



CONTRACT

State of Oklahoma

Dispatch via Print

Supplier 0000397377
INFOJINI INC
891 ELKRIDGE LANDING RD
LINTHICUM HEIGHTS MD 21090
USA

Contract ID 000000000000000000004926			Page 1 of 1	
Contract Dates 10/18/2017 to 10/17/2018		Currency USD	Rate Type CRRNT	Rate Date PO Date
Description: 0900009067 / SW1064			Contract Maximum 0.00	
Allow Open Item Reference				
TYPE: AGENCY(S) - 09000				

Tax Exempt? Y Tax Exempt ID: 736017987

Contract Lines:

Line #	Cat CD / Item ID / Item Desc	UOM	Minimum Order Qty	Amt	Maximum / Open Qty	Amt
1	80101507 / Project Management	EA	1.00	0.00	0.00	0.00
	Contract Base Pricing		0.01000	EA		0002
2	80101507 / Systems Analyst	EA	1.00	0.00	0.00	0.00
	Contract Base Pricing		0.01000	EA		0002
3	80101507 / Business Analyst	EA	1.00	0.00	0.00	0.00
	Contract Base Pricing		0.01000	EA		0002
4	81111508 / Application Development	EA	1.00	0.00	0.00	0.00
	Contract Base Pricing		0.01000	EA		0002

COMMENTS:

Payment terms: 2%/15, Net 45
Business Analyst, System/Technical Analyst, Project Manager & Application Development provider(s).

This awarded Contract resulting from Solicitation #0900000263
This resulting Contract awarded Best Value.
This is an Indefinite Quantity Contract.
This is a Multi-Supplier Award.

Vendor contact: Sandeep Sarjani
Phone: 443-257-0086
E-mail: statebids@infojiniconsulting.com

Agency Contact: Glenda Caudle
Phone: 405-522-8597
E-mail: Glenda.caudle@omes.ok.gov

Initial contract period: 10/18/2017 through 10/17/2018
First year (1st) renewal period 10/18/2018 through 10/17/2019
Second year (2nd) renewal period 10/18/2019 through 10/17/2020
Third year (3rd) renewal period 10/18/2020 through 10/17/2021
Fourth year (4th) renewal period 10/18/2021 through 10/17/2022
Fifth year (5th) renewal period 10/18/2022 through 10/17/2023
Sixth year (6th) renewal period 10/18/2023 through 10/17/2024

Final = The price is final after adjustments
Hard = Apply adjustments regardless of other adjustments
Skip = Skip adjustments if any other adjustments have been applied

Authorized Signature



State of Oklahoma

Office of Management and Enterprise Services

**ADDENDUM 1 TO
STATE OF OKLAHOMA CONTRACT WITH INFOJINI, INC.
RESULTING FROM SOLICITATION NO. 0900000263**

This Addendum 1 ("Addendum") is an Amendment to the Contract awarded to Infojini, Inc. ("Infojini") in connection with Solicitation No. 0900000263 ("Solicitation") and is effective October __, 2017.

Recitals

Whereas, the State issued a solicitation for proposals from world-class service providers to help execute the State's long term strategy and mission, as more particularly described in the Solicitation;

Whereas, Infojini submitted a proposal which did contain exceptions to the Solicitation terms; and

Whereas, the State and Infojini have negotiated the final terms under which Infojini will perform the Services under the Contract.

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

1. Addendum Purpose.

This Addendum memorializes the agreement of the parties with respect to negotiated terms of the Contract that is being awarded to Infojini simultaneously with execution of this Addendum. The parties agree that Infojini has not yet begun performance of work contemplated by the Solicitation.

2. Negotiated Documents of the Contract.

2.1. The parties have negotiated certain terms of the Contract as follows:

- i. revisions to Service Level Agreement as contained in Attachment A to this Addendum.

2.2. Accordingly, any reference to a Contract Document refers to such Contract Document as it may have been amended. If and to the extent any provision is in multiple documents and

Attachment A

This Service Level Agreement ("Agreement") is a Contract Document in connection with the Contract issued as a result of Solicitation No. 0900000263 (the "Solicitation") entered into between Infojini Inc. ("Infojini"), located at 10015 Old Columbia Road, Suite B-215, Columbia, MD 21046 and the State of Oklahoma by and through the Office of Management and Enterprise Services (the "State" or "OMES"), located at 3115 N. Lincoln Blvd., Oklahoma City, OK 73105, the terms of which are incorporated herein

In consideration of the mutual covenants set forth herein and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the parties agree as follows:

I. Revision of SLA and Pertinent Information.

- a. This Agreement may be revised annually to reflect changes to information technology and telecommunication services that are provided by Infojini to the State and this Agreement will be reviewed with OMES management at least annually by the applicable Infojini contracts team and members of the Infojini Accounts Team. The review will include the terms of this Agreement and any amendments thereto as well as a detailed review of current performance metrics, State incident reports, service and billing details and current customer satisfaction survey results. Any amendment to this Agreement, including any appendices hereto, will be in writing signed by Infojini and the State.

II. Infojini Responsibilities.

- a. Infojini will provide to the State the information technology services set forth at Appendix "A", as may be amended from time to time (the "Services"), which is attached hereto and made a part hereof.
- b. Infojini will provide the State with the name and contact information of a primary contact person.
- c. Infojini will provide support for the Services as described in Appendix "B".
- d. Infojini will cooperate with the State and provide timely input with respect to the subject matter of this Agreement.

III. Agency Responsibilities.

- a. In accordance with Section A.41.1 of the Solicitation, upon receipt of an accurate and proper invoice from Infojini, the State will pay Infojini the amounts set forth at Appendix "A", as it may be amended from time to time.
- b. The State will provide Infojini with the name and contact information of a primary contact person.
- c. The State will cooperate with Infojini and provide timely input with respect to the subject matter of this Agreement.

Primary Contact:

_____, [Name, Title]

Telephone: () _____

E-mail: _____

Infojini will provide the State with written notice of revised contact information if the primary contact listed herein is changed. A primary contact will be established for each statement of work for issues in connection with that statement of work.

- d. With respect to issues related to this Agreement and performance thereof, the following person at the State is the primary contact for Infojini:

If sent to the State of Oklahoma:

James L. Reese, II
Chief Information Officer
3115 North Lincoln Boulevard
Oklahoma City, Oklahoma 73105

With a copy to:

ISD Deputy General Counsel
3115 North Lincoln Boulevard
Oklahoma City, Oklahoma 73105

The State will provide Infojini with written notice of revised contact information if the primary contact listed herein is changed. A primary contact will be established for each statement of work for issues in connection with that statement of work.

- e. Neither forbearance nor payment by Infojini or the State will be construed to constitute a waiver of any remedy for any default or breach by Infojini or the State under the terms of this Agreement.

APPENDIX "B"

Service Requests and Incident Management

Infojini established a series of protocols that begin with the Infojini Service Desk. The Service Desk provides the State a one-stop-shop to report incidents, request assistance, suggest enhancements and provides transparency and accountability by logging a case for each request and assigning the appropriate knowledgeable staff of experts.

All service incidents received by the Service Desk are first prioritized by assessing the impact and the severity of the incident using the following chart as a guide.

Incident Priority Impact: People & Service Severity: Time			Severity		
			3-Low User cannot perform a portion of their duties.	2-Medium User cannot perform critical time sensitive functions	1-High Major portion of a critical service is unavailable
Impact	3-Low	<ul style="list-style-type: none"> One or two personnel Degraded Service Levels but still processing within SLA constraints 	3-Low	3-Low	2-Medium
	2-Medium	<ul style="list-style-type: none"> Multiple personnel in one physical location Degraded Service Levels at or below SLA constraints Cause of incident falls across multiple functional areas 	2-Medium	2-Medium	
	1-High	<ul style="list-style-type: none"> All users of a specific service Personnel from multiple agencies are affected Public facing service is unavailable Any item listed in the Crisis Response tables 	1-High	1-High	

Figure 1 - Incident Prioritization Matrix

After an incident is prioritized, the response and resolve times are tracked against the defined service levels. Response time is defined as the time between a case being logged and when an Infojini technician takes ownership of the case. Resolve time is calculated as the time from the case being created until the issue is resolved and the case closed out. The following chart briefly summarizes incident service level targets:

assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.		Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Yes	Supports <input checked="" type="checkbox"/> Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Yes	Supports <input checked="" type="checkbox"/> Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
Applications shall not override user selected contrast and color selections and other individual display attributes.	Maybe	Supports Supports with Exceptions <input checked="" type="checkbox"/> Supports through Equivalent Facilitation Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Yes	Supports <input checked="" type="checkbox"/> Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Yes	Supports <input checked="" type="checkbox"/> Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
When a product permits a user to adjust color and contrast settings, a variety of color selections	Yes	Supports <input checked="" type="checkbox"/> Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT

requiring an associated style sheet.		Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
Redundant text links shall be provided for each active region of a server-side image map.	Yes	Supports ☑ Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Yes	Supports ☑ Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
Row and column headers shall be identified for data tables.	Yes	Supports ☑ Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Yes	Supports ☑ Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
Frames shall be titled with text that facilitates frame identification and navigation.	Yes	Supports ☑ Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Yes	Supports ☑ Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT

		Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
Information, Documentation, and Support		
Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charges.	Yes	Supports <input checked="" type="checkbox"/> Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats, or alternate methods upon request, at no additional charge.	Yes	Supports <input checked="" type="checkbox"/> Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
Support services for products shall accommodate the communication needs of end-users with disabilities.	Yes	Supports <input checked="" type="checkbox"/> Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies
Section 508 Service Requirements		
Section 508 Service Requirements	Applicable	How does the deliverable meet this requirement?
Information Content will include topics that address EIT products and EIT-related services. Section 508 must be considered as a requirement on the delivered content to assure that it includes data and/or knowledge appropriate to specific Section 508 accessibility requirements. The specific requirements that apply depend upon the specific type of EIT referred to in the information content as well as the functional performance criteria detailed in 1194.31.	Yes	Supports <input checked="" type="checkbox"/> Supports with Exceptions Supports through Equivalent Facilitation Supports when combined with Compatible AT Does not Support Not Applicable Not Applicable - Fundamental Alteration Exception Applies

Section Six – Bidder Agreements

Bidder shall provide any required software licenses, maintenance, service agreements and any other similar applicable agreements.

Note: Any such agreements the Bidder requires, should it be the awardee of the Contract, not submitted with Bidder's original Bid shall not be considered

Infojini, Inc. Response:

Infojini will provide the required software licenses, maintenance, service agreements and any other similar applicable agreements.



State of Oklahoma

Office of Management and Enterprise Services

**AMENDMENT 1 TO
STATE OF OKLAHOMA CONTRACT WITH INFOJINI
RESULTING FROM SOLICITATION NO. 0900000263**

This Amendment 1 ("Amendment") is an Amendment to the Contract awarded to Infojini, Inc. ("Supplier") in connection with Solicitation No. 0900000263 ("Solicitation") and is effective April 01, 2018.

Recitals

Whereas, the State issued a solicitation for proposals from world-class service providers to help execute the State's long term strategy and mission, as more particularly described in the Solicitation;

Whereas, Supplier submitted a proposal to the solicitation;

Whereas, the State and Supplier finalized terms under which Infojini, Inc. will perform services under the Contract; and

State and Supplier wish to amend the Contract to include the ability for affiliates to make purchases under the Contract.

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

1. Section A.1 of the Solicitation is hereby amended to include the following definition:

- 1.1. "Affiliate" means any governmental entity specified as a political subdivision of the State pursuant to the Governmental Tort Claims Act including any associated institution, instrumentality, board, commission, committee department or other entity designated to act on behalf of the political subdivision; a state county or local governmental entity in its state of origin; and entities authorized to utilize contracts awarded by the State via a multistate or multi-governmental contract.

2. Section B.5 of the Solicitation is hereby amended to state:

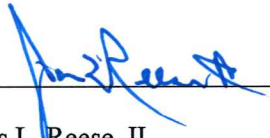
- 2.1. Authorized Users - During the term of this contract, any Affiliate, as defined herein, may utilize this contract. Under this contract, the State of Oklahoma bears no liability for the Affiliate actions and the privies of contract exist solely between the Supplier and the Affiliate.

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

**State of Oklahoma by and through the Office
of Management and Enterprise Services**

Infojini, Inc.

By: _____



Name: James L. Reese, II

Title: Chief Information Officer

Date: 4/9/18

By: _____



Name: Sandeep Harjani

Title: Director

Date: 03/21/2018