



**STATE OF OKLAHOMA STATEWIDE CONTRACT WITH SPATIAL DATA
RESEARCH, INC.**

This State of Oklahoma Statewide Contract ("Contract") is entered into between the state of Oklahoma by and through the Office of Management and Enterprise Services and **SPATIAL DATA RESEARCH, INC.** ("Supplier") and is effective as of the date of last signature to this Contract.

Purpose

The State is awarding this Contract to Supplier for the provision of creating and maintaining GIS data that will be used to provide location and routing data for Next Generation 9-1-1(NG911) services in Oklahoma, as more particularly described in certain Contract Documents. Supplier submitted a proposal which did not contain exceptions or additional terms. This Contract memorializes the agreement of the parties with respect to the final negotiated terms of the Contract that is being awarded to Supplier.

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. The parties agree that Supplier has not yet begun performance of work under this Contract. Upon full execution of this Contract, Supplier may begin work. Issuance of a purchase order is required prior to payment to a Supplier.
2. The following Contract Documents are attached hereto and incorporated herein:
 - 2.1. Solicitation No. 0900000517, Attachment A;
 - 2.2. General Terms, Attachment B;
 - 2.3. Oklahoma Statewide Contract Terms, Attachment C;
 - 2.4. Information Technology Terms, Attachment D;
 - 2.5. Pricing, Attachment E-1;
 - 2.6. Software License Agreement, Attachment E-2;
 - 2.7. Professional Services Contract, Attachment E-3;
 - 2.8. Statement of Work, Attachment E-4;
 - 2.9. Maintenance Service Agreement, Attachment E-5;
 - 2.10. Software Maintenance Agreement, Attachment E-6; and
 - 2.11. Value Add, Attachment E-7

3. The parties additionally agree:

- 3.1. The parties agree Contract terms and information are not confidential and are disclosable without further approval of or notice to Supplier.
- 3.2. Revisions to the Bid submitted as a best and final offer is attached hereto as Attachment E-1 through E-7; and

Attachments referenced in this section are attached hereto and incorporated herein.

4. 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 addresses the same or substantially the same subject matter but does not create an actual conflict, the more recent provision is deemed to supersede earlier versions.

STATE OF OKLAHOMA
by and through the
OFFICE OF MANAGEMENT AND
ENTERPRISE SERVICES

SPATIAL DATA RESEARCH, INC.

By: 

Name: D. Jerry Moore

Title: Chief Information Officer

Date: Sep 20, 2022

By: 

Name: Penny Knight

Title: Vice President

Date: 09/12/2022

ATTACHMENT A
SOLICITATION NO. 0900000517

This Solicitation is a Contract Document and is a request for proposal in connection with the Contract awarded by the Office of Management and Enterprise Services as more particularly described below. Any defined term used herein but not defined herein shall have the meaning ascribed in the General Terms or other Contract Document.

PURPOSE

The Contract is awarded as a non-mandatory statewide contract for creating and maintaining GIS data that will be used to provide location and routing data for Next Generation 9-1-1(NG911) services in Oklahoma. Oklahoma currently has 129 Public Safety Answering Points (PSAP) that maintain GIS based 911 data. The migration to NG911 requires that this data needs to be transferred to the new State of Oklahoma Geographic Information NG911 and Addressing Standard in section C. Not all the 129 PSAP's will require the services of this contract but should they choose to select a Supplier of this contract the Supplier will follow the mandatory minimum requirements outlined in Section C.1. of the Bidder Instruction.

Scope

OEM is looking to provide location and routing data for Next Generation 9-1-1 services in Oklahoma. The scope of this contract has been designed to meet the minimum requirements necessary for local PSAP's to transfer their existing 911 data to the State Geographic Information Standard (GIS). There may be cases where the local PSAP does not have a workable 911 GIS dataset. In that case, the Supplier will provide services under this contract to fully develop a functional, working Enhanced 911 (E911) and NG911 dataset that conforms to the State Geographic Information Standard (GIS). It is understood that each PSAP's current GIS data and capabilities vary greatly across the State of Oklahoma due to a historical lack of an E911 GIS standard. There will be three phases to the bid assessment, creation and/or remediation and validation. All services for all phases must be provided by a single provider. The pricing sheet includes the necessary maintenance tools and/or service agreements that may be needed by the local entity to maintain the remediated data. The pricing sheet also includes the cost for field work that may be needed or requested to visually confirm the work is accurate.

1. Contract Term and Renewal Options

The initial Contract term, which begins on the effective date of the Contract, is one year and there is one (1) one-year options to renew the Contract.

2. Certain Contract requirements and terms are set forth below as

Exhibit 1 (Price sheet) and

Exhibit 2 – Appendix A (GUIDELINES FOR MAINTENANCE OF MUNICIPAL BOUNDARY GIS FILES) & Appendix B (9-1-1 PSAP BOUNDARY CHANGE REQUEST).

ATTACHMENT B

STATE OF OKLAHOMA GENERAL TERMS

This State of Oklahoma General Terms (“General Terms”) is a Contract Document in connection with a Contract awarded by the Office of Management and Enterprise Services on behalf of the State of Oklahoma.

In addition to other terms contained in an applicable Contract Document, Supplier and State agree to the following General Terms:

1 Scope and Contract Renewal

- 1.1** Supplier may not add products or services to its offerings under the Contract without the State’s prior written approval. Such request may require a competitive bid of the additional products or services. If the need arises for goods or services outside the scope of the Contract, Supplier shall contact the State.
- 1.2** At no time during the performance of the Contract shall the Supplier have the authority to obligate any Customer for payment for any products or services (a) when a corresponding encumbering document is not signed or (b) over and above an awarded Contract amount. Likewise, Supplier is not entitled to compensation for a product or service provided by or on behalf of Supplier that is neither requested nor accepted as satisfactory.
- 1.3** If applicable, prior to any Contract renewal, the State shall subjectively consider the value of the Contract to the State, the Supplier’s performance under the Contract, and shall review certain other factors, including but not limited to the: a) terms and conditions of Contract Documents to determine validity with current State and other applicable statutes and rules; b) current pricing and discounts offered by Supplier; and c) current products, services and support offered by Supplier. If the State determines changes to the Contract are required as a condition precedent to renewal, the State and Supplier will cooperate in good faith to evidence such required changes in an Addendum. Further, any request for a price increase in connection with a renewal or otherwise will be conditioned on the Supplier providing appropriate documentation supporting the request.
- 1.4** The State may extend the Contract for ninety (90) days beyond a final renewal term at the Contract compensation rate for the extended period. If the State exercises such option to extend ninety (90) days, the State shall notify the

Supplier in writing prior to Contract end date. The State, at its sole option and to the extent allowable by law, may choose to exercise subsequent ninety (90) day extensions at the Contract pricing rate, to facilitate the finalization of related terms and conditions of a new award or as needed for transition to a new Supplier.

- 1.5** Supplier understands that supplier registration expires annually and, pursuant to OAC 260:115-3-3, Supplier shall maintain its supplier registration with the State as a precondition to a renewal of the Contract.

2 Contract Effectiveness and Order of Priority

- 2.1** Unless specifically agreed in writing otherwise, the Contract is effective upon the date last signed by the parties. Supplier shall not commence work, commit funds, incur costs, or in any way act to obligate the State until the Contract is effective.

- 2.2** Contract Documents shall be read to be consistent and complementary. Any conflict among the Contract Documents shall be resolved by giving priority to Contract Documents in the following order of precedence:

- A.** any Addendum;
- B.** any applicable Solicitation;
- C.** any Contract-specific terms contained in a Contract Document including, without limitation, information technology terms and terms specific to a statewide Contract or a State agency Contract;
- D.** the terms contained in this Contract Document;
- E.** any successful Bid as may be amended through negotiation and to the extent the Bid does not otherwise conflict with the Solicitation or applicable law;
- F.** any statement of work, work order, or other similar ordering document as applicable; and
- G.** other mutually agreed Contract Documents.

- 2.3** If there is a conflict between the terms contained in this Contract Document or in Contract-specific terms and an agreement provided by or on behalf of Supplier including but not limited to linked or supplemental documents which alter or diminish the rights of Customer or the State, the conflicting terms provided by Supplier shall not take priority over this Contract Document or

Acquisition-specific terms. In no event will any linked document alter or override such referenced terms except as specifically agreed in an Addendum.

- 2.4 Any Contract Document shall be legibly written in ink or typed. All Contract transactions, and any Contract Document related thereto, may be conducted by electronic means pursuant to the Oklahoma Uniform Electronic Transactions Act.

3 **Modification of Contract Terms and Contract Documents**

- 3.1 The Contract may only be modified, amended, or expanded by an Addendum. Any change to the Contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials made unilaterally by the Supplier, is a material breach of the Contract. Unless otherwise specified by applicable law or rules, such changes, including without limitation, any unauthorized written Contract modification, shall be void and without effect and the Supplier shall not be entitled to any claim under the Contract based on those changes. No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in the Contract.
- 3.2 Any additional terms on an ordering document provided by Supplier are of no effect and are void unless mutually executed. OMES bears no liability for performance, payment or failure thereof by the Supplier or by a Customer other than OMES in connection with an Acquisition.

4 **Definitions**

In addition to any defined terms set forth elsewhere in the Contract, the Oklahoma Central Purchasing Act and the Oklahoma Administrative Code, Title 260, the parties agree that, when used in the Contract, the following terms are defined as set forth below and may be used in the singular or plural form:

- 4.1 **Acquisition** means items, products, materials, supplies, services and equipment acquired by purchase, lease purchase, lease with option to purchase, value provided or rental under the Contract.
- 4.2 **Addendum** means a mutually executed, written modification to a Contract Document.
- 4.3 **Amendment** means a written change, addition, correction or revision to the Solicitation.
- 4.4 **Bid** means an offer a Bidder submits in response to the Solicitation.

- 4.5 **Bidder** means an individual or business entity that submits a Bid in response to the Solicitation.
- 4.6 **Contract** means the written, mutually agreed and binding legal relationship resulting from the Contract Documents and an appropriate encumbering document as may be amended from time to time, which evidences the final agreement between the parties with respect to the subject matter of the Contract.
- 4.7 **Contract Document** means this document; any master or enterprise agreement terms entered into between the parties that are mutually agreed to be applicable to the Contract; any Solicitation; any Contract-specific terms; any Supplier's Bid as may be negotiated; any statement of work, work order, or other similar mutually executed ordering document; other mutually executed documents and any Addendum.
- 4.8 **Customer** means the entity receiving goods or services contemplated by the Contract.
- 4.9 **Debarment** means action taken by a debarring official under federal or state law or regulations to exclude any business entity from inclusion on the Supplier list; bidding; offering to bid; providing a quote; receiving an award of contract with the State and may also result in cancellation of existing contracts with the State.
- 4.10 **Destination** means delivered to the receiving dock or other point specified in the applicable Contract Document.
- 4.11 **Indemnified Parties** means the State and Customer and/or its officers, directors, agents, employees, representatives, contractors, assignees and designees thereof.
- 4.12 **Inspection** means examining and testing an Acquisition (including, when appropriate, raw materials, components, and intermediate assemblies) to determine whether the Acquisition meets Contract requirements.
- 4.13 **Moral Rights** means any and all rights of paternity or integrity of the Work Product and the right to object to any modification, translation or use of the Work Product and any similar rights existing under the judicial or statutory law of any country in the world or under any treaty, regardless of whether or not such right is denominated or referred to as a moral right.
- 4.14 **OAC** means the Oklahoma Administrative Code.
- 4.15 **OMES** means the Office of Management and Enterprise Services.

- 4.16 Solicitation** means the document inviting Bids for the Acquisition referenced in the Contract and any amendments thereto.
- 4.17 State** means the government of the state of Oklahoma, its employees and authorized representatives, including without limitation any department, agency, or other unit of the government of the state of Oklahoma.
- 4.18 Supplier** means the Bidder with whom the State enters into the Contract awarded pursuant to the Solicitation or the business entity or individual that is a party to the Contract with the State.
- 4.19 Suspension** means action taken by a suspending official under federal or state law or regulations to suspend a Supplier from inclusion on the Supplier list; be eligible to submit Bids to State agencies and be awarded a contract by a State agency subject to the Central Purchasing Act.
- 4.20 Supplier Confidential Information** means certain confidential and proprietary information of Supplier that is clearly marked as confidential and agreed by the State Purchasing Director or Customer, as applicable, but does not include information excluded from confidentiality in provisions of the Contract or the Oklahoma Open Records Act.
- 4.21 Work Product** means any and all deliverables produced by Supplier under a statement of work or similar Contract Document issued pursuant to this Contract, including any and all tangible or intangible items or things that have been or will be prepared, created, developed, invented or conceived at any time following the Contract effective date including but not limited to any (i) works of authorship (such as manuals, instructions, printed material, graphics, artwork, images, illustrations, photographs, computer programs, computer software, scripts, object code, source code or other programming code, HTML code, flow charts, notes, outlines, lists, compilations, manuscripts, writings, pictorial materials, schematics, formulae, processes, algorithms, data, information, multimedia files, text web pages or web sites, other written or machine readable expression of such works fixed in any tangible media, and all other copyrightable works), (ii) trademarks, service marks, trade dress, trade names, logos, or other indicia of source or origin, (iii) ideas, designs, concepts, personality rights, methods, processes, techniques, apparatuses, inventions, formulas, discoveries, or improvements, including any patents, trade secrets and know-how, (iv) domain names, (v) any copies, and similar or derivative works to any of the foregoing, (vi) all documentation and materials related to any of the foregoing, (vii) all other goods, services or deliverables to be provided by or on behalf of Supplier under the Contract and (viii) all Intellectual Property Rights in any of the foregoing, and which are or were created,

prepared, developed, invented or conceived for the use of benefit of Customer in connection with this Contract or with funds appropriated by or for Customer or Customer's benefit (a) by any Supplier personnel or Customer personnel or (b) any Customer personnel who then became personnel to Supplier or any of its affiliates or subcontractors, where, although creation or reduction-to-practice is completed while the person is affiliated with Supplier or its personnel, any portion of same was created, invented or conceived by such person while affiliated with Customer.

5 Pricing

- 5.1** Pursuant to 68 O.S. §§ 1352, 1356, and 1404, State agencies are exempt from the assessment of State sales, use, and excise taxes. Further, State agencies and political subdivisions of the State are exempt from Federal Excise Taxes pursuant to Title 26 of the United States Code. Any taxes of any nature whatsoever payable by the Supplier shall not be reimbursed.
- 5.2** Pursuant to 74 O.S. §85.40, all travel expenses of Supplier must be included in the total Acquisition price.
- 5.3** The price of a product offered under the Contract shall include and Supplier shall prepay all shipping, packaging, delivery and handling fees. All product deliveries will be free on board Customer's Destination. No additional fees shall be charged by Supplier for standard shipping and handling. If Customer requests expedited or special delivery, Customer may be responsible for any charges for expedited or special delivery.

6 Ordering, Inspection, and Acceptance

- 6.1** Any product or service furnished under the Contract shall be ordered by issuance of a valid purchase order or other appropriate payment mechanism, including a pre-encumbrance, or by use of a valid Purchase Card. All orders and transactions are governed by the terms and conditions of the Contract. Any purchase order or other applicable payment mechanism dated prior to termination or expiration of the Contract shall be performed unless mutually agreed in writing otherwise.
- 6.2** Services will be performed in accordance with industry best practices and are subject to acceptance by the Customer. Notwithstanding any other provision in the Contract, deemed acceptance of a service or associated deliverable shall not apply automatically upon receipt of a deliverable or upon provision of a service.

Supplier warrants and represents that a product or deliverable furnished by or through the Supplier shall individually, and where specified by Supplier to perform as a system, be substantially uninterrupted and error-free in operation and guaranteed against faulty material and workmanship for a warranty period of the greater of ninety (90) days from the date of acceptance or the maximum allowed by the manufacturer. A defect in a product or deliverable furnished by or through the Supplier shall be repaired or replaced by Supplier at no additional cost or expense to the Customer if such defect occurs during the warranty period.

Any product to be delivered pursuant to the Contract shall be subject to final inspection and acceptance by the Customer at Destination. The Customer assumes no responsibility for a product until accepted by the Customer. Title and risk of loss or damage to a product shall be the responsibility of the Supplier until accepted. The Supplier shall be responsible for filing, processing, and collecting any and all damage claims accruing prior to acceptance.

Pursuant to OAC 260:115-9-5, payment for an Acquisition does not constitute final acceptance of the Acquisition. If subsequent inspection affirms that the Acquisition does not meet or exceed the specifications of the order or that the Acquisition has a latent defect, the Supplier shall be notified as soon as is reasonably practicable. The Supplier shall retrieve and replace the Acquisition at Supplier's expense or, if unable to replace, shall issue a refund to Customer. Refund under this section shall not be an exclusive remedy.

- 6.3 Supplier shall deliver products and services on or before the required date specified in a Contract Document. Failure to deliver timely may result in liquidated damages as set forth in the applicable Contract Document. Deviations, substitutions, or changes in a product or service, including changes of personnel directly providing services, shall not be made unless expressly authorized in writing by the Customer. Any substitution of personnel directly providing services shall be a person of comparable or greater skills, education and experience for performing the services as the person being replaced. Additionally, Supplier shall provide staff sufficiently experienced and able to perform with respect to any transitional services provided by Supplier in connection with termination or expiration of the Contract.
- 6.4 Product warranty and return policies and terms provided under any Contract Document will not be more restrictive or more costly than warranty and return policies and terms for other similarly situated customers for a like product.

7 Invoices and Payment

- 7.1** Supplier shall be paid upon submission of a proper invoice(s) at the prices stipulated in the Contract in accordance with 74 O.S. §85.44B which requires that payment be made only after products have been provided and accepted or services rendered and accepted.

The following terms additionally apply:

- A.** An invoice shall contain the purchase order number, description of products or services provided and the dates of such provision.
- B.** Failure to provide a timely and proper invoice may result in delay of processing the invoice for payment. Proper invoice is defined at OAC 260:10-1-2.
- C.** Payment of all fees under the Contract shall be due NET 45 days. Payment and interest on late payments are governed by 62 O.S. §34.72. Such interest is the sole and exclusive remedy for late payments by a State agency and no other late fees are authorized to be assessed pursuant to Oklahoma law.
- D.** The date from which an applicable early payment discount time is calculated shall be from the receipt date of a proper invoice. There is no obligation, however, to utilize an early payment discount.
- E.** If an overpayment or underpayment has been made to Supplier any subsequent payments to Supplier under the Contract may be adjusted to correct the account. A written explanation of the adjustment will be issued to Supplier.
- F.** Supplier shall have no right of setoff.
- G.** Because funds are typically dedicated to a particular fiscal year, an invoice will be paid only when timely submitted, which shall in no instance be later than six (6) months after the end of the fiscal year in which the goods are provided or services performed.
- H.** The Supplier shall accept payment by Purchase Card as allowed by Oklahoma law.

8 Maintenance of Insurance, Payment of Taxes, and Workers' Compensation

- 8.1** As a condition of this Contract, Supplier shall procure at its own expense, and provide proof of, insurance coverage with the applicable liability limits set

forth below and any approved subcontractor of Supplier shall procure and provide proof of the same coverage. The required insurance shall be underwritten by an insurance carrier with an A.M. Best rating of A- or better.

Such proof of coverage shall additionally be provided to the Customer if services will be provided by any of Supplier's employees, agents or subcontractors at any Customer premises and/or employer vehicles will be used in connection with performance of Supplier's obligations under the Contract. Supplier may not commence performance hereunder until such proof has been provided. Additionally, Supplier shall ensure each insurance policy includes a thirty (30) day notice of cancellation and name the State and its agencies as certificate holder and shall promptly provide proof to the State of any renewals, additions, or changes to such insurance coverage. Supplier's obligation to maintain insurance coverage under the Contract is a continuing obligation until Supplier has no further obligation under the Contract. Any combination of primary and excess or umbrella insurance may be used to satisfy the limits of coverage for Commercial General Liability, Auto Liability and Employers' Liability. Unless agreed between the parties and approved by the State Purchasing Director, the minimum acceptable insurance limits of liability are as follows:

- A.** Workers' Compensation and Employer's Liability Insurance in accordance with and to the extent required by applicable law;
- B.** Commercial General Liability Insurance covering the risks of personal injury, bodily injury (including death) and property damage, including coverage for contractual liability, with a limit of liability of not less than \$5,000,000 per occurrence;
- C.** Automobile Liability Insurance with limits of liability of not less than \$5,000,000 combined single limit each accident;
- D.** Directors and Officers Insurance which shall include Employment Practices Liability as well as Consultant's Computer Errors and Omissions Coverage, if information technology services are provided under the Contract, with limits not less than \$5,000,000 per occurrence;
- E.** Security and Privacy Liability insurance, including coverage for failure to protect confidential information and failure of the security of Supplier's computer systems that results in unauthorized access to Customer data with limits \$5,000,000 per occurrence; and
- F.** Additional coverage required in writing in connection with a particular Acquisition.

- 8.2** Supplier shall be entirely responsible during the existence of the Contract for the liability and payment of taxes payable by or assessed to Supplier or its employees, agents and subcontractors of whatever kind, in connection with the Contract. Supplier further agrees to comply with all state and federal laws applicable to any such persons, including laws regarding wages, taxes, insurance, and Workers' Compensation. Neither Customer nor the State shall be liable to the Supplier, its employees, agents, or others for the payment of taxes or the provision of unemployment insurance and/or Workers' Compensation or any benefit available to a State or Customer employee.
- 8.3** Supplier agrees to indemnify Customer, the State, and its employees, agents, representatives, contractors, and assignees for any and all liability, actions, claims, demands, or suits, and all related costs and expenses (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) relating to tax liability, unemployment insurance and/or Workers' Compensation in connection with its performance under the Contract.

9 Compliance with Applicable Laws

- 9.1** As long as Supplier has an obligation under the terms of the Contract and in connection with performance of its obligations, the Supplier represents its present compliance, and shall have an ongoing obligation to comply, with all applicable federal, State, and local laws, rules, regulations, ordinances, and orders, as amended, including but not limited to the following:
- A.** Drug-Free Workplace Act of 1988 set forth at 41 U.S.C. §81.
 - B.** Section 306 of the Clean Air Act, Section 508 of the Clean Water Act, Executive Order 11738, and Environmental Protection Agency Regulations which prohibit the use of facilities included on the EPA List of Violating Facilities under nonexempt federal contracts, grants or loans;
 - C.** Prospective participant requirements set at 45 C.F.R. part 76 in connection with Debarment, Suspension and other responsibility matters;
 - D.** 1964 Civil Rights Act, Title IX of the Education Amendment of 1972, Section 504 of the Rehabilitation Act of 1973, Americans with Disabilities Act of 1990, and Executive Orders 11246 and 11375;
 - E.** Anti-Lobbying Law set forth at 31 U.S.C. §1325 and as implemented at 45 C.F.R. part 93;

- F.** Requirements of Internal Revenue Service Publication 1075 regarding use, access and disclosure of Federal Tax Information (as defined therein);
 - G.** Obtaining certified independent audits conducted in accordance with Government Auditing Standards and Office of Management and Budget Uniform Guidance, 2 CFR 200 Subpart F §200.500 et seq. with approval and work paper examination rights of the applicable procuring entity;
 - H.** Requirements of the Oklahoma Taxpayer and Citizen Protection Act of 2007, 25 O.S. §1312 and applicable federal immigration laws and regulations and be registered and participate in the Status Verification System. The Status Verification System is defined at 25 O.S. §1312, includes but is not limited to the free Employment Verification Program (E-Verify) through the Department of Homeland Security, and is available at www.dhs.gov/E-Verify;
 - I.** Requirements of the Health Insurance Portability and Accountability Act of 1996; Health Information Technology for Economic and Clinical Health Act; Payment Card Industry Security Standards; Criminal Justice Information System Security Policy and Security Addendum; and Family Educational Rights and Privacy Act; and
 - J.** Be registered as a business entity licensed to do business in the State, have obtained a sales tax permit, and be current on franchise tax payments to the State, as applicable.
- 9.2** The Supplier's employees, agents and subcontractors shall adhere to applicable Customer policies including, but not limited to acceptable use of Internet and electronic mail, facility and data security, press releases, and public relations. As applicable, the Supplier shall adhere to the State Information Security Policy, Procedures, Guidelines set forth at https://omes.ok.gov/sites/g/files/gmc316/f/InfoSecPPG_0.pdf. Supplier is responsible for reviewing and relaying such policies covering the above to the Supplier's employees, agents and subcontractors.
- 9.3** At no additional cost to Customer, the Supplier shall maintain all applicable licenses and permits required in association with its obligations under the Contract.
- 9.4** In addition to compliance under subsection 9.1 above, Supplier shall have a continuing obligation to comply with applicable Customer-specific mandatory

contract provisions required in connection with the receipt of federal funds or other funding source.

- 9.5** The Supplier is responsible to review and inform its employees, agents, and subcontractors who provide a product or perform a service under the Contract of the Supplier's obligations under the Contract and Supplier certifies that its employees and each such subcontractor shall comply with minimum requirements and applicable provisions of the Contract. At the request of the State, Supplier shall promptly provide adequate evidence that such persons are its employees, agents or approved subcontractors and have been informed of their obligations under the Contract.
- 9.6** As applicable, Supplier agrees to comply with the Governor's Executive Orders related to the use of any tobacco product, electronic cigarette or vaping device on any and all properties owned, leased, or contracted for use by the State, including but not limited to all buildings, land and vehicles owned, leased, or contracted for use by agencies or instrumentalities of the State.
- 9.7** The execution, delivery and performance of the Contract and any ancillary documents by Supplier will not, to the best of Supplier's knowledge, violate, conflict with, or result in a breach of any provision of, or constitute a default (or an event which, with notice or lapse of time or both, would constitute a default) under, or result in the termination of, any written contract or other instrument between Supplier and any third party.
- 9.8** Supplier represents that it has the ability to pay its debts when due and it does not anticipate the filing of a voluntary or involuntary bankruptcy petition or appointment of a receiver, liquidator or trustee.
- 9.9** Supplier represents that, to the best of its knowledge, any litigation or claim or any threat thereof involving Supplier has been disclosed in writing to the State and Supplier is not aware of any other litigation, claim or threat thereof.
- 9.10** If services provided by Supplier include delivery of an electronic communication, Supplier shall ensure such communication and any associated support documents are compliant with Section 508 of the Federal Rehabilitation Act and with State standards regarding accessibility. Should any communication or associated support documents be non-compliant, Supplier shall correct and re-deliver such communication immediately upon discovery or notice, at no additional cost to the State. Additionally, as part of compliance with accessibility requirements where documents are only provided in non-electronic format, Supplier shall promptly provide such communication and any associated support documents in an alternate format

usable by individuals with disabilities upon request and at no additional cost, which may originate from an intended recipient or from the State.

10 Audits and Records Clause

- 10.1** As used in this clause and pursuant to 67 O.S. §203, “record” includes a document, book, paper, photograph, microfilm, computer tape, disk, record, sound recording, film recording, video record, accounting procedures and practices, and other data, regardless of type and regardless of whether such items are in written form, in the form of computer data, or in any other form. Supplier agrees any pertinent federal or State agency or governing entity of a Customer shall have the right to examine and audit, at no additional cost to a Customer, all records relevant to the execution and performance of the Contract except, unless otherwise agreed, costs of Supplier that comprise pricing under the Contract.
- 10.2** The Supplier is required to retain records relative to the Contract for the duration of the Contract and for a period of seven (7) years following completion or termination of an Acquisition unless otherwise indicated in the Contract terms. If a claim, audit, litigation or other action involving such records is started before the end of the seven-year period, the records are required to be maintained for two (2) years from the date that all issues arising out of the action are resolved, or until the end of the seven (7) year retention period, whichever is later.
- 10.3** Pursuant to 74 O.S. §85.41, if professional services are provided hereunder, all items of the Supplier that relate to the professional services are subject to examination by the State agency, State Auditor and Inspector and the State Purchasing Director.

11 Confidentiality

- 11.1** The Supplier shall maintain strict security of all State and citizen data and records entrusted to it or to which the Supplier gains access, in accordance with and subject to applicable federal and State laws, rules, regulations, and policies and shall use any such data and records only as necessary for Supplier to perform its obligations under the Contract. The Supplier further agrees to evidence such confidentiality obligation in a separate writing if required under such applicable federal or State laws, rules and regulations. The Supplier warrants and represents that such information shall not be sold, assigned, conveyed, provided, released, disseminated or otherwise disclosed by Supplier, its employees, officers, directors, subsidiaries, affiliates, agents, representatives, assigns, subcontractors, independent contractors, successor or any other persons or entities without Customer’s prior express written

permission. Supplier shall instruct all such persons and entities that the confidential information shall not be disclosed or used without the Customer's prior express written approval except as necessary for Supplier to render services under the Contract. The Supplier further warrants that it has a tested and proven system in effect designed to protect all confidential information.

- 11.2** Supplier shall establish, maintain and enforce agreements with all such persons and entities that have access to State and citizen data and records to fulfill Supplier's duties and obligations under the Contract and to specifically prohibit any sale, assignment, conveyance, provision, release, dissemination or other disclosure of any State or citizen data or records except as required by law or allowed by written prior approval of the Customer.
- 11.3** Supplier shall immediately report to the Customer any and all unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of any State or citizen data or records of which it or its parent company, subsidiaries, affiliates, employees, officers, directors, assignees, agents, representatives, independent contractors, and subcontractors is aware or have knowledge or reasonable should have knowledge. The Supplier shall also promptly furnish to Customer full details of the unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination, or attempt thereof, and use its best efforts to assist the Customer in investigating or preventing the reoccurrence of such event in the future. The Supplier shall cooperate with the Customer in connection with any litigation and investigation deemed necessary by the Customer to protect any State or citizen data and records and shall bear all costs associated with the investigation, response and recovery in connection with any breach of State or citizen data or records including but not limited to credit monitoring services with a term of at least three (3) years, all notice-related costs and toll free telephone call center services.
- 11.4** Supplier further agrees to promptly prevent a reoccurrence of any unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of State or citizen data and records.
- 11.5** Supplier acknowledges that any improper use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of any State data or records to others may cause immediate and irreparable harm to the Customer and certain beneficiaries and may violate state or federal laws and regulations. If the Supplier or its affiliates, parent company, subsidiaries, employees, officers, directors, assignees, agents,

representatives, independent contractors, and subcontractors improperly use, appropriate, sell, assign, convey, provide, release, access, acquire, disclose or otherwise disseminate such confidential information to any person or entity in violation of the Contract, the Customer will immediately be entitled to injunctive relief and/or any other rights or remedies available under this Contract, at equity or pursuant to applicable statutory, regulatory, and common law without a cure period.

11.6 The Supplier shall immediately forward to the State Purchasing Director, and any other applicable person listed in the Notices section(s) of the Contract, any request by a third party for data or records in the possession of the Supplier or any subcontractor or to which the Supplier or subcontractor has access and Supplier shall fully cooperate with all efforts to protect the security and confidentiality of such data or records in response to a third party request.

11.7 Customer may be provided access to Supplier Confidential Information. State agencies are subject to the Oklahoma Open Records Act and Supplier acknowledges information marked confidential information will be disclosed to the extent permitted under the Open Records Act and in accordance with this section. Nothing herein is intended to waive the State Purchasing Director's authority under OAC 260:115-3-9 in connection with Bid information requested to be held confidential by a Bidder. Notwithstanding the foregoing, Supplier Confidential Information shall not include information that: (i) is or becomes generally known or available by public disclosure, commercial use or otherwise and is not in contravention of this Contract; (ii) is known and has been reduced to tangible form by the receiving party before the time of disclosure for the first time under this Contract and without other obligations of confidentiality; (iii) is independently developed without the use of any of Supplier Confidential Information; (iv) is lawfully obtained from a third party (without any confidentiality obligation) who has the right to make such disclosure or (v) résumé, pricing or marketing materials provided to the State. In addition, the obligations in this section shall not apply to the extent that the applicable law or regulation requires disclosure of Supplier Confidential Information, provided that the Customer provides reasonable written notice, pursuant to Contract notice provisions, to the Supplier so that the Supplier may promptly seek a protective order or other appropriate remedy.

12 Conflict of Interest

In addition to any requirement of law or of a professional code of ethics or conduct, the Supplier, its employees, agents and subcontractors are required to disclose any outside activity or interest that conflicts or may conflict with the best interest of the State. Prompt disclosure is required under this section if the activity or interest is

related, directly or indirectly, to any person or entity currently under contract with or seeking to do business with the State, its employees or any other third-party individual or entity awarded a contract with the State. Further, as long as the Supplier has an obligation under the Contract, any plan, preparation or engagement in any such activity or interest shall not occur without prior written approval of the State. Any conflict of interest shall, at the sole discretion of the State, be grounds for partial or whole termination of the Contract.

13 Assignment and Permitted Subcontractors

13.1 Supplier's obligations under the Contract may not be assigned or transferred to any other person or entity without the prior written consent of the State which may be withheld at the State's sole discretion. Should Supplier assign its rights to payment, in whole or in part, under the Contract, Supplier shall provide the State and all affected Customers with written notice of the assignment. Such written notice shall be delivered timely and contain details sufficient for affected Customers to perform payment obligations without any delay caused by the assignment.

13.2 Notwithstanding the foregoing, the Contract may be assigned by Supplier to any corporation or other entity in connection with a merger, consolidation, sale of all equity interests of the Supplier, or a sale of all or substantially all of the assets of the Supplier to which the Contract relates. In any such case, said corporation or other entity shall by operation of law or expressly in writing assume all obligations of the Supplier as fully as if it had been originally made a party to the Contract. Supplier shall give the State and all affected Customers prior written notice of said assignment. Any assignment or delegation in violation of this subsection shall be void.

13.3 If the Supplier is permitted to utilize subcontractors in support of the Contract, the Supplier shall remain solely responsible for its obligations under the terms of the Contract, for its actions and omissions and those of its agents, employees and subcontractors and for payments to such persons or entities. Prior to a subcontractor being utilized by the Supplier, the Supplier shall obtain written approval of the State of such subcontractor and each employee, as applicable to a particular Acquisition, of such subcontractor proposed for use by the Supplier. Such approval is within the sole discretion of the State. Any proposed subcontractor shall be identified by entity name, and by employee name, if required by the particular Acquisition, in the applicable proposal and shall include the nature of the services to be performed. As part of the approval request, the Supplier shall provide a copy of a written agreement executed by the Supplier and subcontractor setting forth that such subcontractor is bound by and agrees, as applicable, to perform the same covenants and be subject to

the same conditions and make identical certifications to the same facts and criteria, as the Supplier under the terms of all applicable Contract Documents. Supplier agrees that maintaining such agreement with any subcontractor and obtaining prior written approval by the State of any subcontractor and associated employees shall be a continuing obligation. The State further reserves the right to revoke approval of a subcontractor or an employee thereof in instances of poor performance, misconduct or for other similar reasons.

13.4 All payments under the Contract shall be made directly to the Supplier, except as provided in subsection A above regarding the Supplier's assignment of payment. No payment shall be made to the Supplier for performance by unapproved or disapproved employees of the Supplier or a subcontractor.

13.5 Rights and obligations of the State or a Customer under the terms of this Contract may be assigned or transferred, at no additional cost, to other Customer entities.

14 Background Checks and Criminal History Investigations

Prior to the commencement of any services, background checks and criminal history investigations of the Supplier's employees and subcontractors who will be providing services may be required and, if so, the required information shall be provided to the State in a timely manner. Supplier's access to facilities, data and information may be withheld prior to completion of background verification acceptable to the State. The costs of additional background checks beyond Supplier's normal hiring practices shall be the responsibility of the Customer unless such additional background checks are required solely because Supplier will not provide results of its otherwise acceptable normal background checks; in such an instance, Supplier shall pay for the additional background checks. Supplier will coordinate with the State and its employees to complete the necessary background checks and criminal history investigations. Should any employee or subcontractor of the Supplier who will be providing services under the Contract not be acceptable as a result of the background check or criminal history investigation, the Customer may require replacement of the employee or subcontractor in question and, if no suitable replacement is made within a reasonable time, terminate the purchase order or other payment mechanism associated with the project or services.

15 Patents and Copyrights

Without exception, a product or deliverable price shall include all royalties or costs owed by the Supplier to any third party arising from the use of a patent, intellectual property, copyright or other property right held by such third party. Should any third party threaten or make a claim that any portion of a product or service provided by Supplier under the Contract infringes that party's patent, intellectual property,

copyright or other property right, Supplier shall enable each affected Customer to legally continue to use, or modify for use, the portion of the product or service at issue or replace such potentially infringing product, or re-perform or redeliver in the case of a service, with at least a functional non-infringing equivalent. Supplier's duty under this section shall extend to include any other product or service rendered materially unusable as intended due to replacement or modification of the product or service at issue. If the Supplier determines that none of these alternatives are reasonably available, the State shall return such portion of the product or deliverable at issue to the Supplier, upon written request, in exchange for a refund of the price paid for such returned goods as well as a refund or reimbursement, if applicable, of the cost of any other product or deliverable rendered materially unusable as intended due to removal of the portion of product or deliverable at issue. Any remedy provided under this section is not an exclusive remedy and is not intended to operate as a waiver of legal or equitable remedies because of acceptance of relief provided by Supplier.

16 Indemnification

16.1 Acts or Omissions

- A.** Supplier shall defend and indemnify the Indemnified Parties, as applicable, for any and all liability, claims, damages, losses, costs, expenses, demands, suits and actions of third parties (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) arising out of, or resulting from any action or claim for bodily injury, death, or property damage brought against any of the Indemnified parties to the extent arising from any negligent act or omission or willful misconduct of the Supplier or its agents, employees, or subcontractors in the execution or performance of the Contract.
- B.** To the extent Supplier is found liable for loss, damage, or destruction of any property of Customer due to negligence, misconduct, wrongful act, or omission on the part of the Supplier, its employees, agents, representatives, or subcontractors, the Supplier and Customer shall use best efforts to mutually negotiate an equitable settlement amount to repair or replace the property unless such loss, damage or destruction is of such a magnitude that repair or replacement is not a reasonable option. Such amount shall be invoiced to, and is payable by, Supplier sixty (60) calendar days after the date of Supplier's receipt of an invoice for the negotiated settlement amount.

16.2 Infringement

Supplier shall indemnify the Indemnified Parties, as applicable, for all liability, claims, damages, losses, costs, expenses, demands, suits and actions of third parties (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) arising from or in connection with Supplier's breach of its representations and warranties in the Contract or alleged infringement of any patent, intellectual property, copyright or other property right in connection with a product or service provided under the Contract. Supplier's duty under this section is reduced to the extent a claimed infringement results from: (a) a Customer's or user's content; (b) modifications by Customer or third party to a product delivered under the Contract or combinations of the product with any non-Supplier-provided services or products unless Supplier recommended or participated in such modification or combination; (c) use of a product or service by Customer in violation of the Contract unless done so at the direction of Supplier, or (d) a non-Supplier product that has not been provided to the State by, through or on behalf of Supplier as opposed to its combination with products Supplier provides to or develops for the State or a Customer as a system.

16.3 Notice and Cooperation

In connection with indemnification obligations under the Contract, the parties agree to furnish prompt written notice to each other of any third-party claim. Any Customer affected by the claim will reasonably cooperate with Supplier and defense of the claim to the extent its interests are aligned with Supplier. Supplier shall use counsel reasonably experienced in the subject matter at issue and will not settle a claim without the written consent of the party being defended, which consent will not be unreasonably withheld or delayed, except that no consent will be required to settle a claim against Indemnified Parties that are not a State agency, where relief against the Indemnified Parties is limited to monetary damages that are paid by the defending party under indemnification provisions of the Contract.

16.4 Coordination of Defense

In connection with indemnification obligations under the Contract, when a State agency is a named defendant in any filed or threatened lawsuit, the defense of the State agency shall be coordinated by the Attorney General of Oklahoma, or the Attorney General may authorize the Supplier to control the defense and any related settlement negotiations; provided, however, Supplier shall not agree to any settlement of claims against the State without obtaining advance written concurrence from the Attorney General. If the Attorney General does not authorize sole control of the defense and settlement negotiations to Supplier, Supplier shall have authorization to equally

participate in any proceeding related to the indemnity obligation under the Contract and shall remain responsible to indemnify the applicable Indemnified Parties.

16.5 Limitation of Liability

- A.** With respect to any claim or cause of action arising under or related to the Contract, neither the State nor any Customer shall be liable to Supplier for lost profits, lost sales or business expenditures, investments, or commitments in connection with any business, loss of any goodwill, or for any other indirect, incidental, punitive, special or consequential damages, even if advised of the possibility of such damages.
- B.** Notwithstanding anything to the contrary in the Contract, no provision shall limit damages, expenses, costs, actions, claims, and liabilities arising from or related to property damage, bodily injury or death caused by Supplier or its employees, agents or subcontractors; indemnity, security or confidentiality obligations under the Contract; the bad faith, negligence, intentional misconduct or other acts for which applicable law does not allow exemption from liability of Supplier or its employees, agents or subcontractors.
- C.** The limitation of liability and disclaimers set forth in the Contract will apply regardless of whether Customer has accepted a product or service. The parties agree that Supplier has set its fees and entered into the Contract in reliance on the disclaimers and limitations set forth herein, that the same reflect an allocation of risk between the parties and form an essential basis of the bargain between the parties. These limitations shall apply notwithstanding any failure of essential purpose of any limited remedy.

17 Termination for Funding Insufficiency

- 17.1** Notwithstanding anything to the contrary in any Contract Document, the State may terminate the Contract in whole or in part if funds sufficient to pay obligations under the Contract are not appropriated or received from an intended third-party funding source. In the event of such insufficiency, Supplier will be provided at least fifteen (15) calendar days' written notice of termination. Any partial termination of the Contract under this section shall not be construed as a waiver of, and shall not affect, the rights and obligations of any party regarding portions of the Contract that are not terminated. The determination by the State of insufficient funding shall be accepted by, and shall be final and binding on, the Supplier.

- 17.2** Upon receipt of notice of a termination, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to the effective date of termination, the termination does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract or for any damages or other amounts caused by or associated with such termination. Any amount paid to Supplier in the form of prepaid fees that are unused when the Contractor certain obligations are terminated shall be refunded.
- 17.3** The State's exercise of its right to terminate the Contract under this section shall not be considered a default or breach under the Contract or relieve the Supplier of any liability for claims arising under the Contract.

18 Termination for Cause

- 18.1** Supplier may terminate the Contract if (i) it has provided the State with written notice of material breach and (ii) the State fails to cure such material breach within thirty (30) days of receipt of written notice. If there is more than one Customer, material breach by a Customer does not give rise to a claim of material breach as grounds for termination by Supplier of the Contract as a whole. The State may terminate the Contract in whole or in part if (i) it has provided Supplier with written notice of material breach, and (ii) Supplier fails to cure such material breach within thirty (30) days of receipt of written notice. Any partial termination of the Contract under this section shall not be construed as a waiver of, and shall not affect, the rights and obligations of any party regarding portions of the Contract that are not terminated.
- 18.2** The State may terminate the Contract in whole or in part immediately without a thirty (30) day written notice to Supplier if (i) Supplier fails to comply with confidentiality, privacy, security, environmental or safety requirements applicable to Supplier's performance or obligations under the Contract; (ii) Supplier's material breach is reasonably determined to be an impediment to the function of the State and detrimental to the State or to cause a condition precluding the thirty (30) day notice or (iii) when the State determines that an administrative error in connection with award of the Contract occurred prior to Contract performance.
- 18.3** Upon receipt of notice of a termination, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence

of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to the effective date of termination, the termination does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract or for any damages or other amounts caused by or associated with such termination. Such termination is not an exclusive remedy but is in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees that are unused when the Contract or certain obligations are terminated shall be refunded. Termination of the Contract under this section, in whole or in part, shall not relieve the Supplier of liability for claims arising under the Contract.

- 18.4** The Supplier's repeated failure to provide an acceptable product or service; Supplier's unilateral revision of linked or supplemental terms that have a materially adverse impact on a Customer's rights or obligations under the Contract (except as required by a governmental authority); actual or anticipated failure of Supplier to perform its obligations under the Contract; Supplier's inability to pay its debts when due; assignment for the benefit of Supplier's creditors; or voluntary or involuntary appointment of a receiver or filing of bankruptcy of Supplier shall constitute a material breach of the Supplier's obligations, which may result in partial or whole termination of the Contract. This subsection is not intended as an exhaustive list of material breach conditions. Termination may also result from other instances of failure to adhere to the Contract provisions and for other reasons provided for by applicable law, rules or regulations; without limitation, OAC 260:115-9-9 is an example.

19 Termination for Convenience

- 19.1** The State may terminate the Contract, in whole or in part, for convenience if it is determined that termination is in the State's best interest. In the event of a termination for convenience, Supplier will be provided at least thirty (30) days' written notice of termination. Any partial termination of the Contract shall not be construed as a waiver of, and shall not affect, the rights and obligations of any party regarding portions of the Contract that remain in effect.
- 19.2** Upon receipt of notice of such termination, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to the effective date of termination, the termination does not relieve an obligation to pay for the product or service but

there shall not be any liability for further payments ordinarily due under the Contract or for any damages or other amounts caused by or associated with such termination. Such termination shall not be an exclusive remedy but shall be in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees that are unused when the Contract or certain obligations are terminated shall be refunded. Termination of the Contract under this section, in whole or in part, shall not relieve the Supplier of liability for claims arising under the Contract.

20 Suspension of Supplier

- 20.1** Supplier may be subject to Suspension without advance notice and may additionally be suspended from activities under the Contract if Supplier fails to comply with confidentiality, privacy, security, environmental or safety requirements applicable to Supplier's performance or obligations under the Contract.
- 20.2** Upon receipt of a notice pursuant to this section, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to receipt of notice by Supplier, the Suspension does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract during a period of Suspension or suspended activity or for any damages or other amounts caused by or associated with such Suspension or suspended activity. A right exercised under this section shall not be an exclusive remedy but shall be in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees attributable to a period of Suspension or suspended activity shall be refunded.
- 20.3** Such Suspension may be removed, or suspended activity may resume, at the earlier of such time as a formal notice is issued that authorizes the resumption of performance under the Contract or at such time as a purchase order or other appropriate encumbrance document is issued. This subsection is not intended to operate as an affirmative statement that such resumption will occur.

21 Certification Regarding Debarment, Suspension, and Other Responsibility Matters

The certification made by Supplier with respect to Debarment, Suspension, certain indictments, convictions, civil judgments and terminated public contracts is a material representation of fact upon which reliance was placed when entering into the Contract.

A determination that Supplier knowingly rendered an erroneous certification, in addition to other available remedies, may result in whole or partial termination of the Contract for Supplier's default. Additionally, Supplier shall promptly provide written notice to the State Purchasing Director if the certification becomes erroneous due to changed circumstances.

22 Certification Regarding State Employees Prohibition From Fulfilling Services

Pursuant to 74 O.S. § 85.42, the Supplier certifies that no person involved in any manner in development of the Contract employed by the State shall be employed to fulfill any services provided under the Contract.

23 Force Majeure

23.1 Either party shall be temporarily excused from performance to the extent delayed as a result of unforeseen causes beyond its reasonable control including fire or other similar casualty, act of God, strike or labor dispute, war or other violence, or any law, order or requirement of any governmental agency or authority provided the party experiencing the force majeure event has prudently and promptly acted to take any and all steps within the party's control to ensure continued performance and to shorten duration of the event. If a party's performance of its obligations is materially hindered as a result of a force majeure event, such party shall promptly notify the other party of its best reasonable assessment of the nature and duration of the force majeure event and steps it is taking, and plans to take, to mitigate the effects of the force majeure event. The party shall use commercially reasonable best efforts to continue performance to the extent possible during such event and resume full performance as soon as reasonably practicable.

23.2 Subject to the conditions set forth above, non-performance as a result of a force majeure event shall not be deemed a default. However, a purchase order or other payment mechanism may be terminated if Supplier cannot cause delivery of a product or service in a timely manner to meet the business needs of Customer. Supplier is not entitled to payment for products or services not received and, therefore, amounts payable to Supplier during the force majeure event shall be equitably adjusted downward.

23.3 Notwithstanding the foregoing or any other provision in the Contract, (i) the following are not a force majeure event under the Contract: (a) shutdowns, disruptions or malfunctions in Supplier's system or any of Supplier's telecommunication or internet services other than as a result of general and widespread internet or telecommunications failures that are not limited to Supplier's systems or (b) the delay or failure of Supplier or subcontractor personnel to perform any obligation of Supplier hereunder unless such delay

or failure to perform is itself by reason of a force majeure event and (ii) no force majeure event modifies or excuses Supplier's obligations related to confidentiality, indemnification, data security or breach notification obligations set forth herein.

24 Security of Property and Personnel

In connection with Supplier's performance under the Contract, Supplier may have access to Customer personnel, premises, data, records, equipment and other property. Supplier shall use commercially reasonable best efforts to preserve the safety and security of such personnel, premises, data, records, equipment, and other property of Customer. Supplier shall be responsible for damage to such property to the extent such damage is caused by its employees or subcontractors and shall be responsible for loss of Customer property in its possession, regardless of cause. If Supplier fails to comply with Customer's security requirements, Supplier is subject to immediate suspension of work as well as termination of the associated purchase order or other payment mechanism.

25 Notices

All notices, approvals or requests allowed or required by the terms of any Contract Document shall be in writing, reference the Contract with specificity and deemed delivered upon receipt or upon refusal of the intended party to accept receipt of the notice. In addition to other notice requirements in the Contract and the designated Supplier contact provided in a successful Bid, notices shall be sent to the State at the physical address set forth below. Notice information may be updated in writing to the other party as necessary. Notwithstanding any other provision of the Contract, confidentiality, breach and termination-related notices shall not be delivered solely via e-mail.

If sent to the State:

State Purchasing Director
2401 N. Lincoln Blvd., Suite 116
Oklahoma City, Oklahoma 73105

With a copy, which shall not constitute notice, to:

Purchasing Division Deputy General Counsel
2401 N. Lincoln Blvd., Suite 116
Oklahoma City, Oklahoma 73105

26 Miscellaneous

26.1 Choice of Law and Venue

Any claim, dispute, or litigation relating to the Contract Documents, in the singular or in the aggregate, shall be governed by the laws of the State without regard to application of choice of law principles. Pursuant to 74 O.S. §85.14, where federal granted funds are involved, applicable federal laws, rules and regulations shall govern to the extent necessary to insure benefit of such federal funds to the State. Venue for any action, claim, dispute, or litigation relating in any way to the Contract Documents, shall be in Oklahoma County, Oklahoma.

26.2 No Guarantee of Products or Services Required

The State shall not guarantee any minimum or maximum amount of Supplier products or services required under the Contract.

26.3 Employment Relationship

The Contract does not create an employment relationship. Individuals providing products or performing services pursuant to the Contract are not employees of the State or Customer and, accordingly are not eligible for any rights or benefits whatsoever accruing to such employees.

26.4 Transition Services

If transition services are needed at the time of Contract expiration or termination, Supplier shall provide such services on a month-to-month basis, at the contract rate or other mutually agreed rate. Supplier shall provide a proposed transition plan, upon request, and cooperate with any successor supplier and with establishing a mutually agreeable transition plan. Failure to cooperate may be documented as poor performance of Supplier.

26.5 Publicity

The existence of the Contract or any Acquisition is in no way an endorsement of Supplier, the products or services and shall not be so construed by Supplier in any advertising or publicity materials. Supplier agrees to submit to the State all advertising, sales, promotion, and other publicity matters relating to the Contract wherein the name of the State or any Customer is mentioned or language used from which, in the State's judgment, an endorsement may be inferred or implied. Supplier further agrees not to publish or use such advertising, sales promotion, or publicity matter or release any informational pamphlets, notices, press releases, research reports, or similar public notices concerning the Contract or any Acquisition hereunder without obtaining the prior written approval of the State.

26.6 Open Records Act

Supplier acknowledges that all State agencies and certain other Customers are subject to the Oklahoma Open Records Act set forth at 51 O.S. §24A-1 *et seq.* Supplier also acknowledges that compliance with the Oklahoma Open Records Act and all opinions of the Oklahoma Attorney General concerning the Act is required.

26.7 Failure to Enforce

Failure by the State or a Customer at any time to enforce a provision of, or exercise a right under, the Contract shall not be construed as a waiver of any such provision. Such failure to enforce or exercise shall not affect the validity of any Contract Document, or any part thereof, or the right of the State or a Customer to enforce any provision of, or exercise any right under, the Contract at any time in accordance with its terms. Likewise, a waiver of a breach of any provision of a Contract Document shall not affect or waive a subsequent breach of the same provision or a breach of any other provision in the Contract.

26.8 Mutual Responsibilities

- A.** No party to the Contract grants the other the right to use any trademarks, trade names, other designations in any promotion or publication without the express written consent by the other party.
- B.** The Contract is a non-exclusive contract and each party is free to enter into similar agreements with others.
- C.** The Customer and Supplier each grant the other only the licenses and rights specified in the Contract and all other rights and interests are expressly reserved.
- D.** The Customer and Supplier shall reasonably cooperate with each other and any Supplier to which the provision of a product and/or service under the Contract may be transitioned after termination or expiration of the Contract.
- E.** Except as otherwise set forth herein, where approval, acceptance, consent, or similar action by a party is required under the Contract, such action shall not be unreasonably delayed or withheld.

26.9 Invalid Term or Condition

To the extent any term or condition in the Contract conflicts with a compulsory applicable State or United States law or regulation, such Contract term or

condition is void and unenforceable. By executing any Contract Document which contains a conflicting term or condition, no representation or warranty is made regarding the enforceability of such term or condition. Likewise, any applicable State or federal law or regulation which conflicts with the Contract or any non-conflicting applicable State or federal law or regulation is not waived.

26.10 Severability

If any provision of a Contract Document, or the application of any term or condition to any party or circumstances, is held invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable and the application of such provision to other parties or circumstances shall remain valid and in full force and effect. If a court finds that any provision of this contract is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

26.11 Section Headings

The headings used in any Contract Document are for convenience only and do not constitute terms of the Contract.

26.12 Sovereign Immunity

Notwithstanding any provision in the Contract, the Contract is entered into subject to the State's Constitution, statutes, common law, regulations, and the doctrine of sovereign immunity, none of which are waived by the State nor any other right or defense available to the State.

26.13 Survival

As applicable, performance under all license, subscription, service agreements, statements of work, transition plans and other similar Contract Documents entered into between the parties under the terms of the Contract shall survive Contract expiration. Additionally, rights and obligations under the Contract which by their nature should survive including, without limitation, certain payment obligations invoiced prior to expiration or termination; confidentiality obligations; security incident and data breach obligations and indemnification obligations, remain in effect after expiration or termination of the Contract.

26.14 Entire Agreement

The Contract Documents taken together as a whole constitute the entire agreement between the parties. No statement, promise, condition,

understanding, inducement or representation, oral or written, expressed or implied, which is not contained in a Contract Document shall be binding or valid. The Supplier's representations and certifications, including any completed electronically, are incorporated by reference into the Contract.

26.15 Gratuities

The Contract may be immediately terminated, in whole or in part, by written notice if it is determined that the Supplier, its employee, agent, or another representative violated any federal, State or local law, rule or ordinance by offering or giving a gratuity to any State employee directly involved in the Contract. In addition, Suspension or Debarment of the Supplier may result from such a violation.

26.16 Import/Export Controls

Neither party will use, distribute, transfer or transmit any equipment, services, software or technical information provided under the Contract (even if incorporated into other products) except in compliance with all applicable import and export laws, conventions and regulations.

ATTACHMENT C

OKLAHOMA STATEWIDE CONTRACT TERMS

1. Statewide Contract Type

- 1.1** The Contract is a Non- mandatory statewide contract for use by State agencies. Additionally, the Contract may be used by 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 by the State via a multistate or multigovernmental contract.
- 1.2** The Contract is a firm, fixed price contract for indefinite delivery and quantity for the Acquisitions available under the Contract.

2. Orders and Addendums

- 2.1** Unless mutually agreed in writing otherwise, orders shall be placed directly with the Supplier by issuance of written purchase orders or by Purchase Card by state agencies and other authorized entities. All orders are subject to the Contract terms and any order dated prior to Contract expiration shall be performed. Delivery to multiple destinations may be required.
- 2.2** Any ordering document shall be effective between Supplier and the Customer only and shall not be an Addendum to the Contract in its entirety or apply to any Acquisition by another Customer.
- 2.3** Additional terms added to a Contract Document by a Customer shall be effective if the additional terms do not conflict with the General Terms and are acceptable to Supplier. However, an Addendum to the Contract shall be signed by the State Purchasing Director or designee. Regarding information technology and telecommunications contracts, pursuant to 62 O.S., §34.11.1, the Chief Information Officer acts as the Information Technology and Telecommunications Purchasing Director.

3. Termination for Funding Insufficiency

In addition to Contract terms relating to termination due to insufficient funding, a Customer may terminate any purchase order or other payment mechanism if funds sufficient to pay obligations under the Contract are not appropriated or received from an intended third-party funding source. The determination by the Customer of insufficient funding shall be accepted by, and shall be final and binding on, the Supplier.

4. Termination for Cause

In addition to Contract terms relating to termination for cause, a customer may terminate its obligations, in whole or in part, to Supplier if it has provided Supplier with written notice of material breach and Supplier fails to cure such material breach within thirty (30) days of receipt of written notice. The Customer may also terminate a purchase order or other payment mechanism or Supplier's activities under the Contract immediately without a thirty (30) day written notice to Supplier, if Supplier fails to comply with confidentiality, privacy, security, environmental or safety requirements if such non-compliance relates or may relate to Supplier provision of products or services to the Customer or if Supplier's material breach is reasonably determined (i) to be an impediment to the function of the Customer and detrimental to the Customer, or (ii) when conditions preclude the thirty (30) day notice.

5. Termination for Convenience

In addition to any termination for convenience provisions in the Contract, a Customer may terminate a purchase order or other payment mechanism for convenience if it is determined that termination is in the Customer's best interest. Supplier will be provided at least thirty (30) days' written notice of termination.

6. Contract Management Fee and Usage Report

6.1 Pursuant to 74 O.S. § 85.33A, the State assesses a contract management fee on all transactions under a statewide contract. The payment of such fee will be calculated for all transactions, net of returns and the Supplier has no right of setoff against such fee regardless of the payment status of any Customer or any aggregate accounts receivable percentage. Supplier acknowledges and agrees that all prices quoted under any statewide contract shall include the contract management fee and the contract

management fee shall not be reflected as a separate line item in Supplier's billing. The State reserves the right to change this fee upward or downward upon sixty (60) calendar days' written notice to Supplier without further requirement for an Addendum.

6.2 While Supplier is the awardee of a statewide contract, transactions that occur under the terms of the statewide contract are subject to a one percent (1%) contract management fee to be paid by Supplier. Supplier shall submit a Contract Usage Report on a quarterly basis for each contract using a form provided by the State and such report shall include applicable information for each transaction. Reports shall include usage of the statewide contract by every Customer during the applicable quarter. A singular report provided late will not be considered a breach of the statewide contract; provided, however, repeated failure to submit accurate quarterly usage reports and submit timely payments may result in suspension or termination, in whole or in part, of the Contract.

6.3 All Contract Usage Reports shall meet the following criteria:

- i.** Electronic submission in Microsoft Excel format to strategic.sourcing@omes.ok.gov;
- ii.** Quarterly submission regardless of whether there were transactions under the Contract during the applicable quarterly reporting period;
- iii.** Submission no later than forty-five (45) days following the end of each calendar quarter;
- iv.** Contract quarterly reporting periods shall be as follows:
 - a.** January 01 through March 31;
 - b.** April 01 through June 30;
 - c.** July 01 through September 30; and
 - d.** October 01 through December 31.
- v.** Reports must include the following information:

- a. Procuring entity;
- b. Order date;
- c. Purchase Order number or note that the transaction was paid by Purchase Card;
- d. City in which products or services were received or specific office or subdivision title;
- e. Product manufacturer or type of service;
- f. Manufacturer item number, if applicable;
- g. Product description;
- h. General product category, if applicable;
- i. Quantity;
- j. Unit list price or MSRP, as applicable;
- k. Unit price charged to the purchasing entity; and
- l. Other Contract usage information requested by the State.

6.4 Payment of the contract management fee shall be delivered to the following address within forty-five (45) calendar days after the end of each quarterly reporting period:

State of Oklahoma
Office of Management and Enterprise Services, Central Purchasing
2401 North Lincoln Boulevard, Suite 116
Oklahoma City, Oklahoma 73105

To ensure payment is properly accounted for, Supplier shall provide the following information with payment: (i) reference to the applicable Contract Usage Report and quarterly reporting period and (ii) the applicable statewide contract number(s) and the amount of the contract management fee being paid for each contract number.

ATTACHMENT D

STATE OF OKLAHOMA INFORMATION TECHNOLOGY TERMS

The parties further agree to the following terms (“Information Technology Terms”), as applicable, for any Acquisition of products or services with an information technology or telecommunication component. Pursuant to the Oklahoma Information Technology Consolidation and Coordination Act, OMES-Information Services (“OMES-IS”) is designated to purchase information technology and telecommunication products and services on behalf of the State. The Act directs OMES-IS to acquire necessary hardware, software and services and to authorize the use by other State agencies. OMES, as the owner of information technology and telecommunication assets and contracts on behalf of the State, allows other State agencies to use the assets while retaining ownership and the right to reassign the assets, at no additional cost, upon written notification to Supplier. OMES-IS is the data custodian for State agency data; however, such data is owned by the respective State agency.

1 Definitions

- 1.1 **COTS** means software that is commercial off the shelf.
- 1.2 **Customer Data** means all data supplied by or on behalf of a Customer in connection with the Contract, excluding any confidential information of Supplier.
- 1.3 **Data Breach** means the unauthorized access by an unauthorized person that results in the use, disclosure or theft of Customer Data.
- 1.4 **Host** includes the terms **Hosted** or **Hosting** and means the accessing, processing or storing of Customer Data.
- 1.5 **Intellectual Property Rights** means the worldwide legal rights or interests evidenced by or embodied in any idea, design, concept, personality right, method, process, technique, apparatus, invention, discovery or improvement including any patents, trade secrets and know-how; any work of authorship including any copyrights, Moral Rights or neighboring rights; any trademark, service mark, trade dress, trade name or other indicia of source or origin; domain name registrations; and any other proprietary or similar rights. Intellectual Property Rights of a party also includes all worldwide legal rights or interests that the party may have acquired by assignment or license with the right to grant sublicenses.
- 1.6 **Moral Rights** means any and all rights of paternity or integrity of the Work Product and the right to object to any modification, translation or use of the Work Product and any similar rights existing under the judicial or statutory law of any country in the world or under any treaty, regardless of whether or not such right is denominated or referred to as a moral right.
- 1.7 **Non-Public Data** means Customer Data, other than Personal Data, that is not subject to distribution to the public as public information. It is deemed to be sensitive and confidential

by Customer because it contains information that is exempt by statute, ordinance or administrative rule from access by the general public as public information. Non-Public Data includes any data deemed confidential pursuant to the Contract, otherwise identified by Customer as Non-Public Data, or that a reasonable person would deem confidential.

- 1.8 Personal Data** means Customer Data that contains 1) any combination of an individual's name, social security numbers, driver's license, state/federal identification number, account number, credit or debit card number and/or 2) data subject to protection under a federal, state or local law, rule, regulation or ordinance.
- 1.9 Security Incident** means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with the Hosted environment used to perform the services.
- 1.10 State CIO** means the State Chief Information Officer or authorized designee.
- 1.11 Supplier Intellectual Property** means all tangible or intangible items or things, including the Intellectual Property Rights therein, created or developed by Supplier and identified in writing as such (a) prior to providing any services or Work Product to Customer and prior to receiving any documents, materials, information or funding from or on behalf of a Customer relating to the services or Work Product, or (b) after the effective date of the Contract if such tangible or intangible items or things were independently developed by Supplier outside Supplier's provision of services or Work Product for Customer under the Contract and were not created, prepared, developed, invented or conceived by any Customer personnel who then became personnel to Supplier or any of its affiliates or subcontractors, where, although creation or reduction-to-practice is completed while the person is affiliated with Supplier or its personnel, any portion of same was created, invented or conceived by such person while affiliated with Customer.
- 1.12 Third Party Intellectual Property** means the Intellectual Property Rights of any third party that is not a party to the Contract, and that is not directly or indirectly providing any goods or services to a Customer under the Contract.
- 1.13 Work Product** means any and all deliverables produced by Supplier for Customer under a statement of work issued pursuant to the Contract, including any and all tangible or intangible items or things that have been or will be prepared, created, developed, invented or conceived at any time following the effective date of the Contract, including but not limited to any (i) works of authorship (such as manuals, instructions, printed material, graphics, artwork, images, illustrations, photographs, computer programs, computer software, scripts, object code, source code or other programming code, HTML code, flow charts, notes, outlines, lists, compilations, manuscripts, writings, pictorial materials, schematics, formulae, processes, algorithms, data, information, multimedia files, text web pages or web sites, other written or machine readable expression of such works fixed in any tangible media, and all other copyrightable works), (i) trademarks, service marks, trade dress, trade names, logos, or other indicia of source or origin, (iii) ideas, designs, concepts,

personality rights, methods, processes, techniques, apparatuses, inventions, formulas, discoveries, or improvements, including any patents, trade secrets and know-how, (iv) domain names, (v) any copies, and similar or derivative works to any of the foregoing, (vi) all documentation and materials related to any of the foregoing, (vii) all other goods, services or deliverables to be provided to Customer under the Contract or statement of work, and (viii) all Intellectual Property Rights in any of the foregoing, and which are or were created, prepared, developed, invented or conceived for the use of benefit of Customer in connection with this Contract or a statement of work, or with funds appropriated by or for Customer or Customer's benefit: (a) by any Supplier personnel or Customer personnel, or (b) any Customer personnel who then became personnel to Supplier or any of its affiliates or subcontractors, where, although creation or reduction-to-practice is completed while the person is affiliated with Supplier or its personnel, any portion of same was created, invented or conceived by such person while affiliated with Customer.

2 Termination of Maintenance and Support Services

Customer may terminate maintenance or support services without an adjustment charge, provided any of the following circumstances occur:

- 2.1** Customer removes the product for which the services are provided, from productive use or;
- 2.2** The location at which the services are provided is no longer controlled by Customer (for example, because of statutory or regulatory changes or the sale or closing of a facility).

If Customer chooses to renew maintenance or support after maintenance has lapsed, Customer may choose to pay the additional fee, if any, associated with renewing a license after such maintenance or support has lapsed, or to purchase a new license. Any amount paid to Supplier in the form of prepaid fees that are unused when services under the Contract or purchase order are terminated shall be refunded to Customer.

3 Compliance and Electronic and Information Technology Accessibility

State procurement of information technology is subject to certain federal and State laws, rules and regulations related to information technology accessibility, including but not limited to Oklahoma Information Technology Accessibility Standards ("Standards") set forth at <https://omes.ok.gov/services/information-services/accessibility-standards>. Supplier shall provide a Voluntary Product Accessibility Template ("VPAT") describing accessibility compliance via a URL linking to the VPAT and shall update the VPAT as necessary in order to allow a Customer to obtain current VPAT information as required by State law. If products require development or customization, additional requirements and documentation may be required and compliance shall be necessary by Supplier. Such requirements may be stated in appropriate documents including but not limited to a statement of work, riders, agreement, purchase order or Addendum.

All representations contained in the VPAT provided will be relied upon by the State or a Customer, as applicable, for accessibility compliance purposes.

4 Media Ownership (Disk Drive and/or Memory Chip Ownership)

- 4.1** Any disk drives and memory cards purchased with or included for use in leased or purchased products under the Contract remain the property of the Customer.
- 4.2** Personal information may be retained within electronic media devices and components; therefore, electronic media shall not be released either between Customers or for the resale, of refurbished equipment that has been in use by a Customer, by the Supplier to the general public or other entities. This provision applies to replacement devices and components, whether purchased or leased, supplied by Supplier, its agents or subcontractors during the downtime (repair) of products purchased or leased through the Contract. If a device is removed from a location for repairs, the Customer shall have sole discretion, prior to removal, to determine and implement sufficient safeguards (such as a record of hard drive serial numbers) to protect personal information that may be stored within the hard drive or memory of the device.

5 Offshore Services

No offshore services are provided for under the Contract. State data shall not be used or accessed internationally for troubleshooting or any other use not specifically provided for herein without the prior written permission, which may be withheld in the State's sole discretion, from the appropriate authorized representative of the State. Notwithstanding the above, back office administrative functions of the Supplier may be located offshore and the follow-the-sun support model may be used by the Supplier to the extent allowed by law applicable to any Customer data being accessed or used.

6 Compliance with Technology Policies

- 6.1** The Supplier agrees to adhere to the State of Oklahoma "Information Security Policy, Procedures, and Guidelines" available at https://omes.ok.gov/s/g/files/gmc316/f/InfoSecPPG_0.pdf.

Supplier's employees and subcontractors shall adhere to the applicable State IT Standard Methodologies and Templates including but not limited to Project Management, Business Analysis, System Analysis, Enterprise and IT Architecture, Quality, Application and Security Methodologies and Templates as set forth at <http://eclipse.omes.ok.gov>.

- 6.2** Supplier shall comply with applicable Federal Information Processing Standards including, without limitation, FIPS 200, FIPS 140-2 or successor standards and all recommendations from the National Institute of Standards and Technology. The confidentiality of Customer Data shall be protected and maintained in accordance with these standards as well as other applicable Customer standards.

6.3 Supplier shall comply with the CJIS Security Policy as more particularly described at Appendix 2 attached hereto and incorporated herein.

7 Emerging Technologies

The State of Oklahoma reserves the right to enter into an Addendum to the Contract at any time to allow for emerging technologies not identified elsewhere in the Contract Documents if there are repeated requests for such emerging technology or the State determines it is warranted to add such technology.

8 Extension Right

In addition to extension rights of the State set forth in the Contract, the State CIO reserves the right to extend any Contract if the State CIO determines such extension to be in the best interest of the State.

9 Source Code Escrow

Pursuant to 62 O.S. § 34.31, if customized computer software is developed or modified exclusively for a State agency, the Supplier has a continuing obligation to comply with such law and place the source code for such software and any modifications thereto into escrow with an independent third party escrow agent. Supplier shall pay all fees charged by the escrow agent and enter into an escrow agreement, the terms of which are subject to the prior written approval of the State, including terms that provide the State receives ownership of all escrowed source code upon the occurrence of any of the following:

- 9.1** A bona fide material default of the obligations of the Supplier under the agreement with the applicable Customer;
- 9.2** An assignment by the Supplier for the benefit of its creditors;
- 9.3** A failure by the Supplier to pay, or an admission by the Supplier of its inability to pay, its debts as they mature;
- 9.4** The filing of a petition in bankruptcy by or against the Supplier when such petition is not dismissed within sixty (60) days of the filing date;
- 9.5** The appointment of a receiver, liquidator or trustee appointed for any substantial part of the Supplier's property;
- 9.6** The inability or unwillingness of the Supplier to provide the maintenance and support services in accordance with the agreement with the agency;
- 9.7** Supplier's ceasing of maintenance and support of the software; or
- 9.8** Such other condition as may be statutorily imposed by the future amendment or enactment of applicable Oklahoma law.

10 Commercial Off The Shelf Software

If Supplier specifies terms and conditions or clauses in an electronic license, subscription, maintenance, support or similar agreement that conflict with the terms of this Contract, the additional terms and conditions or conflicting clauses shall not be binding on the State and the provisions of this Contract shall prevail.

11 Ownership Rights

Any software developed by the Supplier under the terms of the Contract is for the sole and exclusive use of the State including but not limited to the right to use, reproduce, re-use, alter, modify, edit, or change the software as it sees fit and for any purpose. Moreover, except with regard to any deliverable based on Supplier Intellectual Property, the State shall be deemed the sole and exclusive owner of all right, title, and interest therein, including but not limited to all source data, information and materials furnished to the State, together with all plans, system analysis, and design specifications and drawings, completed programs and documentation thereof, reports and listing, all data and test procedures and all other items pertaining to the work and services to be performed pursuant to this Contract including all copyright and proprietary rights relating thereto. With respect to Supplier Intellectual Property, the Supplier grants the State, for no additional consideration, a perpetual, irrevocable, royalty-free license, solely for the internal business use of the State, to use, copy, modify, display, perform, transmit and prepare derivative works of Supplier Intellectual Property embodied in or delivered to the State in conjunction with the products.

Except for any Supplier Intellectual Property, all work performed by the Supplier of developing, modifying or customizing software and any related supporting documentation shall be considered as Work for Hire (as defined under the U.S. copyright laws) and, as such, shall be owned by and for the benefit of State.

In the event that it should be determined that any portion of such software or related supporting documentation does not qualify as “Work for Hire”, Supplier hereby irrevocably grants to the State, for no additional consideration, a non-exclusive, irrevocable, royalty-free license to use, copy, modify, display, perform, transmit and prepare derivative works of any such software and any Supplier Intellectual Property embodied in or delivered to the State in conjunction with the products.

Supplier shall assist the State and its agents, upon request, in preparing U.S. and foreign copyright, trademark, and/or patent applications covering software developed, modified or customized for the State. Supplier shall sign any such applications, upon request, and deliver them to the State. The State shall bear all expenses that incurred in connection with such copyright, trademark, and/or patent applications.

If any Acquisition pursuant to this Contract is funded wholly or in part with federal funds, the source code and all associated software and related documentation owned by the State may be

shared with other publicly funded agencies at the discretion of the State without permission from or additional compensation to the Supplier.

12 Intellectual Property Ownership

The following terms apply to ownership and rights related to Intellectual Property:

- 12.1** As between Supplier and Customer, the Work Product and Intellectual Property Rights therein are and shall be owned exclusively by Customer, and not Supplier. Supplier specifically agrees that the Work Product shall be considered “works made for hire” and that the Work Product shall, upon creation, be owned exclusively by Customer. To the extent that the Work Product, under applicable law, may not be considered works made for hire, Supplier hereby agrees that all right, title and interest in and to all ownership rights and all Intellectual Property Rights in the Work Product is hereby effectively transferred, granted, conveyed, assigned and relinquished exclusively to Customer, without the necessity of any further consideration, and Customer shall be entitled to obtain and hold in its own name all Intellectual Property Rights in and to the Work Product. Supplier acknowledges that Supplier and Customer do not intend Supplier to be a joint author of the Work Product within the meaning of the Copyright Act of 1976. Customer shall have access, during normal business hours (Monday through Friday, 8:00 a.m. to 5:00 p.m.) and upon reasonable prior notice to Supplier, to all Supplier materials, premises and computer files containing the Work Product. Supplier and Customer, as appropriate, will cooperate with one another and execute such other documents as may be reasonably appropriate to achieve the objectives herein. No license or other right is granted under the Contract to any Third Party Intellectual Property, except as may be incorporated in the Work Product by Supplier.
- 12.2** Supplier, upon request and without further consideration, shall perform any acts that may be deemed reasonably necessary or desirable by Customer to evidence more fully the transfer of ownership and/or registration of all Intellectual Property Rights in all Work Product to Customer to the fullest extent possible including, but not limited to, the execution, acknowledgement and delivery of such further documents in a form determined by Customer. In the event Customer shall be unable to obtain Supplier’s signature due to the dissolution of Supplier or Supplier’s failure to respond to Customer’s repeated requests for such signature on any document reasonably necessary for any purpose set forth in the foregoing sentence, Supplier hereby irrevocably designates and appoints Customer and its duly authorized officers and agents as Supplier’s agent and Supplier’s attorney-in-fact to act for and in Supplier’s behalf and stead to execute and file any such document and to do all other lawfully permitted acts to further any such purpose with the same force and effect as if executed and delivered by Supplier, provided however that no such grant of right to Customer is applicable if Supplier fails to execute any document due to a good faith dispute by Supplier with respect to such document. It is understood that such power is coupled with an interest and is therefore irrevocable. Customer shall have the full and sole power to prosecute such applications and to take all other action concerning the Work Product, and Supplier shall cooperate, at Customer’s sole expense, in the preparation and

prosecution of all such applications and in any legal actions and proceedings concerning the Work Product.

- 12.3** Supplier hereby irrevocably and forever waives, and agrees never to assert, any Moral Rights in or to the Work Product which Supplier may now have or which may accrue to Supplier's benefit under U.S. or foreign copyright or other laws and any and all other residual rights and benefits which arise under any other applicable law now in force or hereafter enacted. Supplier acknowledges the receipt of equitable compensation for its assignment and waiver of such Moral Rights.
- 12.4** All documents, information and materials forwarded to Supplier by Customer for use in and preparation of the Work Product shall be deemed the confidential information of Customer, subject to the license granted by Customer to Supplier hereunder. Supplier shall not otherwise use, disclose, or permit any third party to use or obtain the Work Product, or any portion thereof, in any manner without the prior written approval of Customer.
- 12.5** These provisions are intended to protect Customer's proprietary rights pertaining to the Work Product and the Intellectual Property Rights therein and any misuse of such rights would cause substantial and irreparable harm to Customer's business. Therefore, Supplier acknowledges and stipulates that a court of competent jurisdiction may immediately enjoin a material breach of the Supplier's obligations with respect to confidentiality provisions of the Contract and the Work Product and a Customer's Intellectual Property Rights, upon a request by Customer, without requiring proof of irreparable injury, as same is presumed.
- 12.6** Upon the request of Customer, but in any event upon termination or expiration of this Contract or a statement of work, Supplier shall surrender to Customer all documents and things pertaining to the Work Product, generated or developed by Supplier or furnished by Customer to Supplier, including all materials embodying the Work Product, any Customer confidential information and Intellectual Property Rights in such Work Product, regardless of whether complete or incomplete. This section is intended to apply to all Work Product as well as to all documents and things furnished to Supplier by Customer or by anyone else that pertains to the Work Product.
- 12.7** Customer hereby grants to Supplier a non-transferable, non-exclusive, royalty-free, fully paid license to use any Work Product solely as necessary to provide services to Customer. Except as provided in this section, neither Supplier nor any subcontractor shall have the right to use the Work Product in connection with the provision of services to its other customers without the prior written consent of Customer, which consent may be withheld in Customer's sole discretion.
- 12.8** To the extent that any Third Party Intellectual Property is embodied or reflected in the Work Product or is necessary to provide services, Supplier shall obtain from the applicable third party for the Customer's benefit, an irrevocable, perpetual, non-exclusive, worldwide, royalty-free license, solely for Customer's internal business purposes; likewise, with respect to any Supplier Intellectual Property embodied or reflected in the Work Product or

necessary to provide services, Supplier grants to Customer an irrevocable, perpetual, non-exclusive, worldwide, royalty-free license, solely for the Customer's internal business purposes. Each such license shall allow the applicable Customer to (i) use, copy, modify, display, perform (by any means), transmit and prepare derivative works of any Third Party Intellectual Property or Supplier Intellectual Property embodied in or delivered to Customer in conjunction with the Work Product and (ii) authorize others to do any or all of the foregoing. Supplier agrees to notify Customer on delivery of the Work Product or services if such materials include any Third Party Intellectual Property. The foregoing license includes the right to sublicense third parties, solely for the purpose of engaging such third parties to assist or carry out Customer's internal business use of the Work Product. Except for the preceding license, all rights in Supplier Intellectual Property remain in Supplier. On request, Supplier shall provide Customer with documentation indicating a third party's written approval for Supplier to use any Third Party Intellectual Property that may be embodied or reflected in the Work Product.

- 12.9** Supplier agrees that it shall have written agreement(s) that are consistent with the provisions hereof related to Work Product and Intellectual Property Rights with any employees, agents, consultants, contractors or subcontractors providing services or Work Product pursuant to the Contract, prior to the provision of such services or Work Product and that it shall maintain such written agreements at all times during performance of this Contract which are sufficient to support all performance and grants of rights by Supplier. Copies of such agreements shall be provided to the Customer promptly upon request.
- 12.10** To the extent not inconsistent with Customer's rights in the Work Product or other provisions, nothing in this Contract shall preclude Supplier from developing for itself, or for others, materials which are competitive with those produced as a result of the services provided under the Contract, provided that no Work Product is utilized, and no Intellectual Property Rights of Customer therein are infringed by such competitive materials. To the extent that Supplier wishes to use the Work Product or acquire licensed rights in certain Intellectual Property Rights of Customer therein in order to offer competitive goods or services to third parties, Supplier and Customer agree to negotiate in good faith regarding an appropriate license and royalty agreement to allow for such.
- 12.11** If any Acquisition pursuant to the Contract is funded wholly or in part with federal funds, the source code and all associated software and related documentation and materials owned by a Customer may be shared with other publicly funded agencies at the discretion of such Customer without permission from or additional compensation to the Supplier.

13 Hosting Services

- 13.1** If Supplier or its subcontractor, affiliate or any other person or entity providing products or services under the Contract Hosts Customer Data in connection with an Acquisition, the provisions of Appendix 1, attached hereto and incorporated herein, apply to such Acquisition.

13.2 If the Hosting of Customer Data by Supplier or its subcontractor, affiliate or any other person or entity providing products or services under the Contract contributes to or directly causes a Data Breach, Supplier shall be responsible for the obligations set forth in Appendix 1 related to breach reporting requirements and associated costs. Likewise if such Hosting contributes to or directly causes a Security Incident, Supplier shall be responsible for the obligations set forth in Appendix 1, as applicable.

14 Change Management

When a scheduled change is made to products or services provided to a Customer that impacts the Customer's system related to such product or service, Supplier shall provide two (2) weeks' prior written notice of such change. When the change is an emergency change, Supplier shall provide twenty-four (24) hours' prior written notice of the change. Repeated failure to provide such notice may be an evaluation factor (as indicative of Supplier's past performance) upon renewal or if future bids submitted by Supplier are evaluated by the State.

15 Service Level Deficiency

In addition to other terms of the Contract, in instances of the Supplier's repeated failure to provide an acceptable level of service or meet service level agreement metrics, service credits shall be provided by Supplier and may be used as an offset to payment due.

16 Notices

In addition to notice requirements under the terms of the Contract otherwise, the following individuals shall also be provided the request, approval or notice, as applicable:

Chief Information Officer
3115 N. Lincoln Blvd
Oklahoma City, OK 73105

With a copy, which shall not constitute notice, to:

Information Services Deputy Counsel
3115 North Lincoln Boulevard
Oklahoma City, Oklahoma 73105

Appendix 1 to State of Oklahoma Information Technology Terms

The parties agree to the following provisions in connection with any Customer Data accessed, processed or stored by or on behalf of the Supplier and the obligations, representations and warranties set forth below shall continue as long as the Supplier has an obligation under the Contract

A. Customer Data

1. Customer will be responsible for the accuracy and completeness of all Customer Data provided to Supplier by Customer. Customer shall retain exclusive ownership of all Customer Data. Non-Public Data and Personal Data shall be deemed to be Customer's confidential information. Supplier shall restrict access to Customer Data to their employees with a need to know (and advise such employees of the confidentiality and non-disclosure obligations assumed herein).
2. Supplier shall promptly notify the Customer upon receipt of any requests from unauthorized third parties which in any way might reasonably require access to Customer Data or Customer's use of the Hosted environment. Supplier shall notify the Customer by the fastest means available and also in writing pursuant to Contract notice provisions and the notice provision herein. Except to the extent required by law, Supplier shall not respond to subpoenas, service or process, Freedom of Information Act or other open records requests, and other legal request related to Customer without first notifying the Customer and obtaining the Customer's prior approval, which shall not be unreasonably withheld, of Supplier's proposed responses. Supplier agrees to provide its completed responses to the Customer with adequate time for Customer review, revision and approval.
3. Supplier will use commercially reasonable efforts to prevent the loss of or damage to Customer Data in its possession and will maintain commercially reasonable back-up procedures and copies to facilitate the reconstruction of any Customer Data that may be lost or damaged by Supplier. Supplier will promptly notify Customer of any loss, damage to, or unauthorized access of Customer Data. Supplier will use commercially reasonable efforts to reconstruct any Customer Data that has been lost or damaged by Supplier as a result of its negligence or willful misconduct. If Customer Data is lost or damaged for reasons other than as a result of Supplier's negligence or willful misconduct, Supplier, at the Customer's expense, will, at the request of the State, use commercially reasonable efforts to reconstruct any Customer Data lost or damaged.

B. Data Security

1. Supplier will use commercially reasonable efforts, consistent with industry standards, to provide security for the Hosted environment and Customer Data and to protect against both unauthorized access to the Hosting environment, and unauthorized communications between the Hosting environment and the Customer's browser. Supplier shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of Personal Data and Non-Public

Data. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the service provider applies to its own personal data and non-public data of similar kind.

2. All Personal Data and Non-public Data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the service provider is responsible for encryption of Personal Data.
3. Supplier represents and warrants to the Customer that the Hosting equipment and environment will be routinely checked with a commercially available, industry standard software application with up-to-date virus definitions. Supplier will regularly update the virus definitions to ensure that the definitions are as up-to-date as is commercially reasonable. Supplier will promptly purge all viruses discovered during virus checks. If there is a reasonable basis to believe that a virus may have been transmitted to Customer by Supplier, Supplier will promptly notify Customer of such possibility in a writing that states the nature of the virus, the date on which transmission may have occurred, and the means Supplier has used to remediate the virus. Should the virus propagate to Customer's IT infrastructure, Supplier is responsible for costs incurred by Customer for Customer to remediate the virus.
4. Supplier shall provide its services to Customer and its users solely from data centers in the U.S. Storage of Customer Data at rest shall be located solely in data centers in the U.S. Supplier shall not allow its personnel or contractors to store Customer Data on portable devices, including personal computers, except for devices that are used and kept only at its U.S. data centers. Supplier shall permit its personnel and contractors to access Customer Data remotely only as required to fulfill Supplier's obligations under the Contract.
5. Supplier shall allow the Customer to audit conformance to the Contract terms. The Customer may perform this audit or contract with a third party at its discretion and at Customer's expense.
6. Supplier shall perform an independent audit of its data centers at least annually at its expense and provide a redacted version of the audit report upon request. Supplier may remove its proprietary information from the redacted version. A Service Organization Control (SOC) 2 audit report or approved equivalent sets the minimum level of a third-party audit.
7. Any remedies provided in this Appendix are not exclusive and are in addition to other rights and remedies available under the terms of the Contract, at law or in equity.

C. Security Assessment

1. The State requires any entity or third-party Supplier Hosting Oklahoma Customer Data to submit to a State Certification and Accreditation Review process to assess initial security risk. Supplier submitted to the review and met the State's minimum security standards at time the Contract was executed. Failure to maintain the State's minimum security standards

during the term of the contract, including renewals, constitutes a material breach. Upon request, the Supplier shall provide updated data security information in connection with a potential renewal. If information provided in the security risk assessment changes, Supplier shall promptly notify the State and include in such notification the updated information; provided, however, Supplier shall make no change that results in lessened data protection or increased data security risk. Failure to provide the notice required by this section or maintain the level of security required in the Contract constitutes a material breach by Supplier and may result in a whole or partial termination of the Contract.

2. Any Hosting entity change must be approved in writing prior to such change. To the extent Supplier requests a different sub-contractor than the third-party Hosting Supplier already approved by the State, the different sub-contractor is subject to the State's approval. Supplier agrees not to migrate State's data or otherwise utilize the different third-party Hosting Supplier in connection with key business functions that are Supplier's obligations under the contract until the State approves the third-party Hosting Supplier's State Certification and Accreditation Review, which approval shall not be unreasonably withheld or delayed. In the event the third-party Hosting Supplier does not meet the State's requirements under the State Certification and Accreditation Review, Supplier acknowledges and agrees it will not utilize the third-party Supplier in connection with key business functions that are Supplier's obligations under the contract, until such third party meets such requirements.

D. Security Incident or Data Breach Notification: Supplier shall inform Customer of any Security Incident or Data Breach.

1. Supplier may need to communicate with outside parties regarding a Security Incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as mutually agreed upon, defined by law or contained in the Contract. If a Security Incident involves Customer Data, Supplier will coordinate with Customer prior to any such communication.
2. Supplier shall report a Security Incident to the Customer identified contact set forth herein within five (5) days of discovery of the Security Incident or within a shorter notice period required by applicable law or regulation (i.e. HIPAA requires notice to be provided within 24 hours).
3. Supplier shall:
 - a. Maintain processes and procedures to identify, respond to and analyze Security Incidents;
 - b. Make summary information regarding such procedures available to Customer at Customer's request;
 - c. Mitigate, to the extent practicable, harmful effects of Security Incidents that are known to Supplier; and

d. Document all Security Incidents and their outcomes.

4. If Supplier has reasonable belief or actual knowledge of a Data Breach, Supplier shall (1) promptly notify the appropriate Customer identified contact set forth herein within 24 hours or sooner, unless shorter time is required by applicable law, and (2) take commercially reasonable measures to address the Data Breach in a timely manner.

E. **Breach Responsibilities:** This section only applies when a Data Breach occurs with respect to Personal Data or Non-Public Data within the possession or control of Supplier.

1. Supplier shall (1) cooperate with Customer as reasonably requested by Customer to investigate and resolve the Data Breach, (2) promptly implement necessary remedial measures, if necessary, and (3) document responsive actions taken related to the Data Breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.
2. Unless otherwise stipulated, if a Data Breach is a direct result of Supplier's breach of its obligation to encrypt Personal Data and Non-Public Data or otherwise prevent its release, Supplier shall bear the costs associated with (1) the investigation and resolution of the Data Breach; (2) notifications to individuals, regulators or others required by state law; (3) credit monitoring services required by state or federal law; (4) a website or toll-free numbers and call center for affected individuals required by state law – all not to exceed the agency per record per person cost calculated for data breaches in the United States on the most recent Cost of Data breach Study: Global Analysis published by the Ponemon Institute at the time of the data breach; and (5) complete all corrective actions as reasonably determined by Supplier based on root cause.
3. If a Data Breach is a direct result of Supplier's breach of its obligations to encrypt Personal Data and Non-Public Data or otherwise prevent its release, Supplier shall indemnify and hold harmless the Customer against all penalties assessed to Indemnified Parties by governmental authorities in connection with the Data Breach.

F. **Notices**

In addition to notice requirements under the terms of the Contract and those set forth above, a request, an approval or a notice in connection with this Appendix provided by Supplier shall be provided to:

Chief Information Security Officer

3115 N. Lincoln Blvd

Oklahoma City, OK 73105

and

servicedesk@omes.ok.gov.

G. Supplier Representations and Warranties

Supplier represents and warrants the following:

1. The product and services provided in connection with Hosting services do not infringe a third party's patent or copyright or other intellectual property rights.
2. Supplier will protect Customer's Non-Public Data and Personal Data from unauthorized dissemination and use with the same degree of care that each such party uses to protect its own confidential information and, in any event, will use no less than a reasonable degree of care in protecting such confidential information.
3. The execution, delivery and performance of the Contract and any ancillary documents and the consummation of the transactions contemplated by the Contract or any ancillary documents by Supplier will not violate, conflict with, or result in a breach of any provision of, or constitute a default (or an event which, with notice or lapse of time or both, would constitute a default) under, or result in the termination of, any written contract or other instrument between Supplier and any third parties retained or utilized by Supplier to provide goods or services for the benefit of the Customer.
4. Supplier shall not knowingly upload, store, post, e-mail or otherwise transmit, distribute, publish or disseminate to or through the Hosting environment any material that contains software viruses, malware or other surreptitious code designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment or circumvent any "copy-protected" devices, or any other harmful or disruptive program.

H. Indemnity

Supplier agrees to defend, indemnify and hold the State, its officers, directors, employees, and agents harmless from all liabilities, claims, damages, losses, costs, expenses, demands, suits and actions (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification), excluding damages that are the sole fault of Customer, arising from or in connection with Supplier's breach of its express representations and warranties in these Information Technology Terms and the Contract. If a third party claims that any portion of the products or services provided by Supplier under the terms of another Contract Document or these Information Technology Terms infringes that party's patent or copyright, Supplier shall defend, indemnify and hold harmless the State and Customer against the claim at Supplier's expense and pay all related costs, damages, and attorney's fees incurred by or assessed to, the State and/or Customer. The State and/or Customer shall promptly notify Supplier of any third party claims and to the extent authorized by the Attorney General of the State, allow Supplier to control the defense and any related settlement negotiations. If the Attorney General of the State does not authorize sole control of the defense and settlement negotiations to Supplier, Supplier shall be granted authorization to equally participate in any proceeding related to this section but Supplier shall remain responsible to indemnify Customer and the State for all associated costs, damages and fees incurred by or assessed to the State and/or Customer. Should the software become, or in Supplier's

opinion, be likely to become the subject of a claim or an injunction preventing its use as contemplated in connection with Hosting services, Supplier may, at its option (i) procure for the State the right to continue using the software or (ii) replace or modify the software with a like or similar product so that it becomes non-infringing.

I. Termination, Expiration and Suspension of Service

1. During any period of service suspension, Supplier shall not take any action to intentionally disclose, alter or erase any Customer Data.

2. In the event of a termination or expiration of the Contract, the parties further agree:

Supplier shall implement an orderly return of Customer Data in a format specified by the Customer and, as determined by the Customer:

a. return the Customer Data to Customer at no additional cost, at a time agreed to by the parties and the subsequent secure disposal of State Data;

b. transitioned to a different Supplier at a mutually agreed cost and in accordance with a mutually agreed data transition plan and the subsequent secure disposal of State Data or

c. a combination of the two immediately preceding options.

3. Supplier shall not take any action to intentionally erase any Customer Data for a period of:

a. 10 days after the effective date of termination, if the termination is in accordance with the contract period;

b. 30 days after the effective date of termination, if the termination is for convenience; or

c. 60 days after the effective date of termination, if the termination is for cause.

After such period, Supplier shall, unless legally prohibited or otherwise stipulated, delete all Customer Data in its systems or otherwise in its possession or under its control.

4. The State shall be entitled to any post termination or expiration assistance generally made available with respect to the services.

5. Disposal by Supplier of Customer Data in all of its forms, such as disk, CD/DVD, backup tape and paper, when requested by the Customer, shall be performed in a secure manner. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods. Certificates of destruction shall be provided to Customer within thirty (30) calendar day of its request for disposal of data.

Appendix 2 to State of Oklahoma Information Technology Terms

INTRODUCTION

The use and maintenance of all items of software or equipment offered for purchase herein must be in compliance with the most current version of the U.S. Department of Justice, Federal Bureau of Investigation (“FBI”), Criminal Justice Information Services (CJIS) Division’s CJIS Security Policy (“CJIS Security Policy” or “Security Policy” herein).

The Entity or Affiliate acquiring the data or system is hereby ultimately responsible for compliance with the CJIS Security Policy and will be subject to an audit by the State of Oklahoma CJIS Systems Officer (“CSO”) and the FBI CJIS Division’s Audit Staff.

CJIS SECURITY POLICY REQUIREMENTS GENERALLY

The CJIS Security Policy outlines a number of administrative, procedural, and technical controls agencies must have in place to protect Criminal Justice Information (“CJI”). Our experience is that agencies will generally have many of the administrative and procedural controls in place but will need to implement additional technical safeguards in order to be in complete compliance with the mandate. A Criminal Justice Agency (“CJA”) and certain other governmental agencies procuring technology equipment and services that could be used in hosting or connecting or transmitting or receiving CJI data may need to use the check list herein to make sure that the software, equipment, location, security, and persons having the ability to access CJI will meet the CJIS requirements per the then current CJIS Security Policy. A completed Appendix H to said Security Policy will need to be signed by Vendor or a 3rd party if it has access to CJI, such as incident to the maintenance or support of the purchased hardware or software within which resides CJI. **Per Appendix “A” to said Security Policy, “access to CJI is the physical or logical (electronic) ability, right or privilege to view, modify or make use of CJI.”**

DIRECTIVE CONCERNING ACCESS TO CRIMINAL JUSTICE INFORMATION AND TO HARDWARE OR SOFTWARE WHICH INTERACTS WITH CJI and CERTIFICATION

The FBI CJIS Division provides state-of-the-art identification and information services to the local, state, tribal, federal, and international criminal justice communities for criminal justice purposes, as well as the noncriminal justice communities for noncriminal justice purposes.

This Directive primarily concerns access to CJI and access to hardware and software in the use, retention, transmission, reception, and hosting of CJI for criminal justice purposes and not for noncriminal justice purposes. In that regard, this Directive is not only applicable to such data, but also to the hardware and software interacting with such data, their location(s), and persons having the ability to access such data. The CJIS data applicable to the Security Policy is the data described as such in said Policy **plus all data transmitted over the Oklahoma Law Enforcement Telecommunications System (“OLETS”) which is operated by DPS.**

In order to have access to CJI or to the aforesaid hardware or software, the vendor must be familiar with the FBI CJIS Security Policy, including but not limited to the following portions of said Security Policy:

1. the Definitions and Acronyms in §3 & Appendices “A” & “B”;

2. the general policies in §4;
3. the Policies in §5;
4. the appropriate forms in Appendices “D”, “E”, “F” & “H”; and
5. the Supplemental Guidance in Appendices “J” & “K”.

This FBI Security Policy is located and may be downloaded at: <https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center>.

By executing the Contract to which this Directive is attached, the vendor hereby CERTIFIES that the foregoing directive has and will be followed, including but not limited to full compliance with the FBI CJIS Security Policy, as amended and as applicable.

Policy Requirement Checklist		Compliance checklist –
Policy Area 1	Information Exchange Agreements	
Policy Area 2	Security Awareness Training	
Policy Area 3	Incident Response	
Policy Area 4	Auditing and Accountability	
Policy Area 5	Access Control	
Policy Area 6	Identification and Authentication	
Policy Area 7	Configuration Management	
Policy Area 8	Media Protection	
Policy Area 9	Physical Protection	
Policy Area 10	Systems and Communications Protection and Information Integrity	
Policy Area 11	Formal Audits	
Policy Area 12	Personnel Security	

State of Oklahoma Emergency Management NG9-1-1 GIS data migration			
Section	Resource Title or Role	Rate per Hour	Estimate LOE
Initial Assessment of GIS data and Capabilities	Technical Specialist II (911/GIS), Project Manager	\$125.00	40 - 80 hours including full GIS assessment of GIS data provided by each municipality, county or PSAP to identify errors, missing data, GIS to MSAG synchronization level and areas of recommended emphasis. Also includes all effort to complete state-required assessment report.
Mandatory Minimum Requirements for GIS Data Remediation	Technical Specialist I & II (911/GIS)	\$100.00	50 -500 hours excluding in-field verification. This level of effort is based on SDR's analysis of GIS datasets in 2019-2021 from individual Oklahoma Counties or PSAPs requesting proposals or budgetary estimates for data remediation, and an estimate for larger counties with more GIS features.
Validation of Final Data	Technical Specialist II (911/GIS)	\$105.00	15 - 36 hours dependent on toolset provided by state. SDR anticipates a decreasing level of effort required as our familiarity with toolset and the toolset's error reporting increases.
Other	9-1-1 GIS Consulting	\$175.00	As requested.
Supplemental pricing	Resource Title or Role	Rate (hour, mile, etc)	
Field work	Field Data Specialist	\$155.00	Weighted rate includes all in-field work hours, vehicle or mileage expenses, meals and lodging.
Maintenance tools	SDR Product Names: AddressIt Advanced & AddressIt Standard; Continuing Maintenance	AddressIt Advanced \$5995 AddressIt Standard \$4995 Continuing Maintenance \$995 - \$1495/year	Product descriptions and licensing and 2nd year and beyond support/maintenance information is included in the the "Service Level Agreements - Section 8(Hiv)" directory included with this bid packet. Price for setup and installation is based on the weighted travel fees detailed above.

Maintenance Service contract	Technical Specialists I & II	\$100.00	52 - 416 hours per year (One to eight hours per week) Level of effort is dependent on population and geogrpahic extent of provisioning agency, rate of growth, estimated number of new addresses and MSAG updates per month, and level of additional services offered including CAD/Dispatch mapping support/update, MSAG maintenance and eCOP
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Spatial Data Research (SDR)

Software License Agreement

Attachment E-2

The End User License Agreement is hereby amended as set forth below and supersedes all prior documents submitted by Spatial Data Research, or discussed by the parties. The parties agree to use this End User License Agreement or a document substantially similar in the form of this End User License Agreement.

The License Agreement ("License or AddressIt"), is between the State of Oklahoma, by and through the Office of Management and Enterprise Services ("State") and Spatial Data Research ("Licensor") and is a Contract Document stemming from Oklahoma State-Wide Number 1177 ("SW 1177"). Licensee shall mean any Authorized User. Any terms not defined herein, shall be defined in SW 1177.

1. License Grant

1.1. Software License. The licensee is defined as the individual or company using the software (AddressIt). Spatial Data Research hereby grants the licensee a nonexclusive license authorizing the licensee to use the software on one operating system at a time.

1.2. No Other Rights. Spatial Data Research reserves for itself all other rights and interest not explicitly granted under this agreement.

1.3. Software. "Software" refers to AddressIt.

1.4. Termination. The Software License Agreement will terminate with notification in the case that the licensee counterfeits, or otherwise fabricates, a software serial number in order to perform multiple installations of the software on multiple computers.

2. Restricted Uses. Failure to comply with any of the following terms will be considered a material breach of this agreement. The licensee may not:

2.1. distribute, rent, sub-license, or otherwise make available to others the software or documentation or copies thereof, except as expressly permitted in this software license agreement

2.2. modify, alter, or create any derivative works of the software

2.3. reverse engineer, decompile, decode, decrypt, disassemble, translate, or derive any source code from the software

2.4. remove, alter, or obscure any copyright, trademark, or other proprietary rights notices in the software

2.5. use the software without first obtaining the software serial number with Spatial Data Research.

3. Permitted Uses. The licensee may install and use the software solely for internal administrative and business purposes.

4. US Government Restricted Rights. Use, duplication or disclosure by the United States Government is subject to restrictions as set forth under DFARS 252.227-7013 or in FARS 52.227-19 Commercial Computer Software - Restricted Rights

5. **Limited Warranty.** These software tools are warranted to be functional on the operating system and in the configuration in which they were installed by SDR and shown to be functional at the time of software installation and training.
6. **Limited Liability.** Upon installation of licensed software and data supplied by and/or accepted by client, the licensee is responsible for the continuing accuracy and completeness of GIS data used in conjunction with software supplied by the licensor"

Notwithstanding anything to the contrary in this license, the foregoing provisions of this Section shall not apply to or limit damages, expenses, costs, actions, claims, and liabilities arising from or related to property damage, bodily injury or death caused by Licensor; the Licensor's indemnity obligations under this license; Licensor's confidentiality obligations under this license; the bad faith, gross negligence or intentional misconduct of the Licensor or its employees, agents and subcontractors; or other acts for which applicable law does not allow exemption from liability.

7. **Execution of Software Agreement.** This license agreement will be deemed to have been executed upon the licensee's successful installation and subsequent registration of the software.
8. **Acceptance.** All terms and conditions of this license agreement will be deemed to be accepted by the licensee upon the license agreement's execution.
9. **Term.** The term of this agreement has the same term as stipulated in SW1177.
10. **Reserved.**
11. **Authorized Transfer.** In the case of an authorized transfer, the transferee agrees to be bound by the terms and conditions established by this license agreement upon its execution.
12. **Support.** Software support is provided for twelve months following purchase of this software license as outlined in the accompanying software support and maintenance agreement. Following this twelve-month period, software support is available for purchase in additional twelve-month increments.
13. **Updates and Maintenance Services.** Updates and Maintenance services are provided for twelve months following purchase of this software license within the limits and constraints described in the accompanying Software and Maintenance Services Agreement. Following this twelve-month period, software support is available for purchase in additional twelve-month increments.

Intellectual Property. Spatial Data Research will retain exclusive interest in and ownership of its intellectual property rights in and to the software, unless the intellectual property was developed specifically for the licensee and expressly reserves all rights not expressly granted under this agreement.



Attachment E-3 PROFESSIONAL SERVICES CONTRACT

Between

Oklahoma 9-1-1 Client Name

Street Address

City, State, Zip Code

Spatial Data Research, Inc.

PO Box 684

Olathe, KS 66051

ATTN: Contact Name

Contact Title

e-mail address

ATTN: Susan Cunningham

President

scunningham@sdrmaps.com

The Professional Services Contract is hereby amended as set forth below and supersedes all prior documents submitted by Spatial Data Research, or discussed by the parties. The parties agree to use this Professional Services Contract or a document substantially similar in the form of this Professional Services Contract.

Project: This Contract for Professional Services ("Contract") is entered into between Spatial Data Research, Inc., located at P.O. Box 684, Olathe, KS 66051 ("SDR"), and Sample County, Oklahoma ("Client") and is a Contract Document stemming from SW 1177. SDR shall provide the services for the Project as described in accordance with this Contract and the attached Schedule, being Attachment G of the Addendum.

For SDR:

For Sample County:

Signature

Susan M. Cunningham

President

Spatial Data Research, Inc.

[Authorized Signature]

[Print Name and Title]

Effective Date

Term, Modification & Extra Work

This Contract becomes effective on the last date of signature indicated on the face hereof. This Contract shall control all transactions by and between the parties within the scope of this Contract, unless and until the parties provide otherwise in a written document signed by both parties. The obligation of SDR to provide deliverables specified in this Contract shall terminate upon Final Delivery and acceptance by Client. After Final Delivery and payment in full for all deliverables under this Contract, this Contract may be terminated and expires on the date specified. If no expiration date is specified, this Contract will continue in effect until canceled by either party upon thirty (30) days written notice.

No modification of this Contract (including any additional or different terms of Client) shall be binding upon either party unless agreed to in writing.

Obligations of SDR

SDR shall render the services and deliver the products as it is obligated under the Schedule(s) attached to this Contract. SDR shall generate invoices according to the Schedule(s) attached to this Contract.

Project Planning & Governance

SDR will utilize project planning and administration methodologies including work forecasting, determining appropriate resource assignment and level of effort requirements, preparation of contingency plans, establishing repeatable processes and management of all relevant aspects within a project.

Obligations of Client

The Client shall provide all information as reasonably required by the attached Schedule(s) including information that may come into the possession of Client that has relevance in Client's determination to the accuracy and/or completeness of SDR's services. Client shall pay all invoices upon 45 days from invoice date. Client acknowledges that software, data, maps and other products of work done by SDR may be proprietary in which case the Client acknowledges that the implied license to make use of and benefit from such items does not extend to third parties. Client shall appoint a representative to work with SDR who has the authority to make timely decisions related to the project.

Project Delay/Demobilization/Remobilization

The Client acknowledges that the delivery of services, as provided by SDR, is dependent on cooperation of the Parties. This cooperation requires an exchange of information between the Parties including, but not limited to, databases, maps, telephone databases, and road information. This cooperation includes project intermediate steps, such as the approval of project plans, maps, reports, and databases. SDR is responsible for apprising Client of its responsibilities that pertain to the content, work output, schedules, and maintenance of the budget.

In the event that there is a delay of delivery of critical information, work or other deliverable service caused solely by Client that exceeds 15 business days, SDR will send a Notice of Project Delay to Client. Upon receipt of a Notice of Project Delay, Client has 15 business days to respond to the situation noted by SDR. Should Client fail to respond to the situation causing the Project Delay, SDR will issue a Project Demobilization Notice and breach of agreement.

Invoices and Payment

SDR will invoice Client for services provided. Invoices will be issued monthly upon completion of services at the rates and fees specified. Client agrees to pay for all services provided by SDR under this Contract at the rates and fees specified. Invoices will be sent to the Client's preference of the address specified on the face of this Contract, via email. Terms are net cash payable within forty-five (45) days of the invoice date. Failure to make payment of the amounts owing under this Contract when due shall result, at the option of SDR, in the suspension of performance by SDR until such past due amounts are paid in full.

SDR will invoice on a monthly basis for the services completed for the project. Additionally, SDR will invoice the final project payment upon completion of the project and acceptance by Client of services provided under this Contract. This will be due within forty-five (45) days. If any Software, Hardware, Training and Maintenance is ordered under this agreement it will be invoiced upon being delivered and accepted by Client and is due within forty-five (45) days of invoice date.

Notices

Notices are required to be given in writing and shall either be hand delivered, sent by mail, or transmitted by telefax. Notices shall be effective upon verified receipt. All notices shall be sent to the address or fax phone number on the signature page of this Contract. Either party may change their address for receipt of notices by notice in writing to the other party.

Default – LEFT INTENTIONALLY BLANK.

Indemnity

Licensor shall fully indemnify and hold harmless Licensee from and against all liabilities, claims, suits or damages (including, but not limited to, legal fees, costs, judgments and reasonable expenses incurred) resulting from a third-party claim(s), SDR hereby indemnifies the Client, its officers, agents, and employees, against any and all claims for injury to persons or damage to property arising out of performance of this Contract and which results from the neglect from the negligent or deliberate acts of SDR's officers, agents, or employees. The remedies stated herein are exclusive and in lieu of all other remedies.

The defense shall be coordinated by licensor with the Office of the Attorney General when Oklahoma state agencies are named defendants in any lawsuit and licensor may not agree to any settlement without first obtaining the concurrence from the office of the attorney general. Licensor and the licensee agree to furnish timely written notice to each other of any such claim.

Warranty

SDR warrants that all service under this Contract shall be performed in accordance with applicable professional standards recognized in the trade. Client recognizes that all services, products and materials created by SDR are subject to a search and utilization of existing records and references provided by Client. There is no assurance that the record information as provided by Client is accurate and it is the Client's responsibility to determine the quality and fitness for purpose of the materials provided to SDR. SDR warrants that it will make modification and changes to Client's provided database(s) and produce products as indicated by the attached Description of Services (as found in Attachments A, C, D, E, F of the Addendum). SDR will provide to Client materials to assess the quality of work performed by SDR, and Client will have thirty (30) days to determine whether the products created have been constructed in accordance with the terms described in the attached Description of Services. If within the Client's thirty (30) day examination period, should errors or omissions caused by SDR in the resultant products be found, Client may require SDR's re-performance of services for the affected portions of the products. SDR makes no other warranties, express or implied, with respect to any services or goods provided pursuant to this Contract, including but not limited to any implied warranty of merchantability or fitness for a particular purpose. The warranties stated herein are exclusive and in lieu of all other warranties.

Additional Warranty, State of Oklahoma NG9-1-1

In addition to any representation, warranty and covenant set out elsewhere in this contract or in the referenced Statement of Work (SOW), Spatial Data Research, Inc. warrants that the deliverables created, developed or improved under the Statement of Work will meet and comply with the specifications set forth by the State of Oklahoma 9-1-1 Management Authority for NG9-1-1 and Addressing and will be appropriate for the purposes described in the documentation adopted, as evidenced by a zero-error score using the validation toolset made available by the 9-1-1 Authority. Deliverables not subject to validation using the NG9-1-1 GIS toolset made available by the State of Oklahoma 9-1-1 Authority are warranted by Spatial Data Research, Inc. as described in the Warranty section of this contract.

Notwithstanding anything to the contrary in this license, the foregoing provisions of this Section shall not apply to or limit damages, expenses, costs, actions, claims, and liabilities arising from or related to property damage, bodily injury or death caused by Licensor; the Licensor's indemnity obligations under this license; Licensor's confidentiality obligations under this license; the bad faith, gross negligence or intentional misconduct of the Licensor or its employees, agents and subcontractors; or other acts for which applicable law does not allow exemption from liability.

Severability & Waiver

If any provision of this Contract is or becomes void or unenforceable by law, the other provisions shall remain valid and enforceable. No course of dealing or failure by SDR to strictly enforce any term, right, or condition of this Contract shall be construed as a waiver of such term, right, or condition.

Force Majeure

Neither party to this Contract shall be considered to be in default of its obligations under this Contract to the extent that failure to perform any such obligation arises from causes beyond the control and without the fault or negligence of the affected party.

Assignment

Neither party shall make any assignment of this Contract or monies due or to become due hereunder without the prior written permission of the other party. However, nothing in here will prohibit SDR from assigning monies due or to become due to a bank, trust company, or other accredited financial institution, in which event a copy of each such assignment will be filed with the Client.

Data Ownership, Proprietary Information & Software Licensing

Proprietary and Confidential information disclosed by either party to the other for the purposes of this Contract, which is in tangible form and is clearly marked as such, shall be protected by the recipient, unless allowed by law, in the same manner and to the same degree that the recipient protects its own proprietary and confidential information, except that each party may use or disclose information that is or becomes publicly available, is already lawfully in its possession, is independently developed by it, or is lawfully obtained from third parties.

Information shall not be considered Confidential Information to the extent such information (i) is or becomes generally known or available to the public through no fault of the Client; (ii) was in the Client's possession before receipt from the [Vendor]; (iii) is lawfully obtained from a third party who has the right to make such disclosure; or (iv) has been independently developed by Client without reference to any Confidential Information.

By virtue of the Agreement, Client may be exposed to or be provided with certain confidential and proprietary information of the SDR. SDR shall clearly mark any such information as confidential. ("Confidential Information"). Client is a state agency and subject to the Oklahoma Open Records Act and SDR acknowledges information marked Confidential Information will be disclosed to the extent permitted under Client's Open Records Act and in accordance with this section. Client agrees to use the same degree of care that each such party uses to protect its own confidential information, but in no event less than a reasonable amount of care. Client will not use SDR Confidential Information for purposes other than those necessary to directly further the purposes of the Agreement.

Statement of Work, being Attachment E-4, included below as an Attachment to Agreement.



Attachment E-4

Statement of Work

NG911 GIS and 911 Database Remediation for (Client/Agency Name)

Project Background

ABC County 911 and Spatial Data Research, Inc. , have analyzed the GIS and 911 Databases provided by ABC County and have identified errors and inconsistencies that present potential risks to emergency location and to accurate 911 call routing in a NG911 system. Databases considered include GIS address points and road centerlines, GIS Emergency Service Zones and individual ESBs, the AT&T Master Street Addressing Guide (MSAG) and ALI/TN and PSAP and Municipal boundary layers available from the state. GIS sources include GIS data in use currently with 911 and newer, 2020-vintage GIS data developed by the Assessor's office using recently flown Pictometry imagery.

ABC County 911 and the local governments in the jurisdiction understand that any or all of the following exist in the county and its cities:

1. Out-of-Sequence addresses (i.e. 1100 – 1135 – **1217** – 1195 - 1350)
2. Addresses with bad parity (even/odd discrepancies such as 201, 207, **210**, 215 all on the same side of the street)
3. Out of range addresses: (such as 1201 at the dead end of the 1100 block)
4. Addresses with the incorrect road name: (a structure on the corner of CR 10 & Highway B that has the appropriate house number for CR 10 but uses Highway B as a road name; or any house assigned a road name to an inaccessible or nonexistent road)
5. Roads with incorrect (non-grid centric) ranges: A road segment that by the grid should be ranged 21000 – 21999 but instead is ranged 23000 – 23999. Houses on the road may have appropriate addresses for the current range, but the current range is incorrect)
6. Roads with illogical ranges in incorporated areas – (i.e. the 300 block between 5th and 6th St)
7. Address points placed on properties or road segments drawn where no development has occurred.
8. Homes in cities that are built on more than one lot (i.e. 101-103-105) that use one address (i.e. 101) in the city utility records but another (i.e. 103) for mail delivery and 911.
9. Unparsed or incorrectly parsed road names.
10. Topology errors including centerlines not segmented at intersections and boundaries or centerlines not properly snapped together at such locations.
11. Duplicate addressing and duplicate road ranging.
12. Overlapping and reversed ranges and unranged roads.
13. Boundary topology errors including boundaries that extend outside of PSAP or Provisioning/Discrepancy responsibility areas.
14. Other errors that make the data inappropriate for use in NG911 applications.

Given the potential for incorrect addresses to result in a failure-to-locate situation, or in incorrect location during a crisis, ABC County 911 requests deliverables that will ensure that:

1. Every given address, whether it is correct or problematic or accurate as is, is plottable in the county's 911 system.
2. Problem addresses are identified in the GIS with flag codes noting specific issues. The responsible entities can then make decisions over time about change/correction while being assured that in the data delivered at project's end, the address is plottable as is.
3. GIS addressing sources are synchronized (road names in roads match road names in address points)
4. GIS data is compliant with NG911 requirements
5. AT&T MSAG and TN/ALI are synchronized with the GIS.
6. Project is approached as a turn-key project where the vendor is responsible for all work to create the final deliverables.

Deliverables:

1. GIS Layers:
 - a. Road Centerlines –
 - Synchronized with address points
 - Containing road names & ranges that allow every GIS address points to be plotted to current location.
 - Formatted for NG911 Standard NENA-STA-006.1-2018 as adopted by the State of Oklahoma 911.
 - Submitted to State 911 using state-provided upload tools with 0 errors
 - b. Address Points –
 - Synchronized with road centerlines
 - Placed on actual structure location
 - Flagged with error code if applicable
 - Formatted for NG911 Standard NENA-STA-006.1-2018 as adopted by the State of Oklahoma 911.
 - Submitted to State 911 using state-provided upload tools with 0 errors
 - c. Emergency Service Zones (ESZs) -
 - Updated from current data to reflect boundary changes provided by ABC County 911 and fully compliant with NG911 GIS requirements.
 - Submitted to State 911 using state-provided upload tools with 0 errors
 - d. Addressing Grid
 - Quadrant-based
 - Section-line based
 - Reflecting overall county addressing plan
2. GIS-Based MSAG –
 - Master Street Guide derived from the GIS and used as control document for required MSAG updates
3. 911 Databases/MSAGs
 - a. AT&T MSAG
 - Updated via Add/Change/Delete process or Special Project to match the GIS-based MSAG
 - b. AT&T TNs/ALI

- Updated via Add/Change/Delete process or Special Project to match the updated AT&T MSAG

4. GIS and GIS Capabilities Assessment

- As per state's requirement, completed and submitted to State 911 Office

Project Management and Project Initiation/Kick-Off

After contract award and upon finalization of project contract, SDR will schedule a web-based video meeting with ABC County 911 and other project stakeholders to review the project timeline, methodology and deliverables. SDR will provide a project contact matrix as well as escalation contacts. ABC County will appoint a project liaison who will function as SDR's primary point of contact during the project. A draft project schedule will be presented at this meeting, with a final schedule to follow within one week of project kick-off.

Topics of discussion at the kick-off meeting include

1. Development and changes during the life of the project – how will new addresses, roads and road name changes be transmitted to SDR during the project so that data stays current while it is being updated and corrected by SDR?
2. Who has the authority to make a decision on the correct name of a specific road if GIS sources do not agree?
3. Establishing contacts with AT&T MSAG personnel to discuss the best way of making large-scale changes to the MSAG (on-line MSAG portal, individual e-mailed changes, project with all changes submitted on a spreadsheet)
4. Escalation contacts at SDR and at ABC County 911 for technical, project management and invoicing/payment issues.
5. Introduction of SDR team members and leaders assigned to ABC project.
6. Detail of any client responsibilities such as providing on-site meeting places, providing decisions on road naming and other questions in a timely manner, etc.
7. Discussion of known problem areas – client's input on specific roads, sections of roads, or neighborhoods where addressing issues are known to exist.
8. Discussion of all users of GIS data being remediated, including state, county or municipal users, utilities, private sector and any other users.
9. Identify individuals or departments who will help with GIS and GIS Capabilities Assessment questions.

Proposed Methodology

1. Data Acquisition & Analysis
 - a. SDR will request new copies of all GIS and MSAG data from the entity maintaining the data and will verify that each item is the most current available.
 - b. SDR will archive a copy of all received data in an as-received state to be used as reference or recovery data.
 - c. SDR will create a data matrix to track each dataset. The matrix will include the name of the data source (i.e. County Assessor), number of features, data format, etc. and will contribute to the metadata created/maintained for the project and its deliverables.
 - d. SDR will create a field-mapping document to accompany each deliverable data layer.
 - e. SDR will analyze the GIS data using custom tools we have developed for this process and other ESRI-provided tools. These tools will mark the following issues in the GIS data:
 - i. Address points with names that do not exactly match the GIS road names
 - ii. Address points that display incorrect parity or sequence or are illogical

- iii. Address points with addresses that do not fall within the road range of the segment where the address is located
 - iv. Road segments with missing or illogical ranges
 - v. Road segments with ranges that overlap other segments
 - vi. Road segments with unusual parity
 - vii. Road segments that are missing ESN or Community designations
 - viii. Road segments with reversed direction – road is drawn in the opposite direction of low to high addressing. Correct anomalies – roads drawn in backward where the addressing direction is correct and follows the grid.
 - f. SDR will create a road name matrix utilizing the Address Points, Road Centerlines and AT&T MSAG. SDR will organize the matrix to list like-sounding roads together to enable more efficient analysis.
 - g. SDR will create a community boundary to reflect the 9111 MSAG (AT&T) communities in use by ABC County 911.
 - h. SDR will create draft postal community boundaries based on postal city of ZIP attribution in existing GIS sources, using 911 sources as well as additional available sources such as parcels.
 - i. SDR will create the addressing grid using the PLSS (survey sections) and the grid addressing scheme in place in the county and will assure that grid lines follow addressing direction in each quadrant and add address range attribution to each grid line.
2. GIS and GIS Capabilities Assessment
- a. Interview ABC Client personnel with state-provided questions
 - b. Compile results of GIS Assessment and insert into report along with analysis overview, project statistics and recommendations
 - c. Compile final report including answers to Assessment questions
 - d. Submit to State 911 Office
3. Data Improvement
- a. **Road Names:** Resolve road name inconsistencies between GIS address points and GIS centerlines so that every address point is accessed from a road with the same name – spelling, abbreviations, directional and street types. Present questions to ABC County E911 liaison as needed for decisions on correct name where multiple name variants exist.
 - b. **Overlaps:** Resolve overlapping road centerline address ranges so that no overlaps exist on any road.
 - c. **Out-of-Range:** Resolve out of range addresses where the error is caused by an inaccurate or missing address range.
 - d. **Parity:** Resolve parity errors in centerline ranging.
 - e. **Direction:** Reverse road segment direction where needed so that all road segment direction follows addressing direction.
 - f. **Divided Highways:** Redraw divided highways as indicated so that individual divided sections are represented in the GIS as per industry standard. Range segments appropriately. SDR will keep the existing single centerlines as a backup in case there are programs in use that require the single centerlines as currently drawn.
 - g. **ESZs and ESBs:** Make any improvements required to the Emergency Service Zone (ESZ) boundaries using mark-ups provided by ABC County 911.
 - h. **Road Splits:** With corrected ESZs and Community boundaries (MSAG boundaries), split road centerlines at all MSAG boundaries. Range each segment appropriately according to its length and position in the grid network. At this point, ranges should be actual grid ranges as per the addressing plan. Use the addressing grid for reference as splits and ranging decisions are made.
 - i. **Addressing Assessment:** Using a combined script/python tool and visual analysis method, scan address points to check addressing logic on each road. Flag any addresses that have sequence, logic or parity (even/odd) issues or which are assigned a road name that is not logical for the location of the structure and/or its access point. If an

entire road segment or road has been assigned illogical addressing as per the grid, flag the road segment and the address points.

- j. **Point Placement:** During the scan process, move any point that is clearly not placed properly as per the provided imagery.
- k. **Flag Suspect Points and centerlines:** During the scan process, flag any point that appears to be on an undeveloped parcel. Sometimes, Assessors or other entities assign addresses to parcels with no structures for other reasons but these points typically should not appear in a 911 system.
- l. **Add New Points:** During the scan process, add points for structures that are residences, businesses or other addressed structures that are not represented by a point. If the situs address is given in the parcel, add the address information. If it is not, mark the address as "0" and present to ABC County 911 for resolution.
- m. **Flag Road Name Logic Issues:** During the scan process, flag inconsistent road names – road name changes along the course of the road at illogical locations.
- n. **Topology:** Correct road to road topology, road to boundary topology and boundary-to-boundary topology, internally and to state-provided PSAP boundaries. If errors or issues are found with PSAP boundaries, use state-mandated process to request and implement changes.
- o. **Quality Assurance – Simulations**
 - i. Extract complete address list from corrected address point data and geo-locate addresses to the centerlines to create an addressing layer showing how each address will plot against the centerlines.
 - ii. Resolve errors – points that did not plot.
 - iii. Visually inspect point placement to identify points that place but do not place close to true location.
 - iv. Make corrections

4. MSAG and 911 Database

- a. Using corrected ESZ boundaries and Community Boundaries, code all roads with required boundary information
- b. Create AT&T style MSAG from the GIS centerline tabular data. The resulting MSAG is the standard to which existing MSAGs will be corrected.
- c. Using SDR's custom tools, compare the AT&T MSAG to the GIS MSAG and create an add/change/delete database which will be used to correct and update the CenturyLink MSAG so that it is synchronized with the GIS MSAG.
- d. Initiate project with AT&T to make corrections and monitor the correction process with AT&T – answering questions and resolving load issues as they arise.

5. Process changes since project launch

- a. Procure new centerlines and address points from Assessor and/or Addressor along with supporting change records
- b. Compare new data with old and extract change list
- c. Update new data with changes.

6. Data Migration to NG911 Format: Using Oklahoma NG911 GIS standards documentation and custom SDR processes, load improved/remediated data into State of Oklahoma NG911 GIS format, using templates, domains and formats mandated.

- a. Load all required fields, regardless of whether they are utilized in ABC county.
- b. Populate all mandatory fields.
- c. Populate all conditional fields where source data is present, using remediated data layers and supplemental/supporting data where available.
- d. Populate all other fields if data existed in original or supplemental data

7. Metadata: Complete metadata update for each layer based on data source information and actions taken during remediation.

8. Upload: Use state-provided toolset to quality assure final data and to upload until 0 errors are reported and data is accepted

9. Data Delivery & Training

Visit client on-site to deliver data and ensure it is set up so that it can be maintained going forward as a single active dataset that complies with the needs of NG911. Provide a detailed training on the content of the new GIS data layers and NG911.

Tasks and Deliverables

Project Task	Description	Deliverable
Project Management	Project Initiation, Kick-off, Administration, Invoicing, Reporting, Status	Monthly Status reports & invoices, Project Contact Matrix, Escalation Contacts, Final Project Report
Data Set Up & Analysis	Intensive analysis of GIS to identify, flag and describe all issues that could affect accurate 911 call location	Address point flags, Road Centerline Flags, Data Matrix (1a, 1b)
GIS & GIS Capabilities Assessment	Report to State on GIS Resources and GIS status of PSAP utilizing State-Provided Assessment questions and results of Data Analysis	Word Document emailed to State 911 Office (2)
GIS Data Remediation	Correction and improvement of key GIS layers so that all addresses are plottable and all remaining issues are coded and flagged.	Address Points, Road Centerlines & ESZs updated with NG911 attribution, improved to project specifications & with all addressing errors flagged and coded (3a - o)
GIS/MSAG Synchronization	Use the GIS-Based MSAG and compare to the 911/CAD MSAGs. Make changes to the 911/CAD MSAGs so they synchronize with the GIS-Based MSAG, which synchronizes with the GIS.	Updated CenturyLink MSAG/ Updated Caliber CAD MSAG (4a, 4 b, 4c, 4d)
NG911 Formatting	Migrate remediated data to State of Oklahoma NG911 format.	All GIS layers in final, approved format and projection with all required fields populated

Metadata	Information following national standard for each GIS layer manipulated by SDR during project	Text/xml file for each remediated GIS layer (7)
Data Upload	Processing of data through state-provided Q/A and upload toolsets	State receives data with 0 errors (8)
Data Delivery and Maintenance Training	Return improved and formatted data to client and assure data is loaded and functional in existing maintenance systems. Train client on maintenance of new NG911 fields and deliver thorough understanding of NG911 GIS requirements.	Data loaded in GIS systems in place at client site (9)

Price Table

Project Management, Consulting and Oversight	\$0.00
Technical/GIS Tasks	\$0.00
GPS/Field Verification	\$0.00
GIS/Capabilities Assessment	\$0.00
Format and Upload	\$0.00
Travel (Four on site meetings)	\$0.00
Total Project Pricing	\$0.00

Options Not Included in Contracted Services

The following activities represent options not included in the proposed contract and pricing. Optional activities may enhance the final product but are not project requirements. Each option can be negotiated separately and the contract amended.

1. **Additional Data Development:** Under this option, SDR will develop additional layers from data provided by the client. For example, SDR can produce a GIS layer of fire hydrants from a spreadsheet detailing the coordinates of each hydrant. Any spreadsheet containing information tied to a specific address, intersection or coordinate can be converted to a GIS layer which can be used in dispatch or in other GIS applications.
2. **Additional Data Development/Visual Scan:** Under this option, SDR will develop additional layers during the visual scan process (Methodology: Section 2h). Features discernable on imagery include bridges, lower water bridges, larger culverts, ball fields and parks, most cemeteries, farm complexes without residences, docks, campgrounds, boat ramps, cell towers, communication towers, water towers, fire lookout towers, runways, grain silos, electric substations and more. Identification and mapping of these features is priced at \$.50/point.

Campgrounds and other complexes can be further improved by working with paper or digital (PDF) maps provided by the campground owner, Corps of Engineers, Dept. of Parks & Recreation, etc. In this option, points are dropped for each lot or space with lot or space number, campground name, etc., and centerlines drawn for access roads to individual lots/spaces.

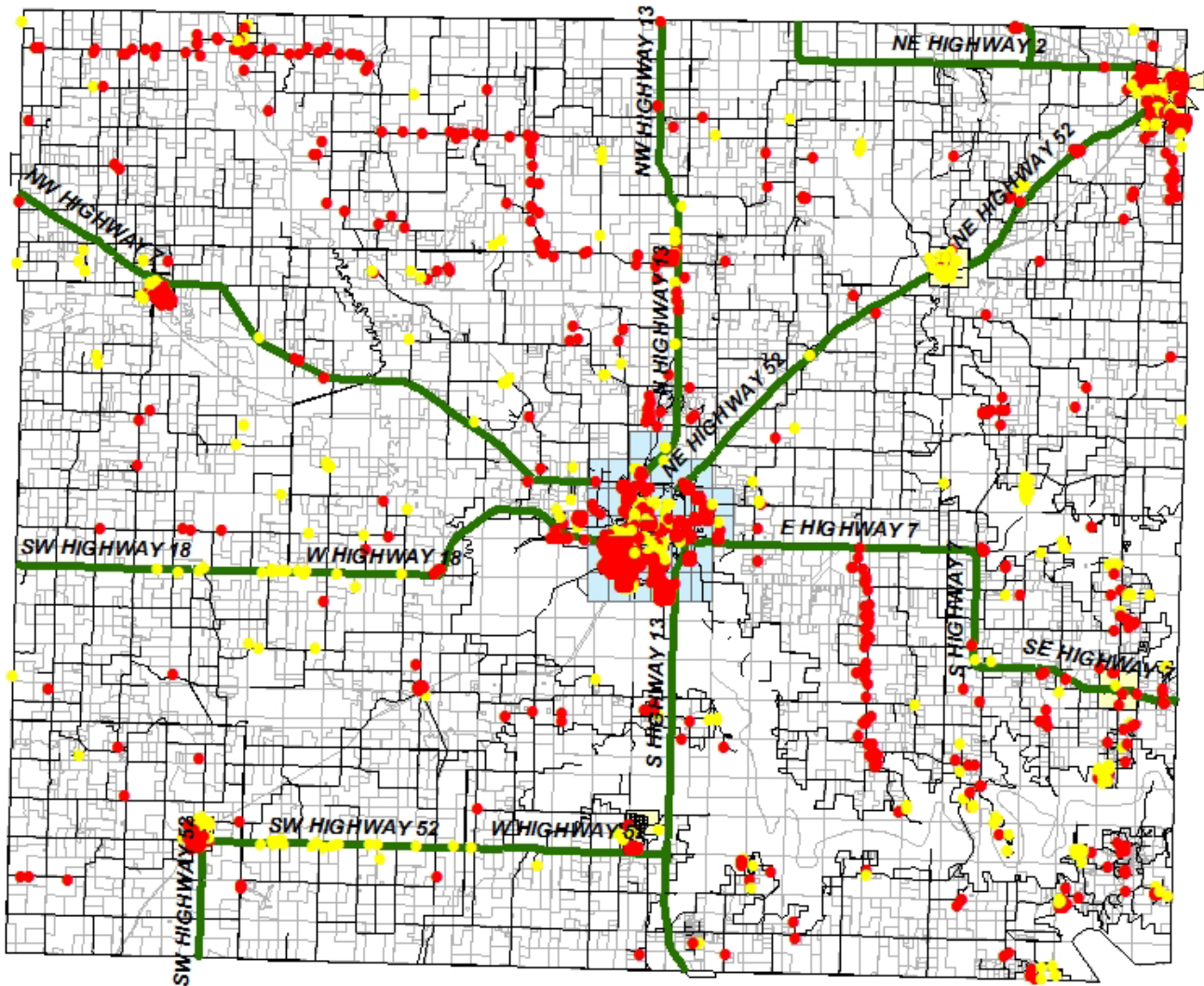
3. **GPS Field Data Collection:** SDR will drive the county or any of its cities with GPS to locate and map landmarks such as bridges, fire hydrants, large culverts, road signs, cemeteries, parks, RV larks, campgrounds, etc. Cost is per point collected and price per point is dependent on the density and location of the desired features.
4. **Spot GPS Field Verification of Address Points and/or Roads:** To verify that the GIS information provided by the Assessor matches what is posted on the homes or on road signs, SDR will use GPS to verify this information. Areas checked can be random or areas determined by SDR or the client.
5. **MSAG Maintenance:** SDR will maintain the CenturyLink MSAG using the web interface provided by CenturyLink. To do MSAG maintenance, SDR will need to be advised of new or changed roads or emergency service boundaries. To that end, SDR will establish a relationship with the Assessor and a process of sharing information. SDR will also provide all MSAG changes to dispatch so they can be incorporated into the Caliber Public Safety CAD or will make these changes during the monthly data update process.

MSAG maintenance includes changes to the MSAG required by routine boundary changes such as a law enforcement change due to an annexation by a city or a boundary change between two existing fire departments or districts. A large-scale boundary change is considered a special project, as are changes required by a re-addressing project after completion of the initial clean-up and correction project specified in this proposal.

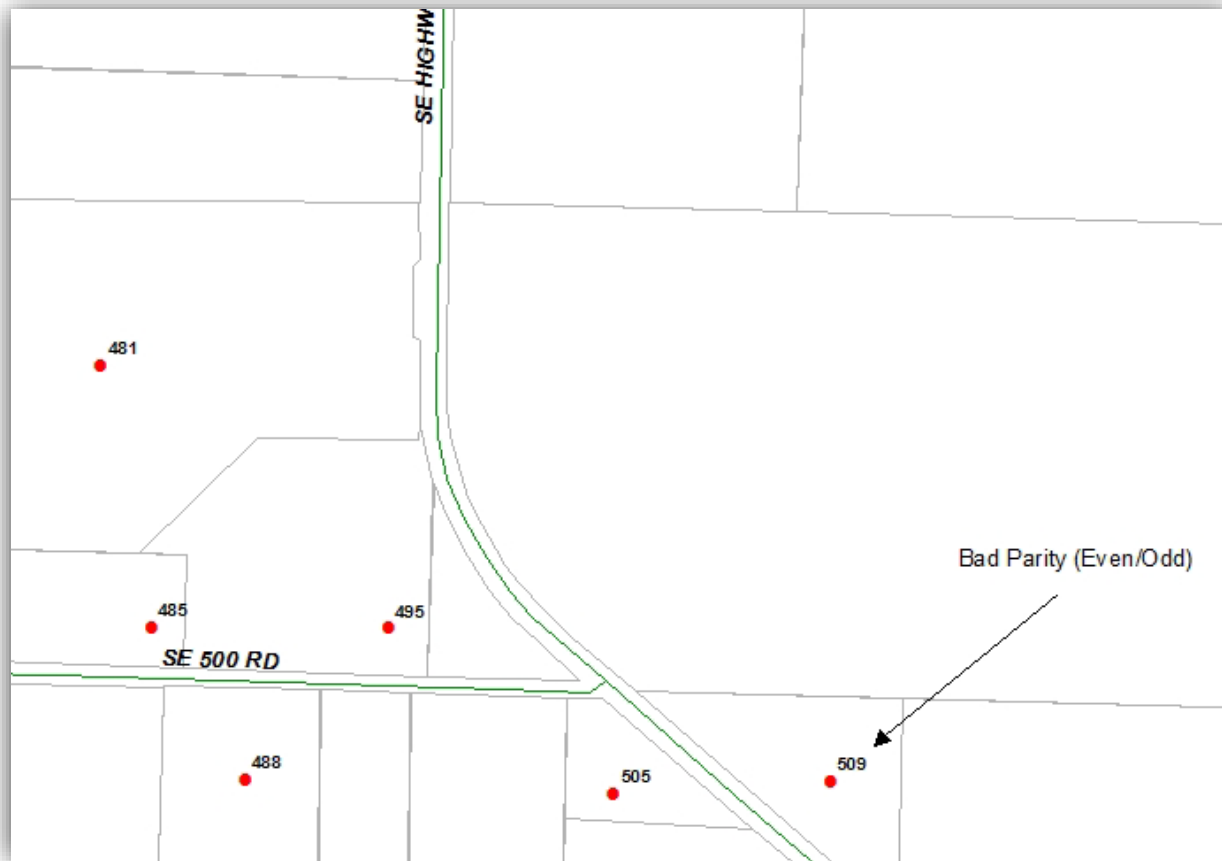
ATTACHMENTS

Addressing Issues – From Assessor’s GIS Data

1. Overall Map showing Address Point to GIS Synchronization Errors. RED represents a road name sync issue and yellow represents an address/out of range issue



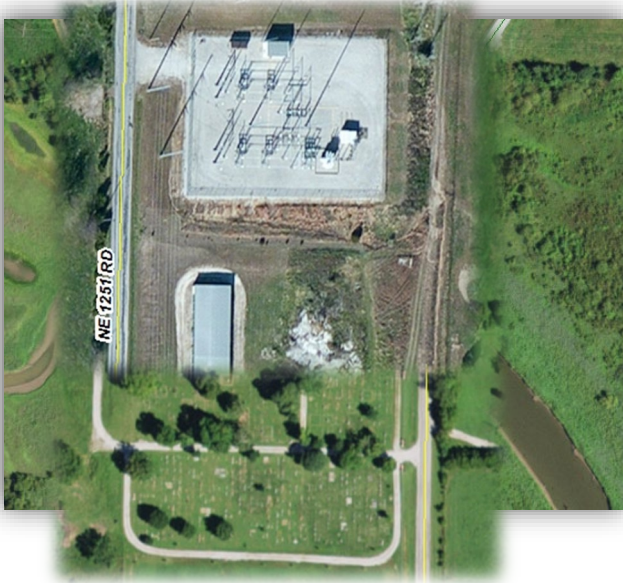
2. Sample Parity (Even/Odd) Issue:



3. Sample Sequence Error:



4. Identification from Imagery: Bridge, Cemetery, Substation, Campground, Docks/Boat Ramp



Missing Point Data



Attachment E-5

STATE OF OKLAHOMA CONTRACT WITH SPATIAL DATA RESEARCH
RESULTING FROM STATE-WIDE NUMBER SW 1177



Maintenance Services Agreement and Scope of Work
NG9-1-1 GIS and 9-1-1 Database Maintenance for (Client/Agency Name)

The Maintenance Services Agreement and Scope of Work is hereby amended as set forth below and supersedes all prior documents submitted by Spatial Data Research. or discussed by the parties. The parties agree to use this Maintenance Services Agreement and Scope of Work or a document substantially similar in the form of this Maintenance Services Agreement and Scope of Work.

Spatial Data Research, Inc (SDR)., agrees to offer the following services and deliverables to [Authorized User] for a one-year period beginning on [start date] and ending on [end date]. This services agreement is renewable for additional one-year periods. Notice of pending contract end date and renewal period and costs will be made by e-mail to primary liaison at [Authorized User] eight (8) weeks before contract renewal date. At the time of notification, SDR will review scope of services with to [Authorized User] and negotiate any requested or recommended modifications.

Scope of Work

1. Covered GIS Layers
 - a. Under this agreement, SDR will be responsible for updating the following existing GIS Layers:
 - i. Address Points
 - ii. Road Centerlines
 - iii. MSAG Boundaries
 1. Fire
 2. Law
 3. EMS
 4. ESZ
 5. MSAG Community
 6. Provisioning Boundary
2. New Address Assignment:

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- a. SDR will assign MSAG-valid addresses in unincorporated (rural) and incorporated areas of [Authorized User], OK for new addressable locations and newly placed (moved) structures such as mobile homes.
 - b. New addresses will follow the addressing schematic of the area, as documented by SDR and [Authorized User] during project initiation and will align with surrounding addresses on existing properties and with the specific rural or incorporated addressing scheme.
 - c. New addresses will align with State of Oklahoma 9-1-1 Management Authority's posted Addressing Standards and will be sequential and locatable.
 - d. State 9-1-1 GIS required attribution will be included with GIS changes provided the data has been migrated first to the state format. This services agreement does not include data improvement and format update to adhere to State of Oklahoma 9-1-1 Management Authority NG9-1-1 requirements.
3. Road Name and Range Review:
 - a. SDR will review the left/right, low/high address range and the road name/designation in the GIS centerline when each new address is assigned.
 - b. SDR will correct any problems found with the address range or the road name/designation on the road segment to ensure consistent and accurate addressing.
4. MSAG Verification
 - a. SDR will validate the new address against the MSAG to verify that the address is MSAG compliant and that the GIS data is synchronized with the MSAG. Any addresses that fall out of the MSAG will be vetted through [Authorized User] 9-1-1 and a determination made as to whether an MSAG update is required or the address needs to be re-evaluated. Any variances between road name designation, including abbreviations, spelling and street types, will be resolved with existing database and county 9-1-1 resources.
5. Point of Contact:
 - a. [Authorized User] will appoint an official Point of Contact (POC), which may be an individual, an office or a job title.
 - b. [Authorized User] will notify SDR if and when the official Point of Contact changes and will provide new contact information promptly.
 - c. Post offices, residents and other county or city offices will not contact SDR directly, thereby assuring that [Authorized User] is the central authority for all address assignment and is supported by SDR in this effort.
6. Address Notification;
 - a. SDR will notify the [Authorized User] Point of Contact of every address assigned. The specific method of notification will be jointly determined by SDR and the PoC at time of contract initiation. Usual methods are e-mail or common document on secure shared cloud drive.

Contract Attachments/Addendums

- b. Address notification to the resident, business or other entities such as the post office, city or utilities is not included with these services.
- c. SDR will, in cooperation with the client, create an address notification letter template and provide a single notification letter in Word or PDF format via e-mail or shared cloud drive location for each new or changed address.
- d. The client will be responsible for forwarding this letter to other parties as needed such as the USPS, utilities, the resident or business and other county or city offices.
- e. As the only entity authorized to officially assign ZIP code is the USPS, SDR will provide the Post Office name and ZIP Code where the closest addresses to the newly addressed location receive mail. SDR does not guarantee that this is the delivery ZIP code as mail routes can be complex and sometimes change. This caveat will be noted on the notification letter.

7. Locating the New Address:

- a. The client will be responsible for providing SDR the location of the new or moved addressable location. The following are acceptable methods to provide this location. The addressing system in use (quadrant/grid/interval/city block) will influence the information needed below.
 - i. The latitude and longitude of the structure, the structure's street access location, and the name or number of the road from which the structure should be addressed.
 - ii. The parcel ID plus a description of where the addressable structure is located on the parcel, plus its position relative to any known features visible on imagery such as another structure, water feature, utility cut, etc.
 - iii. A screen capture in JPG or PDF format from Google Maps or similar mapping application with aerial imagery showing the location as it relates to nearby identifiable features.
 - iv. Detailed driving directions to the location from an identifiable start point along with addresses of existing nearby structures.
 - v. SDR's eCOP new address/verify structure tools.
 - vi. An Excel spreadsheet with coordinates and other data that can be imported into ArcGIS.

8. Cell Phone Apps for Data Collection

- a. At **[Authorized User]** request, SDR will provide download links and directions for free or low-cost coordinate collection cellphone apps.

9. Additional Attribute Information

- a. information, if any, provided by the client about the addressable structure or its owners or residents will be entered into the point's attributes by SDR including
 - i. owner name/resident name
 - ii. structure type

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- iii. structure composition
 - iv. subdivision name
 - v. lot number
 - vi. owner contact information.
- b. Date of address assignment is automatically assigned by the addressing program.

10. New Address Turn Around Time:

- a. SDR will make every attempt to return all address requests within 24 hours of the request (on business days)
- b. Three business day are required when further investigation is needed, a new road needs to be confirmed and added, an entire plat is being digitized or an MSAG issue is identified.

11. Dispatch Mapping Address Mapping Error Resolution.

- a. The client will submit dispatch mapping addressing errors to SDR via our shared cloud drive logging system or via e-mail, as established with SDR at project initiation.
- b. SDR will evaluate the GIS data based on error reports from the client when specific addresses fail to map in the dispatch mapping application or fail to map accurately.
- c. SDR will make corrections or changes to the GIS and/or the MSAG so that the address will map accurately in the future.
- d. SDR will load these fixes with regularly scheduled map updates.
- e. Dispatch mapping error resolution applies only to situations where known physical addresses fail to map. SDR cannot resolve wireless call location inaccuracies when coordinate location of the caller did not display properly.

12. Digitization of Subdivision Plats

- a. If an entire plat for a subdivision is provided to SDR, SDR will, upon the client's request, provide an address for each lot before the lots are developed.
- b. Addresses will be determined from the center of the parcel's road frontage.
- c. If the parcel has frontage to more than one road, an address will be assigned for each road, with the appropriate address chosen when the home is constructed.
- d. These addresses are considered provisional addresses and are kept in a provisional address GIS layer so that they are not loaded at dispatch until roads are graded and structures are built. However, the addresses can be made available to builders and residents at the time of property purchase.

13. Mapping New Roads

- a. For new roads, [Authorized User] will provide SDR:
 - i. a digital plat (which can be added to the GIS and displayed in the digital mapping software) or
 - ii. GPS coordinates taken along the road or

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- iii. If a road follows an existing drive, lane or section line or fence line visible on the imagery, a Google Maps screen capture is acceptable, or coordinates indicating where the road which follows a visible feature begins and ends.
- b. [Authorized User] will provide the road name for any new or changed roads. SDR will vet the name to assure it is not duplicated elsewhere or, if a road number, that the number aligns appropriately with the grid.

14. Renamed or Re-Routed Roads

- a. If a road name is changed by state, city or county officials, or a road is re-routed and addresses along said road need to change, SDR will provide these new addresses following the same guidelines as above. This includes situations where the state or county re-aligns a road, closes a bridge or builds a new one, extends a road, converts an existing road to a state, US or Interstate Highway, and other similar situations.

15. GIS and MSAG Synchronization

- a. SDR will make changes to the GIS to reflect all new and changed addresses and roads, keeping the GIS synchronized and MSAG compliant.

16. Industry Standards

- a. All GIS data will be maintained according to best practices for GIS in the 9-1-1 industry, with special focus on NENA and state-recommended or mandated requirements for GIS for addressing and NG9-1-1.
- b. The data will be maintained in the format provided or requested by the client and will remain compliant with the needs of dispatch mapping software deployed at the time of contract award.
- c. Reformatting of data to comply with the requirements of new programs

17. GIS Updates/Data Sharing

- a. SDR will provide updated GIS layers to the client and to any other entities as directed by the client.
- b. SDR will provide quarterly updates to the County Assessor with new and modification dates clearly indicated for each new or modified feature.
- c. These updated layers will be provided in ESRI shapefile or geodatabase format and will be made available by secure download link.

18. Dispatch Mapping Updates

- a. SDR will send quarterly updates of new GIS data to the dispatch mapping provider.
- b. Unless otherwise indicated, the data will be delivered in ESRI file format.
- c. SDR will export the GIS address point and road centerline data into the data format currently in use with the Motorola ECW mapping application.
- d. The dispatch mapping provider will deploy the updated data in the dispatch mapping software.

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- e. Additional modifications of the data format due to changes in the dispatch mapping software may incur a one-time template creation charge from SDR to modify our export scripts.

19. MSAG Maintenance

- a. SDR will provide MSAG changes and updates to [Authorized User] 9-1-1 whenever addressing, road centerline or boundary changes necessitate such changes.
- b. SDR will work directly with the 9-1-1 database provider through its on-line or other interface to make the required MSAG changes.
- c. It is the responsibility of [Authorized User] to secure MSAG access for SDR.

20. Routing Sheet Review

- a. SDR will review wireless routing sheets to verify and/or assign tower addresses.
- b. Routing sheets are provided to [Authorized User] 9-1-1 in Excel format by West or Comtech on behalf of the cellular providers and must be provided to SDR as soon as they are received if address verification is required.

21. GIS MSAG Boundary Updates

- a. SDR will make adjustments to Fire, Law and EMS GIS boundaries that are approved after the date of contract initiation.
- b. The creation or one-time update of outdated Emergency Service Boundary GIS layers to reflect current actual boundaries is not included in this maintenance agreement.
- c. Boundary changes will be delivered to SDR in any accepted digital map format, in digital image formats, or on paper maps. These changes may be necessary if a city expands its corporate limits, or when Fire and Ambulance services change their boundaries.
- d. SDR will update the ESZ layer to reflect individual Emergency Service Boundary changes.
- e. SDR will make all MSAG changes that result from these boundary changes.
- f. Boundary changes will be included with Road Centerline and Address Point updates to dispatch mapping and approved government agencies.

22. eCOP Web Map Subscription

- a. [Authorized User] will, at project initiation, provide all data layers required for 9-1-1 GIS and Addressing maintenance and for the eCOP web mapping system.
- b. Data layers not maintained by SDR will be provided by [Authorized User] for the eCOP web map quarterly.
- c. 9-1-1 GIS layers will be updated in the eCOP web map quarterly.
- d. [Authorized User] is responsible for sharing the eCOP URL with potential users.
- e. SDR will provide an on-line training for interested parties in the use of the eCOP web map at the client's convenience.

23. SDR Project and Technical Resources

- a. SDR will assign a lead addressing/GIS technician and a project manager to this project at project initiation.

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- b. SDR will share all contact and escalation contact information with [Authorized User] at time of project initiation.

Limitations

This project includes the cited GIS layers, and all geographic areas inside [Authorized User] only. Addressing or GIS improvement outside of [Authorized User] is not included in this agreement. Additional services to improve data to NG9-1-1 specifications are not included. On-site services or field data collection services are not included. General improvements to data over time, including correction of existing errors as they are identified is included, but wholesale improvement projects of known errors are excluded from the services agreement.

Yearly Maintenance Service Contract Amount:

For the services described in the Statement of Work:

\$XXXX.XX

Contract is for one full calendar year from date of approved agreement. Fees will be pro-rated and invoiced monthly following the month the services were completed by SDR. Payment terms are net forty-five (45) days from the date of invoice.

Renewal Cost Estimates

During the fourth quarter of service to [Authorized User], SDR will evaluate workload and hours to determine if there will be an increase, decrease or no change in cost for the second year of GIS, Addressing and MSAG Services and Dispatch Mapping updates

This Agreement is made and entered into between the parties and is effective as of date of execution by [Authorized User].



Attachment E-6

SDR Annual Software Maintenance & Support Options

The SDR Annual Software Maintenance & Support Options is hereby amended as set forth below and supersedes all prior documents submitted by Spatial Data Research. or discussed by the parties. The parties agree to use this SDR Annual Software Maintenance & Support Options or a document substantially similar in the form of this SDR Annual Software Maintenance & Support Options.

AddressIt

SDR's AddressIt software is warranted for 12 (twelve) months from purchase date and premier-level support is provided during this first twelve-month term.

At the end of the warranty period, SDR offers the Annual Standard and Premier Software/Maintenance Support packages described below.

- Support is available to all users of the software on the location where it was installed and set up by SDR.
- Reinstallation of the software on a different PC (hardware changes) is covered as described in the support package descriptions and requires SDR support to deauthorize and reauthorize the AddressIt software license.
- Services to modify, export or format AddressIt GIS data for use in other software applications or by other departments using GIS are not included under the AddressIt Basic or Premier Maintenance/Support Agreements.
- Please see the Annual Support Contract Document for additional terms and conditions.

AddressIt Support

Support Package	Support Features/Maintenance	AddressIt
Standard	<ul style="list-style-type: none"> ▪ 2 hours per month support for AddressIt and ArcGIS Desktop user questions and data issues via telephone, e-mail or web meeting ▪ Technical support for software functionality ▪ Free version upgrades during maintenance term ▪ (One) software reinstall (hardware change) ▪ Support hours M-F 8:00 - 5:00 CST/CDT 	\$995.00
Premier	<ul style="list-style-type: none"> ▪ 5 hours per month support on full SDR Knowledge base including software, 9-1-1 call location, 9-1-1 database, addressing practices and GIS via telephone, e-mail or web meeting ▪ Technical support for software functionality ▪ Two (2 hour) web training classes ▪ One new user on-line training (for up to two participants) ▪ Two software reinstalls (hardware changes) ▪ Free version upgrades during maintenance term ▪ Support hours M-F 8:00 - 5:00 CST/CDT 	\$1,495.00

Users who do not purchase annual support/maintenance services will be billed at SDR's out-of-contract support services current rate of \$200/hour. Invoices are issued monthly for remote or on-site support in one (1) hour increments. On-site support include portal to portal hourly charges plus travel expenses.

Go2It

SDR's Go2It software is warrantied for 12 (twelve) months from purchase date and full support is provided during this first twelve-month term.

At the end of the warranty period, SDR offers Software/Maintenance Support packages described below for Go2It Core and Go2It Dispatch.

- Support is available to all users of the software on the location where it was installed and set up by SDR.
- Reinstallation of the software on a different PC (hardware changes) is covered as described in the support package descriptions and requires SDR support to deauthorize and reauthorize the Go2It software license and to configure the software.
- Services to modify, export or format GIS data for use in Go2It are not included with these support packages. SDR GIS support for Go2It can be purchased under a data services agreement.
- Please see the Annual Support Contract Document for additional terms and conditions.

Go2It Support

Support Package	Support Features/Maintenance	Go2It
Go2It Core	<ul style="list-style-type: none"> ▪ Unlimited technical and user functionality support by telephone, e-mail and web meeting ▪ Technical support for software functionality and data updates ▪ Free version upgrades during maintenance term ▪ 24/7 support hours. Support outside of 8-5 M-F hours to 800-238-1911 X2 (software support) or to support@sdrmaps.com 	\$300.00
Go2It Dispatch	<ul style="list-style-type: none"> ▪ Unlimited technical and user functionality support by telephone, e-mail and web meeting ▪ On-site support included only if SDR-provided PCs or servers are used and requires additional hardware/systems maintenance agreement ▪ Up to two software reinstalls (hardware changes) per year ▪ Free version upgrades during maintenance term ▪ 24/7 support hours. Support outside of 8-5 M-F hours to 800-238-1911 X2 (software support) or to support@sdrmaps.com 	\$1,295.00

Users who do not purchase annual support/maintenance services will be billed at SDR's out-of-contract support services current rate of \$200/hour. Invoices are issued monthly for remote or on-site support in one (1) hour increments. On-site support include portal to portal hourly charges plus travel expenses.

Spatial Data Research, Inc.
Software Warranty and Annual Software Support Contract Information

SDR will install and configure SDR software remotely through remote access, secure web meeting or on-site at client location, as indicated in your purchase agreement. SDR warrants its software on the operating system, system configuration and ArcGIS version on which it was originally installed and proven operable by SDR. Adjustments to SDR software configuration or components after initial setup and installation which are required by changes in third party software, CAD output database format or ALI protocol are not automatically covered under warranty or future year service contracts. If you plan to upgrade or change equipment, operating systems, third-party software with dependencies on GIS data or mapping applications, or data formats please contact SDR during your decision-making period to discuss the implications to your SDR software products. SDR will accommodate and support these changes where possible and with sufficient lead time but may charge additional one-time fees for certain changes and modifications and for jobs without sufficient lead time. Including SDR in your planning process will assure smooth and timely transitions.

Please see the SDR software manual's technical specifications and limitations for more information about your software's set-up requirements and dependencies to understand what system changes may affect the SDR software performance.

Undocumented changes to the client network or environment may reduce or break functionality within the product. As SDR's Go2It Dispatch software reads an ALI or CAD output file stored on your server or on a dispatch PC, and/or communicates via comm port connection to the ALI data feed provided by your 9-1-1 database provider, network and equipment changes may affect Go2It, including but not limited to: server and network PC names, operating systems, firewalls and antivirus software, mapped directories and drives, virtual server creation, ALI or CAD database storage locations, cable adaptors (i.e. CAT to serial or serial to USB) and network and user permissions, especially for new Windows profiles. The repair of errors caused by implementing these changes is considered outside of warranty or maintenance if SDR is not consulted ahead of planned changes or at the time of unplanned changes in the event of equipment failure.

SDR annual software support packages include telephone, remote access, web meeting, and e-mail support, SDR approved software upgrades required by ESRI or by operating system changes, and incremental version releases (i.e. vers 2.0 to 2.1). Full version upgrades are not provided free through support packages but are available to all SDR in-maintenance users at a discounted upgrade price. High-speed internet connectivity is required for effective web meeting and remote access support. Supported browsers include Microsoft Edge, Firefox and Google Chrome.

SDR upgrades or redesigns our tools to stay current with Windows Operating System updates and with ESRI ArcGIS desktop version updates. These SDR software updates are available upon request to customers with active support agreements. Please contact SDR in advance of upgrading Windows or ArcGIS to determine the SDR software upgrade version appropriate for your system. Customers who do not have a current support agreement may purchase the new versions by contacting our Sales Department at 785-842-0477 ext. 3. SDR does not support the Mac OS or Linux operating systems.

The 2019-2020 hourly rate for out-of-maintenance software support is \$200, billable in 1-hour increments. This rate also applies to support not covered by support agreements, such as on-site reinstallation onto new hardware or retraining. Hourly support can be provided by phone, web-meeting or on-site. On-site support requires client pre-approval and portal to portal hours and travel expenses are charged. SDR requires a signed Purchase Order before on-site support is performed. Time, material and expense invoices are due upon receipt. Please contact SDR for a quotation if training of new personnel or retraining of existing personnel is desired or if on-site re-installation onto new equipment is desired.

NOTE: All new software purchases include one year of warranty and maintenance.

State of Oklahoma Emergency Management Value Added Options			
Value Added Option (Products & Services)	Product/Service Description	License Cost or Hourly Rate	Estimate LOE
SDR Q-Tools	SDR Q-tools are ArcGIS toolboxes created by SDR for Q/A and data improvement for 9-1-1/NG9-1-1. Sold in sets of four or five tools each and available for ArcGIS Desktop and ArcGIS Pro	\$1495 per tool set	
SDR eCOP Web Map Subscription	eCOP is an ArcGIS server based web mapping application featuring local GIS data and a variety of search tools, drawing tools, map sharing tools and an address verification/new address pin tool. Features an optional mobile application with GPS for responders.	\$1200 one-time set up fee plus \$1200 annual subscription \$4000 annual for mobile eCOP \$1000 one-time setup for Mobile eCOP	Subscriptions are paid up-front yearly.
Go2It 3.0 Admin or Core	Go2It 3.0 is an ArcGIS runtime application built for quick address, coordiante, intersection, road and general searches, map display, printing. Features editable notes.	\$1495/license \$3295/3 pack	Additional discounts for multiple licenses. Second year and beyond software support/maintenance pricing included in documentaiton in "Bidder Agreements" folder.
Go2It 3.0 Dispatch	Go2It 3.0 with ALI/CAD interface to autolocate 9-1-1 calls in a PSAP environment.	\$5995/license	Additional discounts for multiple licenses. Second year and beyond software support/maintenance pricing included in documentaiton in "Bidder Agreements" folder.
Go2It 3.0 Responder	Go2It core with GPS tracking.	\$1495/license \$3295/3 pack	Additional discounts for multiple licenses. Second year and beyond software support/maintenance pricing included in documentaiton in "Bidder Agreements" folder.
GIS Training Services for SDR Software & NG9-1-1 Maintenance	On-site installation, configuration, set-up and training for any SDR software. Weighted price includes all travel and other expenses. This price also includes on-site training to maintain 9-1-1 GIS data in the Oklahoma NG9-1-1 format. Software purchase is not required for NG9-1-1 maintenance training.	\$165/hour on-site includes expenses \$125/hour remote (web-based)	GIS Software training is generally a two-three day session with travel days on either end. NG9-1-1 format training is 1-2 days with travel days on either end.






Execution Version_SW1177_SDR Signed

Final Audit Report

2022-09-20

Created:	2022-09-12
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