>	
<b>Minimum Limits:</b> \$500,000 Each Accident \$500,000 Each Employee by Disease \$500,000 Aggregate Disease	
<b>Privacy and Security Liability (Cyber Liability) Insurance</b>	
<b>Minimum Limits:</b> \$1,000,000 Each Occurrence	Contractor must have their policy cover information security and privacy liability, privacy

Required Limits	Additional Requirements
\$1,000,000 Annual Aggregate	notification costs, regulatory defense and penalties, and website media content liability.

**Non-Waiver.** This Schedule C is not intended to and is not to be construed in any manner as waiving, restricting or limiting the liability of either party for any obligations under this Contract, including any provisions hereof requiring Contractor to indemnify, defend and hold harmless the State.

## SCHEDULE D - SERVICE LEVEL AGREEMENT

The parties agree as follows:

**1. Definitions.** For purposes of this Schedule, the following terms have the meanings set forth below. All initial capitalized terms in this Schedule that are not defined in this Schedule shall have the respective meanings given to them in the Contract Terms and Conditions.

**"Contact List"** means a current list of Contractor contacts and telephone numbers set forth in the attached **Schedule D – Attachment 1** to this Schedule to enable the State to escalate its Support Requests, including: (a) the first person to contact; and (b) the persons in successively more qualified or experienced positions to provide the support sought.

**"Critical Service Error"** has the meaning set forth in the Service Level Table.

**"Error"** means, generally, any failure or error referred to in the Service Level Table.

**"First Line Support"** means the identification, diagnosis and correction of Errors by the State.

**"High Service Error"** has the meaning set forth in the Service Level Table.

**"Low Service Error"** has the meaning set forth in the Service Level Table.

**"Medium Service Error"** has the meaning set forth in the Service Level Table.

**"Resolve"** and the correlative terms, **"Resolved"**, **"Resolving"** and **"Resolution"** each have the meaning set forth in **Section**

**"Service Credit"** has the meaning set forth in **Section**

**"Second Line Support"** means the identification, diagnosis and correction of Errors by the provision of (a) telephone and email assistance by a qualified individual on the Contact List and remote application support, or (b) on-site technical support at the State's premises by a qualified individual on the Contact List.

**"Service Levels"** means the defined Error and corresponding required service level responses, response times, Resolutions and Resolution times referred to in the Service Level Table.

**"Service Level Table"** means the table set out in **Section**

**"State Cause"** means any of the following causes of an Error: (a) a State server hardware problem; (b) a desktop/laptop hardware problem; or (c) a State network communication problem.

**"State Systems"** means the State's information technology infrastructure, including the State's computers, software, databases, electronic systems (including database management systems) and networks.

**"Support Hours"** means 24 hours a day, 7 days a week.

**"Support Period"** means the period of time beginning 90 days after the date the Software has entered full production mode and ending on the date the Contract expires or is terminated.

**"Support Request"** has the meaning set forth in **Section**

**2. Support Services.** The State will provide First Line Support prior to making a Service Request for Second Line Support. Contractor shall perform all Second Line Support and other Support Services during the Support Hours throughout the Support Period in accordance with the terms and conditions of this Schedule and the Contract, including the Service Levels and other Contractor obligations set forth in this **Section 2**.

2.1 Support Service Responsibilities. Contractor shall:

- (a) provide unlimited telephone support during all Support Hours;
- (b) respond to and Resolve all Support Requests in accordance with the Service Levels;
- (c) provide unlimited remote Second Line Support to the State during all Support Hours;
- (d) provide on-premise Second Line Support to the State if remote Second Line Support will not Resolve the Error; and
- (e) provide to the State all such other services as may be necessary or useful to correct an Error or otherwise fulfill the Service Level requirements, including defect repair, programming corrections and remedial programming.

2.2 Support Requests. Once the State has determined that an Error is not the result of a **State Cause**, the State may request Support Services by way of a Support Request. The State shall classify its requests for Error corrections in accordance with the support request classification and definitions of the Service Level Table set forth in **Section 2.4** (each a "**Support Request**"). The State shall notify Contractor of each Support Request by e-mail or telephone. The State shall include in each Support Request a description of the reported Error and the time the State first observed the Error.

2.3 State Obligations. The State shall provide the Contractor with each of the following to the extent reasonably necessary to assist Contractor to reproduce operating conditions similar to those present when the State detected the relevant Error and to respond to and Resolve the relevant Support Request:

- (i) if not prohibited by the State's security policies, remote access to the State Systems, and if prohibited, direct access at the State's premises;
- (ii) output and other data, documents and information, each of which is deemed the State's Confidential Information as defined in the Contract; and
- (iii) such other reasonable cooperation and assistance as Contractor may request.

2.4 Service Level Table. Response and Resolution times will be measured from the time Contractor receives a Support Request until the respective times Contractor has (a) responded to that Support Request, in the case of response time and (b) Resolved that Support Request, in the case of Resolution time. "**Resolve**", "**Resolved**", "**Resolution**" and correlative capitalized terms mean, with respect to any particular Support Request, that Contractor has corrected the Error that prompted that Support Request and that the State has confirmed such correction and its acceptance of it in writing. Contractor shall respond to and Resolve all Support Requests within the following times based on the State's designation of the severity of the associated Error, subject to the parties' written agreement to revise such designation after Contractor's investigation of the reported Error and consultation with the State:

Support Request Classification	Definition	Service Level Metric (Required Response Time)	Service Level Metric (Required Resolution Time)
<b>Critical Service Error</b>	<p>(a) Issue affecting entire Software system or single critical production function;</p> <p>(b) Software down or operating in materially degraded state;</p> <p>(c) Data integrity at risk;</p> <p>(d) Material financial impact;</p> <p>(e) Widespread access interruptions: or</p> <p>(f) Classified by the state as a Critical Service Error</p>	Contractor shall acknowledge receipt of a Support Request within thirty (30) minutes.	<p>Contractor shall Resolve the Support Request as soon as practicable and no later than four (4) hours after Contractor's receipt of the Support Request.</p> <p>If the Contractor Resolves the Support Request by way of a work-around accepted in writing by the State, the support classification assessment will be reduced to a High Service Error.</p>
<b>High Service Error</b>	<p>(a) A Critical Service Error for which the State has received, within the Resolution time for Critical Service Errors, a work-around that the State has accepted in writing; or</p> <p>(b) Primary component failure that materially impairs Software's performance;</p> <p>(c) Data entry or access is materially impaired on a limited basis; or</p> <p>(d) performance issues of severe nature impacting critical processes</p>	Contractor shall acknowledge receipt of a Support Request or, where applicable, the State's written acceptance of a Critical Service Error work-around, within twenty-four (24) hours.	Contractor shall Resolve the Support Request as soon as practicable and no later than two (2) Business Days after Contractor's receipt of the Support Request or, where applicable, the State's written acceptance of a Critical Service Error work-around.

Support Request Classification	Definition	Service Level Metric (Required Response Time)	Service Level Metric (Required Resolution Time)
<b>Medium Service Error</b>	An isolated or minor Error in the Software that meets any of the following requirements:  (a) does not significantly affect Software functionality;  (b) can or does impair or disable only certain non-essential Software functions; or  (c) does not materially affect the State's use of the Software	Contractor shall acknowledge receipt of the Support Request within two (2) Business Days.	Contractor shall Resolve the Support Request as soon as practicable and no later than ten (10) Business Days after Contractor's receipt of the Support Request.
<b>Low Service Error</b>	Request for assistance, information, or services that are routine in nature.	Contractor shall acknowledge receipt of the Support Request within five (5) Business Days.	N/A

2.5 Escalation. If Contractor does not respond to a Support Request within the relevant Service Level response time, the State may escalate the Support Request to the Contractor Project Manager and State Program Managers, or their designees, and then to the parties' respective Contract Administrators.

2.6 Time Extensions. The State may, on a case-by-case basis, agree in writing to a reasonable extension of the Service Level response or Resolution times.

2.7 Contractor Updates. Contractor shall give the State monthly electronic or other written reports and updates of:

- (a) the nature and status of its efforts to correct any Error, including a description of the Error and the time of Contractor's response and Resolution;
- (b) its Service Level performance, including Service Level response and Resolution times; and
- (c) the Service Credits to which the State has become entitled.

### 3. Service Credits.

3.1 Service Credit Amounts. If the Contractor fails to respond to a Support Request within the applicable Service Level response time or to Resolve a Support Request within the applicable Service Level Resolution time,

the State will be entitled to the corresponding service credits specified in the table below ("**Service Credits**"), provided that the relevant Error did not result from a State Cause.

Support Request Classification	Service Level Credits  (For Failure to Respond to any Support Request Within the Corresponding Response Time)	Service Level Credits  (For Failure to Resolve any Support Request Within the Corresponding Required Resolution Time)
<b>Critical Service Error</b>	An amount equal to 5% of 1/12th of the Annual Subscription Cost amount, as set forth in Schedule B, for each hour by which Contractor's response exceeds the required Response time.	An amount equal to 5% of 1/12th of the Annual Subscription Cost amount, as set forth in Schedule B, for each hour by which Contractor's Resolution of the Support Request exceeds the required Resolution time.
<b>High Service Error</b>	An amount equal to 3% of 1/12th of the Annual Subscription Cost amount, as set forth in Schedule B, for each Business Day, and a pro-rated share of such percentage for each part of a Business Day, by which Contractor's response exceeds the required Response time.	An amount equal to 3% of 1/12th of the Annual Subscription Cost amount, as set forth in Schedule B, for each Business Day, and a pro-rated share of such percentage for each part of a Business Day, by which Contractor's Resolution of the Support Request exceeds the required Resolution time.

3.2 Compensatory Purpose. The parties intend that the Service Credits constitute compensation to the State, and not a penalty. The parties acknowledge and agree that the State's harm caused by Contractor's delayed delivery of the Support Services would be impossible or very difficult to accurately estimate as of the Effective Date, and that the Service Credits are a reasonable estimate of the anticipated or actual harm that might arise from Contractor's breach of its Service Level obligations.

3.3 Issuance of Service Credits. Contractor shall, for each monthly invoice period, issue to the State, together with Contractor's invoice for such period, a written acknowledgment setting forth all Service Credits to which the State has become entitled during that invoice period. Contractor shall pay the amount of the Service Credit as a debt to the State within fifteen (15) Business Days of issue of the Service Credit acknowledgment, provided that, at the State's option, the State may, at any time prior to Contractor's payment of such debt, deduct the Service Credit from the amount payable by the State to Contractor pursuant to such invoice.

3.4 Additional Remedies for Service Level Failures. Contractor's repeated failure to meet the Service Levels for Resolution of any Critical Service Errors or High Service Errors, or any combination of such Errors, within the applicable Resolution time set out in the Service Level Table will constitute a material breach under the Contract. Without limiting the State's right to receive Service Credits under this **Section 3**, the State may terminate this Schedule for cause in accordance with terms of the Contract.

**4. Communications**. In addition to the mechanisms for giving notice specified in the Contract, unless expressly specified otherwise in this Schedule or the Contract, the parties may use e-mail for communications on any matter referred to herein.

## SCHEDULE E – DATA SECURITY REQUIREMENTS

**Definitions.** For purposes of this Schedule, the following terms have the meanings set forth below. All initial capitalized terms in this Schedule that are not defined in this **Schedule** shall have the respective meanings given to them in the Contract.

**“Contractor Security Officer”** has the meaning set forth in **Section 2** of this Schedule.

**“FedRAMP”** means the Federal Risk and Authorization Management Program, which is a federally approved risk management program that provides a standardized approach for assessing and monitoring the security of cloud products and services.

**“FISMA”** means The Federal Information Security Modernization Act of 2014 (Pub.L. No. 113-283 (Dec. 18, 2014.)).

**“Hosting Provider”** means any Permitted Subcontractor that is providing any or all of the Hosted Services under this Contract.

**“NIST”** means the National Institute of Standards and Technology.

**“PCI”** means the Payment Card Industry.

**“PSP”** or **“PSPs”** means the State’s IT Policies, Standards and Procedures.

**“SSAE”** means Statement on Standards for Attestation Engagements.

**“Security Accreditation Process”** has the meaning set forth in **Section 6** of this Schedule

**Security Officer.** Contractor will appoint a Contractor employee to respond to the State’s inquiries regarding the security of the Hosted Services who has sufficient knowledge of the security of the Hosted Services and the authority to act on behalf of Contractor in matters pertaining thereto (**“Contractor Security Officer”**).

**Contractor Responsibilities.** Contractor is responsible for establishing and maintaining a data privacy and information security program, including physical, technical, administrative, and organizational safeguards, that is designed to:

ensure the security and confidentiality of the State Data;

protect against any anticipated threats or hazards to the security or integrity of the State Data;

protect against unauthorized disclosure, access to, or use of the State Data;

ensure the proper disposal of any State Data in Contractor’s or its subcontractor’s possession; and

ensure that all Contractor Representatives comply with the foregoing.

The State has established Information Technology (IT) PSPs to protect IT resources under the authority outlined in the overarching State 1305.00 Enterprise IT Policy. In no case will the safeguards of Contractor’s data privacy and information security program be less stringent than the safeguards used by the State, and Contractor must at all times comply with all applicable public and non-public State IT policies and standards, of which the publicly available ones are at [https://www.michigan.gov/dtmb/0,5552,7-358-82547\\_56579\\_56755---,00.html](https://www.michigan.gov/dtmb/0,5552,7-358-82547_56579_56755---,00.html).

This responsibility also extends to all service providers and subcontractors with access to State Data or an ability to impact the contracted solution. Contractor responsibilities are determined from the PSPs based on the services being provided to the State, the type of IT solution, and the applicable laws and regulations.



**Acceptable Use Policy.** To the extent that Contractor has access to the State's IT environment, Contractor must comply with the State's Acceptable Use Policy, see [https://www.michigan.gov/documents/dtmb/1340.00.01\\_Acceptable\\_Use\\_of\\_Information\\_Technology\\_Standard\\_458958\\_7.pdf](https://www.michigan.gov/documents/dtmb/1340.00.01_Acceptable_Use_of_Information_Technology_Standard_458958_7.pdf). All Contractor Personnel will be required, in writing, to agree to the State's Acceptable Use Policy before accessing State systems. The State reserves the right to terminate Contractor's and/or subcontractor(s) or any Contractor Personnel's access to State systems if the State determines a violation has occurred.

**Protection of State's Information.** Throughout the Term and at all times in connection with its actual or required performance of the Services, Contractor will:

If Hosted Services are provided by a Hosting Provider, ensure each Hosting Provider maintains FedRAMP authorization for all Hosted Services environments throughout the Term, and in the event a Hosting Provider is unable to maintain FedRAMP authorization, the State, at its sole discretion, may either a) require the Contractor to move the Software and State Data to an alternative Hosting Provider selected and approved by the State at Contractor's sole cost and expense without any increase in Fees, or b) immediately terminate this Contract for cause pursuant to **Section 15.1** of the Contract;

for Hosted Services provided by the Contractor, maintain either a FedRAMP authorization or an annual SSAE 18 SOC 2 Type II audit based on State required NIST Special Publication 800-53 MOD Controls using identified controls and minimum values as established in applicable State PSPs.

ensure that the Software and State Data is securely hosted, supported, administered, accessed, and backed up in a data center(s) that resides in the continental United States, and minimally meets Uptime Institute Tier 3 standards ([www.uptimeinstitute.com](http://www.uptimeinstitute.com)), or its equivalent;

maintain and enforce an information security program including safety and physical and technical security policies and procedures with respect to its Processing of the State Data that complies with the requirements of the State's data security policies as set forth in this Contract, and must, at a minimum, remain compliant with FISMA and NIST Special Publication 800-53 MOD Controls using identified controls and minimum values as established in applicable State PSPs;

provide technical and organizational safeguards against accidental, unlawful or unauthorized access to or use, destruction, loss, alteration, disclosure, encryption, transfer, commingling or processing of such information that ensure a level of security appropriate to the risks presented by the processing of State Data and the nature of such State Data, consistent with best industry practice and applicable standards (including, but not limited to, compliance with FISMA, NIST, CMS, IRS, FBI, SSA, HIPAA, FERPA and PCI requirements as applicable);

take all reasonable measures to:

secure and defend all locations, equipment, systems and other materials and facilities employed in connection with the Services against "malicious actors" and others who may seek, without authorization, to destroy, disrupt, damage, encrypt, modify, copy, access or otherwise use Hosted Services or the information found therein; and

prevent (i) the State and its Authorized Users from having access to the data of other customers or such other customer's users of the Services; (ii) State Data from being commingled with or contaminated by the data of other customers or their users of the Services; and (iii) unauthorized access to any of the State Data;

ensure that State Data is encrypted in transit and at rest using FIPS validated AES encryption modules and a key size of 128 bits or higher;

ensure the Hosted Services support Identity Federation/Single Sign-on (SSO) capabilities using Security Assertion Markup Language (SAML), Open Authentication (OAuth) or comparable State approved mechanisms;

ensure the Hosted Services implements NIST compliant multi-factor authentication for privileged/administrative and other identified access.

**Security Accreditation Process.** Throughout the Term, Contractor will assist the State, at no additional cost, with its **Security Accreditation Process**, which includes the development, completion and on-going maintenance of a system security plan (SSP) using the State's automated governance, risk and compliance (GRC) platform, which requires Contractor to submit evidence, upon request from the State, in order to validate Contractor's security controls within two weeks of the State's request. On an annual basis, or as otherwise required by the State such as for significant changes, re-assessment of the system's controls will be required to receive and maintain authority to operate (ATO). All identified risks from the SSP will be remediated through a Plan of Action and Milestones (POAM) process with remediation time frames and required evidence based on the risk level of the identified risk. For all findings associated with the Contractor's solution, at no additional cost, Contractor will be required to create or assist with the creation of State approved POAMs, perform related remediation activities, and provide evidence of compliance. The State will make any decisions on acceptable risk, Contractor may request risk acceptance, supported by compensating controls, however only the State may formally accept risk. Failure to comply with this section will be deemed a material breach of the Contract.

**Unauthorized Access.** Contractor may not access, and must not permit any access to, State systems, in whole or in part, whether through the Hosted Services or otherwise, without the State's express prior written authorization. Such authorization may be revoked by the State in writing at any time in its sole discretion. Any access to State systems must be solely in accordance with the Contract and this Schedule, and in no case exceed the scope of the State's authorization pursuant to this Section. All State-authorized connectivity or attempted connectivity to State systems shall be only through the State's security gateways and firewalls and in compliance with the State's security policies set forth in the Contract as the same may be supplemented or amended by the State and provided to Contractor from time to time.

#### **Security Audits.**

During the Term, Contractor will maintain complete and accurate records of its data protection practices, IT security controls, and the security logs relating to State Data, including but not limited to any backup, disaster recovery or other policies, practices or procedures relating to the State Data and any other information relevant to its compliance with this Contract.

Without limiting any other audit rights of the State, the State has the right to review Contractor's data privacy and information security program prior to the commencement of Services and from time to time during the term of this Contract. The State, at its own expense, is entitled to perform, or to have performed, an on-site audit of Contractor's data privacy and information security program. If the State chooses to perform an on-site audit, Contractor will, make all such records, appropriate personnel and relevant materials available during normal business hours for inspection and audit by the State or an independent data security expert that is reasonably acceptable to Contractor, provided that the State: (i) gives Contractor at least five (5) Business Days prior notice of any such audit; (ii) undertakes such audit no more than once per calendar year, except for good cause shown; and (iii) conducts or causes to be conducted such audit in a manner designed to minimize disruption of Contractor's normal business operations and that complies with the terms and conditions of all data confidentiality, ownership, privacy, security and restricted use provisions of the Contract. The State may, but is not obligated to, perform such security audits, which shall, at the State's option and request, include penetration and security tests, of any and all Hosted Services and their housing facilities and operating environments.

During the Term, Contractor will, when requested by the State, provide a copy of Contractor's and Hosting Provider's FedRAMP System Security Plan(s) or SOC 2 Type 2 report(s) to the State within two weeks of the State's request. The System Security Plan and SSAE audit reports will be recognized as Contractor's Confidential Information.

8.4 With respect to State Data, Contractor must implement any required safeguards as identified by the State or by any audit of Contractor's data privacy and information security program.

8.5 The State reserves the right, at its sole election, to immediately terminate this Contract or a Statement of Work without limitation and without liability if the State determines that Contractor fails or has failed to meet its obligations under this **Section 8**.

**Application Scanning.** During the Term, Contractor must, at its sole cost and expense, scan all Contractor provided applications, and must analyze, remediate and validate all vulnerabilities identified by the scans as required by the State Secure Web Application and other applicable PSPs.

Contractor's application scanning and remediation must include each of the following types of scans and activities:

Dynamic Application Security Testing (DAST) – Scanning interactive application for vulnerabilities, analysis, remediation, and validation (may include Interactive Application Security Testing (IAST)).

Contractor must either a) grant the State the right to dynamically scan a deployed version of the Software; or b) in lieu of the State performing the scan, Contractor must dynamically scan a deployed version of the Software using a State approved application scanning tool, and provide the State with a vulnerabilities assessment after Contractor has completed such scan. These scans and assessments i) must be completed and provided to the State quarterly (dates to be provided by the State) and for each major release; and ii) scans must be completed in a non-production environment with verifiable matching source code and supporting infrastructure configurations or the actual production environment.

Static Application Security Testing (SAST) - Scanning source code for vulnerabilities, analysis, remediation, and validation.

For Contractor provided applications, Contractor, at its sole expense, must provide resources to complete static application source code scanning, including the analysis, remediation and validation of vulnerabilities identified by application source code scans. These scans must be completed for all source code initially, for all updated source code, and for all source code for each major release and Contractor must provide the State with a vulnerability assessment after Contractor has completed the required scans.

Software Composition Analysis (SCA) – Third Party and/or Open Source Scanning for vulnerabilities, analysis, remediation, and validation.

For Software that includes third party and open source software, all included third party and open source software must be documented and the source supplier must be monitored by the Contractor for notification of identified vulnerabilities and remediation. SCA scans may be included as part of SAST and DAST scanning or employ the use of an SCA tool to meet the scanning requirements. These scans must be completed for all third party and open source software initially, for all updated third party and open source software, and for all third party and open source software in each major release and Contractor must provide the State with a vulnerability assessment after Contractor has completed the required scans if not provided as part of SAST and/or DAST reporting.

In addition, application scanning and remediation may include the following types of scans and activities if required by regulatory or industry requirements, data classification or otherwise identified by the State.

If provided as part of the solution, all native mobile application software must meet these scanning requirements including any interaction with an application programming interface (API).

Penetration Testing – Simulated attack on the application and infrastructure to identify security weaknesses.

**Infrastructure Scanning.**

For Hosted Services, Contractor must ensure the infrastructure and applications are scanned using an approved scanning tool (Qualys, Tenable, or other PCI Approved Vulnerability Scanning Tool) at least monthly and provide the scan's assessments to the State in a format that is specified by the State and used to track the remediation. Contractor will ensure the remediation of issues identified in the scan according to the remediation time requirements documented in the State's PSPs.

**Nonexclusive Remedy for Security Breach.**

Any failure of the Services to meet the requirements of this Schedule with respect to the security of any State Data or other Confidential Information of the State, including any related backup, disaster recovery or other policies, practices or procedures, is a material breach of the Contract for which the State, at its option, may terminate the Contract immediately upon written notice to Contractor without any notice or cure period, and Contractor must promptly reimburse to the State any Fees prepaid by the State prorated to the date of such termination.



## SCHEDULE F - SOFTWARE LICENSE AGREEMENT

Akkadian Labs offers its proprietary software to its customers. Customer (as defined and limited herein) wishes to obtain access to Akkadian Labs' software, and Akkadian Labs wishes to provide such access in accordance with the terms set forth in this agreement, (the "**Agreement**").

THE PARTIES ACKNOWLEDGE THAT EACH HAS READ THIS AGREEMENT AND ITS ATTACHMENTS, UNDERSTANDS THEM, AND AGREES TO BE BOUND BY THEIR TERMS AND CONDITIONS AS OF THE EFFECTIVE DATE STATED BELOW (the "**Effective Date**"), but no sooner than the last Signature Date. Akkadian Labs and Customer have had a duly authorized representative execute this Agreement and that both agree to be bound by its terms effective as of the Effective Date below.

**Akkadian Labs, LLC ("Akkadian Labs")**

\_\_\_\_\_ ("**Customer**")

By: \_\_\_\_\_

By: \_\_\_\_\_

Print Name: Eric Nelson

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

Title: President and COO

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

Principal business address:

Principal business address:

240 West 35<sup>th</sup> Street, Sixth Floor

\_\_\_\_\_

New York, NY 10001

\_\_\_\_\_

Email: enelson@akkadianlabs.com

\_\_\_\_\_

\_\_\_\_\_

Signature Date: \_\_\_\_\_, 20\_\_\_\_

Signature Date: \_\_\_\_\_, 2022\_\_

1. Reserved.

## 2. DEFINITIONS

The following terms have the associated meanings.

2.1 **"Affiliate"** means any entity in which one of the parties owns or controls, directly or indirectly, a majority of outstanding shares, securities or interests; or any parent company that owns or controls a majority of outstanding shares, securities, or interests in one of the parties, or a department, bureau, commission, board, authority, or agency of the State of Michigan

2.2 **"Channel Partner"** means a reseller or other authorized representative of Akkadian Labs.

2.3 **"Documentation"** means all user and system materials that describe the functionality, performance, specifications and/or other aspects of the Software and includes installation instructions, user guides, specifications, operations manuals, training manuals, and periodic updates thereto.

2.4 **"Order"** means the State of Michigan contract No. \_220000001481 with Akkadian Labs Channel Partner World Wide Technology, LLC (WWT).

2.5 **"Product"** means the particular Software license or subscription service purchased, as stated in the Order.

2.6 **"Software"** means the proprietary software set forth in the Order as delivered or hosted by Akkadian Labs, as set forth in the Order, and which includes Updates and Upgrades.

2.7 **"Update"** means a release of the Software containing revisions, corrections, bug fixes, patches, new reports, and/or modifications to the existing version of the Software that do not materially enhance or change the existing functionality and that are offered at no additional charge by Akkadian Labs generally to its customers from time to time in Akkadian Labs' sole discretion.

2.8 **"Upgrade"** means a release of or improvement or addition (e.g., a new module) to the Software containing significant enhancements, new features, or functionalities that Akkadian Labs generally make available to its customers for an additional fee, and which the State may, but is not required to purchase through the Order.

## 3. LICENSE

3.1 Grant of License. Subject to Customer's continued compliance with the terms and conditions of this Agreement, Akkadian Labs hereby grants Customer and its Affiliates, consistent with the Order:

### 3.1.1 Reserved.

3.1.2 a Subscription License. a limited, royalty free, fully paid up, nonexclusive, non-transferable, non-sublicensable right and license to use, execute, store, and display the object code version of the Software and the Documentation during the initial term set forth in the Order and during any renewal term of the Order (**"Subscription License"**)

The license is referred to as the **"License"**.

### 3.2 Reserved.

### 3.3 Restrictions on Use

You may:

3.3.1 use the Software on the quantity and type of computers indicated in the Order.

3.3.2 make one copy of the Software for archival purposes, or copy the Software onto the hard disk of Customer's computer and retain the original for archival purposes;

3.3.3 use the Software on a network, provided that Customer has a Licensed copy of the Software for each computer that can access the Software over that network; and,

3.3.4 make printed copies of electronic Documentation for Customer's internal use.

You may not:

- 3.3.5 transfer, assign, convey, sublicense, rent, lease, or provide or permit access to the Software (or any portion thereof), either directly or indirectly, to another person or entity or unlicensed division, subsidiary, or Affiliate), and any of the foregoing acts in this paragraph in violation hereof shall be of no power or effect;
- 3.3.6 distribute, sell, sublicense, rent, lease, use, or provide or permit access to the Software (or any portion thereof) for any purposes other as expressly permitted under this Agreement;
- 3.3.7 directly or indirectly reverse engineer, decompile, disassemble, modify, translate, make any attempt to discover, modify or use the source code, underlying ideas, algorithms, file formats or programming interfaces of the Software by any means whatsoever (except and only to the extent that applicable law prohibits or restricts reverse engineering restrictions), or create derivative works from the Software, and any such derivative works or other modifications shall automatically be owned by Akkadian Labs upon creation;
- 3.3.8 utilize any equipment, device, software, or other means designed to circumvent or remove any form of product key or copy protection used by Akkadian Labs in connection with the Software, or use the Software together with any authorization code, product key, serial number, or other copy protection device not supplied by Akkadian Labs or through an authorized Channel Partner;
- 3.3.9 use the Software to develop or facilitate development of a product which is competitive with any Akkadian Labs product offerings;
- 3.3.10 post or otherwise publish electronic Documentation of the Software for access outside the licensed organization;
- 3.3.11 use a previous version or copy of the Software after Customer has installed a replacement set or an upgraded version and, upon upgrading the Software, all copies of the prior version must be uninstalled or rendered unusable;
- 3.3.12 knowingly and intentionally remove any product identification, proprietary, copyright or other notices contained in the Software;
- 3.3.13 provide any product key or login information to a third party unless expressly authorized by Akkadian Labs in writing in advance; or,
- 3.3.14 use the Software or product keys in any manner not expressly authorized by this Agreement.

**3.4 User Administration.** At all times during this Agreement, Customer shall designate one or more employees to serve as the “**User Administrator**” for Customer. Only the User Administrator(s) have authority to, and shall be responsible for authorizing, issuing and deauthorizing a login name, password, and any other credentialing information (collectively, “**Login Credentials**”) to its authorized users (“**Authorized Users**”), administering security profiles of Authorized Users, and inputting data regarding the Authorized Users. Customer agrees that each Authorized User will be assigned unique Login Credentials, and that no Login Credentials will be shared or otherwise utilized by two or more individuals at any time. Customer shall be solely responsible for the security of Login Credentials issued to each Authorized User. Customer shall timely deauthorize all Authorized Users that are no longer to have access to the Software. Customer agrees to comply with the procedures specified by Akkadian Labs from time to time regarding obtaining and updating passwords or other security measures for the Software. Customer is responsible for all acts and failures to act of its Authorized Users, and for ensuring that all Authorized Users are permitted by applicable law to access the Customer data. Akkadian Labs shall have no responsibility or liability for any damage or loss caused by the failure of Customer to deauthorize an Authorized User (e.g., a terminated employee).

#### 4. Fees and payments



4.1 Payment Terms. Pricing and payment terms are subject to the Order. .

4.2 Reserved.

4.3 Reserved.

4.4 Audit. During the Term of this Agreement and for a period of one (1) year thereafter: (1) Customer shall maintain complete and accurate written records of its Software use solely for the purpose of Akkadian Labs confirming compliance with the License usage metrics and limitations in the Order(s); and (2) Akkadian Labs shall have the right, no more than once per year, during normal business hours and upon reasonable prior written notice, to inspect and audit Customer's records to verify that Customer has complied with the License usage metrics and limitations (such as, but not limited to, for determining the actual number of employees and devices involved) in the Order. In the course of conducting the audit, Akkadian Labs shall abide by Customer's standard site access rules and regulations and shall take steps to minimize any disruption to the normal conduct of Customer's business. Akkadian Labs shall pay its own expenses for the audit. If the audit reveals any unlicensed use of the Software, Customer shall purchase licenses to true-up usage going forward through the Order, as Akkadian Labs' sole remedy for such unlicensed use.

## 5. Term and Termination

5.1 Term. This Agreement shall commence on the effective date of the Order and continue until expiration as stated below in this Section 5 (the "**Term**", which includes renewal terms, as applicable), unless earlier terminated by either party as expressly permitted by this Agreement.

5.1.1 Reserved.

5.1.2 Subscription License Term. The Limited License granted herein commences on the Effective Date of the Order and continues until expiration or termination of the Order, including any renewals of the Order.

5.2 Termination. Either party may terminate this Agreement for cause upon written notice to other party in the event of a material breach of this Agreement and, , and a failure to remedy such breach within thirty (30) days of the date of notice, where such breach is curable with commercially reasonable efforts. Reverse engineering of the Software is not curable breaches. Customer may terminate this Agreement without recourse for any reason.

5.3 Effect of Termination. Upon termination of this Agreement all obligations of Akkadian Labs under this Agreement and any maintenance agreement shall cease and (a) for Subscription License Products, Customer shall have no right to use the Software for any purpose and Customer shall immediately cease all use of and delete or uninstall all copies thereof and promptly certify the same to Akkadian Labs in writing.

## 6. OWNERSHIP

6.1 The Software is licensed, not sold and ownership of all intellectual property rights shall remain with Akkadian Labs. The Software is owned by Akkadian Labs or its licensors and is protected by copyright as well as other intellectual property laws. Unauthorized reproduction or distribution of the Software is prohibited and subject to civil and criminal penalties. Except as set forth in this Agreement, no express or implied license or right of any kind is granted to Customer regarding the Software. Akkadian Labs reserves all rights not expressly granted herein. The Software is licensed as a single product and its component parts may not be separated.

## 7. Product Description- UPDATES; UPGRADES

7.1 All Updates and Upgrades to the Software and related Documentation delivered to Customer are described below and are purchased through the Order.



**7.2 Implementation of Updates.** Akkadian Labs reviews its Software on a regular basis for potential security vulnerabilities and, if one is found, endeavors to provide an updated version on a timely basis to its Customers who have a Support Agreement. Akkadian Labs Products are downloaded as an appliance with security features that deny access to the Software except for HTTPS-443 and SSH-22. Software Updates may at times possibly contain patches to enhance or address potential security or other issues. Customer agrees to promptly install all Updates supplied by Akkadian Labs. Customer acknowledges that failure to do so may render the Software nonconforming to updated Documentation or vulnerable to unauthorized access or other intrusion, and Customer agrees to assume all risks arising such failure. Akkadian Labs will not be liable for inoperability of the Software or unauthorized access to Customer's systems or data due to failure of Customer to timely install Updates. Akkadian Labs may terminate Support Services if Customer fails to comply with this Section 7.2 .

## **8. Product Description- Support services**

8.1 Support Services are included in the Subscription License purchased through the Order.

**8.2 Support Services.** The Parties acknowledge that Channel Partner WWT has agreed to provide and is responsible for providing support services pursuant to the Order. Attached to the Order as Schedule F is a description of the Support Services that are included with the Software.

## **9. RESERVED**

## **10. WARRANTY**

**10.1 Limited Warranty.** Akkadian Labs warrants that for ninety (90) days from the Effective Date (the "**Warranty Period**") the unmodified Software when operated on the designated computer and operating system will substantially perform as described in Documentation provided by Akkadian Labs (the "**Warranty**"). Akkadian Labs does not warrant that: (a) the Software will meet Customer's requirements; (b) the Software will operate in combinations Customer may select for use; (c) the operation of Software will be uninterrupted or error-free; or (d) all Software errors will be corrected. If Customer reports within the Warranty Period the Software's non-conformance to the Warranty, Akkadian Labs shall, at its option, either correct the non-conformance, provide Customer with a reasonable procedure to circumvent the problem, or, if Akkadian Labs can do neither of the foregoing, accept return or uninstallation of the Software by Customer, refund the License fee paid for that Product. Akkadian Labs will replace any defective media without charge if it is returned to Akkadian Labs within the Warranty Period. The foregoing in this Section 10.1 are Customer's sole and exclusive remedies for any breach of the Warranty. The Warranty shall not apply (i) in the event the Software has been altered, modified or converted by Customer or any third party, serviced by any unauthorized third party, or any non-conformance to the Warranty is related to any third party software or hardware; (ii) if the Software is used with hardware or software not specified in the Documentation; (iii) if any modifications are made to the Software by Customer or any third party; (iv) to defects in the Software that are due to accident, abuse or improper use by Customer or its contractors; or, (v) to any evaluation version or other Software provided on a no-charge or evaluation basis. Any replacement Software will be warranted for the remainder of the original Warranty Period.

**10.2 Disclaimer of Other Warranties.** AKKADIAN LABS MAKE NO OTHER REPRESENTATION, WARRANTY, OR GUARANTY AS TO THE RELIABILITY, TIMELINESS, QUALITY, SUITABILITY, TRUTH, AVAILABILITY, ACCURACY OR COMPLETENESS OF THE SOFTWARE OR DOCUMENTATION. AKKADIAN LABS AND ITS LICENSORS DO NOT REPRESENT OR WARRANT THAT: (I) THE USE OF THE SOFTWARE WILL BE SECURE, TIMELY, UNINTERRUPTED OR ERROR-FREE OR OPERATE IN COMBINATION WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEM OR DATA; (II) THE SOFTWARE WILL MEET CUSTOMER'S REQUIREMENTS OR EXPECTATIONS; (III) ANY STORED CLIENT DATA WILL BE ACCURATE OR RELIABLE, (IV) ERRORS OR DEFECTS WILL BE CORRECTED; AND, (V) EXCEPT FOR EXPENDING COMMERCIALLY REASONABLE EFFORTS TO PROTECT AGAINST SUCH VIRUSES, THAT THE SOFTWARE IS FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. AKKADIAN LABS SPECIFICALLY DISCLAIMS ALL OTHER IMPLIED OR STATUTORY WARRANTIES, INCLUDING ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE. No employee, agent, representative, or reseller (Channel Partner) of Akkadian has the authority to bind Akkadian to any oral representation or warranty concerning the Software. No reseller, dealer, agent, or employee is authorized to make any modification, extension, or addition to this Warranty. The limited Warranty gives Customer specific legal rights. Customer may have other rights that vary from state to state.

## **11. INDEMNIFICATION**

**11.1 Intellectual Property Infringement Indemnification.** If any alleged infringement of U.S. patent or copyright is asserted by a third party against Customer based upon Customer's use of the Software (a "**Claim**"), Akkadian Labs will indemnify, defend, hold Customer harmless for all claims, liability, damages, losses, judgments, fines, penalties, assessments, and other expenses (including, but not limited to, reasonable attorney's fees and litigation costs) (collectively, all of the foregoing referred to as "**Losses**"), provided Customer shall provide Akkadian Labs notice of such claim as set forth in section 11.3. Akkadian Labs shall have the exclusive right, if it chooses, to control and direct the investigation, defense, or settlement of such claims. Akkadian Labs shall receive Customer's reasonable cooperation and assistance. If a Claim is made or appears likely, Akkadian Labs may, at Akkadian Labs' option, (1) procure for Customer the right to continue using the Software under the terms of this Agreement, or (2) replace or modify the Software so as to be non-infringing without material decrease in functionality. For Perpetual License or Subscription License Products, if Akkadian Labs determines that neither of the two above options are reasonably available, Akkadian Labs may terminate the applicable License upon written notice to Customer, and refund Customer a pro rata portion of the price Customer paid for the Software if so terminated within twelve (12) months of the Effective Date, or, if so terminated beyond such twelve (12) months, for the remainder of the unexpired Term based upon a five (5) year straight line useful life from date of Software receipt as well as refund a pro rata share of any associated pre-paid and unused Support Agreement fees. For Subscription Service Products, if Akkadian Labs determines that neither of the two above options are reasonably available, Akkadian Labs may terminate the applicable License upon written notice to Customer, and refund a pro rata portion of any pre-paid but unused portion of the subscription term. This Section 11.1 states Akkadian Labs' entire obligation and Customer's exclusive remedy regarding any Claims against Customer for infringement. Upon such return and refund, if any, neither party shall have any further obligation to the other regarding the Software under this Agreement or otherwise. Akkadian Labs will have no obligation for any Claim to the extent such Claim is based on (i) a modification of the Software by Customer or a third party, or use of the Software outside the scope of this Agreement; (ii) combination, operation, or use of the Software with non-Akkadian Labs products, software, services or business processes; or, (iii) Customer data.

**11.2 General Indemnification.** Akkadian Labs agrees to indemnify, defend, and hold harmless (collectively referred to as “indemnify” or its derivatives) the State and its employees, directors, officers and agents harmless against all Losses arising out of or resulting from any third-party claims made or proceedings brought against the State to the extent such Losses arise pursuant to Akkadian’s performance or failure to perform under this Agreement and/or results from Akkadian’s negligence or willful misconduct, provided that the foregoing obligations in this Section 11.2 are except to the extent due to State’s breach of this Agreement or its (or its Affiliates’ or contractors’) actions, omissions, or negligence.

**11.3 Indemnification Procedure.** The State will notify Akkadian Labs in writing if indemnification is sought, and in the case of a Claim under section 11.1, within 14 days of assertion of a Claim; however, failure to do so will not relieve Akkadian Labs of its indemnification obligations, except to the extent that Akkadian Labs is materially prejudiced. The State is entitled to:

- a. regular updates on proceeding status;
- b. participate in the defense of the proceeding;
- c. employ its own counsel; and to
- d. retain control of the defense, at its own cost and expense, if the State deems necessary. Contractor will not, without the State’s prior written consent (not to be unreasonably withheld), settle, compromise, or consent to the entry of any judgment in or otherwise seek to terminate any claim, action, or proceeding. Any litigation activity on behalf of the State or any of its subdivisions, under this Section 11, must be coordinated with the Department of Attorney General. An attorney designated to represent the State may not do so until approved by the Michigan Attorney General and appointed as a Special Assistant Attorney General.

## **12. LIMITATION OF LIABILITY**

12.1 TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL AKKADIAN LABS OR ITS LICENSORS BE LIABLE TO CUSTOMER FOR ANY LOSS OF USE, LOST DATA, FAILURE OF SECURITY MECHANISMS, INTERRUPTION OF BUSINESS OR ANY SPECIAL, CONSEQUENTIAL, INDIRECT, PUNITIVE, EXEMPLARY, SPECIAL, OR SIMILAR DAMAGES, THE COST OF OBTAINING SUBSTITUTE GOODS, INCLUDING ANY LOST PROFITS ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE, EVEN IF AKKADIAN LABS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO CASE SHALL AKKADIAN LABS’ OR ITS LICENSORS’ TOTAL AGGREGATE LIABILITY (A) FOR ANY SOFTWARE OR SERVICES UNDER THIS Agreement EXCEED THE PURCHASE PRICE FOR THE SOFTWARE OR (B) FOR ANY SERVICES, EXCEED THE FEES PAID BY CUSTOMER FOR THE SERVICES (EXCLUDING SUPPORT SERVICES) WHICH DIRECTLY CAUSED THE DAMAGES ALLEGED. SOME STATES AND COUNTRIES, INCLUDING MEMBER COUNTRIES OF THE EUROPEAN ECONOMIC AREA, DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE LIMITATION OR EXCLUSION IN THIS SECTION MAY NOT APPLY TO CUSTOMER. The disclaimers and limitations set forth above in this Section 12 will apply regardless of whether or not Customer accepts the Software. Section 12 will survive any expiration or termination of this Agreement and apply even if any limited remedy specified in this Agreement is found to have failed of its essential purpose. This Section 12.1 shall not impair the U.S. Government’s right to recover for fraud or crimes arising out of or related to a government contract as defined under any federal fraud statute, including the False Claims Act, 31 U.S.C. §§ 3729-3733.

## **13. CONFIDENTIAL INFORMATION**

13.1 All non-public information (including, but not limited to, trade secrets) disclosed by either party to the other party, including portions of the Software not disclosed to the public (a) which is marked or identified as confidential or proprietary at the time of disclosure, or (b) that the receiving party knows or should reasonably know to be the confidential or proprietary information of the disclosing party given the nature of such information and the circumstances of its disclosure, except information that is: (i) already known to the receiving Party prior to disclosure; (ii) publicly known through no wrongful act or omission of the receiving Party; (iii) received from a third party without violation of law or contractual obligation; or, (iv) independently developed without use of the non-public information (collectively, **"Proprietary Information"**). Each party agrees to hold the Proprietary Information of the other party in strictest confidence and not to, directly or indirectly, copy, reproduce, distribute, disclose, or cause to be disclosed such Proprietary Information or utilize such Proprietary Information for any purpose whatsoever other than as expressly contemplated by this Agreement. However, confidential information may be disclosed by the U.S. or other government agency or government entity if required by law subject to reasonable prior written notice to Akkadian Labs (unless such notice is prohibited or not required by law) so that Akkadian Labs has sufficient time to object to such disclosure. These obligations shall survive any termination of this Agreement, with respect to confidential information, for three (3) years and, with respect to trade secrets, continue for so long as such information constitutes a trade secret under applicable law.

#### **14. RESTRICTED RIGHTS**

14.1 Software delivered to the U.S. Defense Dept. are delivered with Restricted Rights and the following applies: "Restricted Rights Legend: Use, duplication or disclosure by the Government is subject to restrictions as currently set forth in subparagraph (c)(1)(ii) the Rights in Technical Data and Computer Software clause at 252.227-7013 (or any successor regulation). Software delivered to a U.S. Government Agency not within the Defense, Dept. are delivered with "Restricted Rights" as defined in Commercial Computer Software - Restricted Rights at FAR 52.227-19." Customer shall comply fully with all applicable laws and regulations of the United States and other countries (Export Laws) to assure that neither the Software, nor any direct products thereof are (1) exported, directly or indirectly, in violation of Export Laws, or (2) are used for any purpose prohibited by Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation.

#### **15. FORCE MAJEURE EVENTS**

15.1 If by reason of (i) labor disputes, strikes, or lockouts (but excluding nonunion labor shortage or disputes); (ii) riots, war, acts of terrorism, or other civil disturbance; (iii) fire, flood, earthquake, tornado, hurricane, snow, ice, lightning, or other natural disasters, elements of nature or acts of God, government orders or directives related to pandemics or epidemics; (iv) outages, cable cuts, power crisis shortages, infrastructure outages or failures, internet failures, interruption or failure of telecommunications carriers or digital transmission links, network congestion, computer equipment failures, telecommunication equipment or other equipment failures, electrical power failures, loss of or fluctuations in heat, light, or air conditioning, all of the foregoing in this Subsection (iv) being of or due to third party providers or utility service providers; (v) acts of computer sabotage or file lockup (e.g., ransomware attack), DDOS or other network attacks, intrusion, or other failures; (vi) any law, order, regulation, direction, action or request of the United States, state or local governmental agency, department, commission, court, bureau, corporation or other instrumentality of any one or more of such instrumentality, or of any civil or military authority, or national emergencies, including imposing an embargo, export or import restriction, quota or other restriction or prohibition or any complete or partial government shutdown; or, (vii) national or regional shortage of adequate power or telecommunications or transportation (any of the foregoing is referred to as a “**Force Majeure Event**”), either party is unable to perform in whole or in part its obligations as set forth in this Agreement (other than payment obligations by Customer), then such party shall be relieved of those obligations to the extent it is so unable to perform and such inability to perform shall not make such party liable to the other party. A party shall promptly notify the other party in the event of a Force Majeure Event affecting the party’s ability to perform. Neither party shall be liable for any loss, injury, delays or damages suffered or incurred by the other party due to the above causes. In the event a Force Majeure Event occurs whereby either party is unable to perform in whole or in part its obligations as set forth in this Agreement for a period of thirty (30) consecutive days, the other party shall have the right to terminate this Agreement without termination liability.

## 16. RESERVED

## 17. GOVERNING LAW

17.1 This Agreement will be governed by the Laws of the State of Michigan, without reference to conflict of laws principles. Akkadian Labs specifically acknowledges the exclusive jurisdiction and venue of the state courts located in the State of Michigan for any permitted legal proceedings relating to this Agreement, and Akkadian Labs agrees to appoint a resident agent in Michigan for purposes of accepting service of process promptly after the Effective Date. This Agreement will not be governed by the United Nations Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded.

## 18. SURVIVAL.

18.1 The following provisions will survive any expiration or termination of this Agreement: Sections 4.4, 11, 12, 13, and 17-19.

## 19. GENERAL

19.1 This Agreement sets forth the complete understanding of the parties regarding the terms and conditions applicable to the Software and all services and supersedes all prior or contemporaneous communications, representations or agreements between the parties, whether oral or written, regarding the subject matter of this Agreement. If any provision of this Agreement is not enforceable, all other provisions will remain in full force and effect. Titles and paragraph headings are for the convenience of reference and are not a part of this Agreement. The background recitals form a material part of this Agreement. This Agreement shall not be modified or amended except in writing signed by both parties. This Agreement may not be assigned, conveyed or transferred, whether by contract or merger, (collectively referred to in this Section 19 as “assign” or “assignment”) by Customer without the prior written consent of Akkadian Labs, except as required by Executive Order, or other legal requirement. Akkadian Labs may assign this Agreement in whole or in part, including the right to receive payments, upon written notice to Customer, provided that assignee of Akkadian Labs’ rights agrees to be bound by the terms and conditions of the Agreement and any agreements entered into between the parties which form a part of this Agreement. Any assignment in violation hereof shall be of no power or effect. All notices required to be given pursuant to this Agreement shall be given in writing and delivered by fax, hand, certified first class mail, email, or overnight courier, addressed to the receiving party at the contact information stated herein. Each party will provide written notice to the other party in the event of a change in contact information. Notice shall be deemed given (i) on the day when sent by fax, with evidence of successful transmission retained; (ii) on the day when delivered by hand; (iii) three (3) days after mailing by first class mail with tracking receipt retained; (iv) one (1) day after delivering to a recognized overnight delivery carrier; or, (v) on the date sent by electronic mail, provided that confirmation is sent by one of the other foregoing methods.

## Schedule G – Product Description

### Support Level Agreement

This Support Service Level Agreement (“SLA”) defines the maintenance and support services (“Support Services”) which Akkadian Labs, LLC (“Akkadian Labs”) shall provide to the customer (“Customer”) in accordance with an order from Customer for such Support Services for the Software. This SLA is a part of the Software License and Subscription Agreement. Akkadian Labs may revise this SLA from time to time in its sole discretion, which shall be effective upon posting to Akkadian Labs’ Customer Portal website.

1. Telephone; Email Support. Akkadian Labs will provide reasonable telephone and email support for problem determination evaluation and resolution of problems arising during normal operation of the Software. Akkadian Labs may require Customer to provide a written assistance request describing the problem.
  - A. Support Phone Number: 1-800-818-4128
  - B. Support Email Address: [support@akkadianlabs.com](mailto:support@akkadianlabs.com)
2. Support Hours. Support Services are provided during Akkadian Labs’ business hours of 9:00 a.m. to 5:00 p.m., Monday through Friday, Eastern Time, excluding federal and other public and Akkadian Labs’ holidays (“Business Hours”).
3. On-Site Emergency Support. Customer may request Akkadian Labs to provide on-site emergency support services as a separate billable service at Akkadian Labs’ standard rates.
4. Updates. The Support Services purchased by Customer, pursuant to the applicable Order, include Updates at no additional cost.
5. Problem Determination and Resolution. Akkadian Labs’ resources will be allocated to resolve reported problems based on the severity level set forth in the table below and Akkadian Labs will use commercially reasonable efforts to provide an acceptable response, resolution, workaround, or a plan for the provision of a resolution or acceptable workaround in the timeframe stated:

Severity Level	Definition	Acknowledgement Time*	Resolution Commitment
Critical	An error that causes a catastrophic failure substantially impacting Customer’s business.	2 hours	Akkadian Labs and Customer will commit full-time resources for problem resolution, to obtain workaround, or reduce the severity of the error.
High	An error that causes Akkadian Labs product to fail without significant business impact. Causes a substantial reduction in protection.	8 hours	Akkadian Labs and Customer will commit full-time resources during normal business hours for problem resolution, to obtain workaround, or reduce the severity of the error.



Normal	An error that causes only minor impact on use of the product.	12 hours	Akkadian Labs and Customer will commit resources during normal business hours for problem resolution.
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\*Acknowledgement times are during Business Hours.

- A. Acknowledgement. Once a problem has been reported, Customer will receive an acknowledgement via email or phone, as to the receipt of the problem as reported and a confirmation of the problem severity. Akkadian Labs will begin the process of problem determination and resolution at that point.
- B. Status Updates. During the problem determination and resolution process, Customer may receive regular communications, via email or phone, as to the status of the problem determination and resolution.
- C. Resolution. In response to the problem reported, Customer will receive, as appropriate, one of the following resolutions: an existing correction, a new correction, a viable workaround, or a plan on how the problem will be addressed.
- D. Severity Re-classification. If Customer determines that a previously reported and in-progress issue's severity needs to be re-classified or escalated, Customer should issue a new call or email to Akkadian Labs' technical support team.

6. Exclusions. Akkadian Labs will have no obligation to support the following:

- A. Software not covered by an active Support Agreement and/or not in compliance with a valid License. Akkadian Labs does not allow for partial coverage for Perpetual License or Subscription License Products; a Support Agreement must cover all Perpetual License or Subscription License Products purchased.
- B. Software that is altered or modified other than as approved by Akkadian Labs or any portion of the Software incorporated with or into other software not specifically approved by Akkadian Labs.
- C. Any Software that is not the current major release or immediately previous major release with most current Update.
- D. Problems caused by misuse or misapplication of the Software.
- E. Software installed on any computer hardware/software configurations not supported by Akkadian Labs.

Akkadian Labs, in its sole discretion, shall determine whether any of the foregoing exclusions are applicable to Customer.



7. Customer's Obligations for Operational Support.

A. Contact Person(s). Customer will designate up to two (2) contact person(s) (or such other replacement individuals as Customer may designate in writing) (each a "**Contact Person**"), who shall be the sole contacts for the coordination and receipt of the Support Services set forth in this SLA. Each Contact Person shall be knowledgeable about the Software. If Akkadian Labs is unable to contact any designated Contact Person through the specified means for a period of time and such contact would be helpful for performing the Support Services, Akkadian Labs may refuse to perform the Support Services until Akkadian Labs is able to contact a designated Contact Person, in which case the times for resolution set forth in Section 5 of this SLA will be suspended for such period of time.

B. Remote Access. For the purpose of problem determination and analysis, Customer will provide, as necessary and at Customer's discretion, the technical support team with remote access capabilities into Customer's systems running the Software.

C. Supporting Data. Customer will provide reasonable supporting data to aid in the identification and resolution of the issue.

D. Installation. Customer will be responsible for installing all Updates and Upgrades.