

Iowa Department of Administrative Services
Contracts Declaration & Execution Page

Title of Contract: IT Services Managed Service Provider	Bid Proposal Number RFP1211005024	Contract Number 4080-11
This Contract is entered into between the State of Iowa (by and through its agency, the Department of Administrative Services) and the Contractor named below:		
State Agency's Name and Address: <div style="text-align: right;"> Iowa Department of Administrative Services 1305 E. Walnut St. Hoover Bldg.-Level A Des Moines, IA 50319 </div>		
Contractor's Name and Address: <div style="text-align: right;"> Computer Aid Inc. (CAI) 470 Friendship Drive Harrisburg, PA 17111 </div>		
Contract to Begin: July 16, 2012	Date of Expiration: July 15, 2013	Annual Extensions: Five (5) annual extensions
The parties agree that the following documents, taking precedence in the order listed, are incorporated into this Contract by this reference: Contract Agreement with Terms and Conditions (this document) RFP1211005024 and all Amendments and Attachments (including Amendments 1-3, Attachments 1-7, Position Descriptions, Web Page Accessibility Best Practice) Contractor's Response to RFP, including all Attachments (includes Iowa_MSP_Technical_Proposal_CAI, Appendixes A-C, Appendix D (Revised), Appendixes E-G, Appendix H (Revised), Appendix I, Appendix J (3 documents), Appendix K, Appendix K-2 (Revised), CAI_Revised Cost_Proposal_Attachment_4), Statements of Work & Delivery Orders issued under the contract agreement (As issued by State of Iowa agencies & entities or by political subdivisions in the State of Iowa)		

SECTION 1 PURPOSE

The parties have entered into this Contract for the purpose of retaining the Contractor, acting in the role of a Managed Services Provider, to provide: Complete IT Staff Augmentation services as needed by agencies and State of Iowa entities.

SECTION 2 DURATION OF CONTRACT

The term of this Contract shall be July 16, 2012 through July 15 2013, unless terminated earlier in accordance with the Termination section of this Contract. The Department shall have the option to renew this Contract for up to five (5) additional one

year extensions by giving the Contractor written notice of the extension decision at least sixty (60) days prior to the expiration of the initial term or renewal term.

SECTION 3 SCOPE OF SERVICES

3.1 Scope of Services

The Contractor shall provide the following services in accordance with the defined performance criteria as set forth below and in the remainder of the Contract.

1. Implement and operate a vendor management system solution which meets all the functional and technical requirements identified in RFP#1211005024.
2. Provide IT Staff Augmentation Vendor Managed Services (VMS) through a VMS web application.
3. Actively work with the State throughout the entire contract term to identify ways to reduce the costs of current and future temporary IT staff while improving the quality of the temporary IT staff provided via the VMS contract.
4. Provide a single point of acquiring temporary Information Technology (IT) personnel to staff temporary information technology positions and manage those positions. It is required that the contractor have twenty (20) or more subcontractor firms from which to draw talent. Contractor will seek to subcontract with as many as possible of the current ITQ vendors and other Iowa based vendors. The State will not set a maximum limit on the number of subcontractor firms.
5. To the extent requested by agencies, endeavor to transition current IT augmentation staff into the new VMS program.
6. Provide one accurate invoice per month per agency (or as designated on the Request For Resume (RFR)) for all temporary Information Technology (IT) personnel under the contract.
7. Develop a working partnership with State staff, vendors and current Information Technology Contract staff.
8. Provide continual operations and support of the VMS system which meets all the functional and technical requirements identified in this Contract.

3.2 Performance Measures

Contractor will meet regularly (at least quarterly) with designated State staff, and with individual agencies upon request, to review contractor performance. Review and discussion of contractor performance of the established Service Level Agreement chart will be part of the meeting agendas (attachment to the contract "09_Appendix_H_Revised SLA_Chart").

3.2.1 Iowa Based Subcontractors

Staff augmentation services provided through the contract described herein shall be provided, when feasible, by companies (subcontractors) whose home offices are located in Iowa. Contractor further agrees to make a good faith effort to meet Iowa's Targeted Small Business (TSB) (as defined by Iowa Code Section 15.102(8)) individual agency set-aside goals (per Iowa Administrative Code 481

– Chapter 25 and the TSB web site at
<http://www.iowalifechanging.com/business/tsb.aspx>.)

In the event that Contractor shall engage such businesses to perform services under this contract, such engagements shall be subject to all of the terms and conditions of the Contract, including pricing, and the Contractor shall remain responsible for the services.

3.3 Monitoring Clause

In compliance with the State of Iowa Accountable Government Act, the Department will monitor the performance of the Contractor monthly by logging any complaints regarding Contractor's performance and meeting with Contractor to address those complaints to make sure that Contractor is meeting the deliverables of the Contract and achieving the specified results. The Contractor will be required throughout the duration of the contract to satisfactorily provide timely maintenance services in order to meet the desired outcomes.

3.4 Industry Standards

Services rendered pursuant to this Contract shall be performed in a professional and workmanlike manner in accordance with the terms of this Contract and the standards of performance considered generally acceptable in serving as a managed service provider for IT staff augmentation. In the absence of a detailed specification for the performance of any portion of this Contract, the parties agree that the applicable specification shall be the generally accepted industry standard.

3.5 Key Personnel

Department: Ken Discher, State Issuing and Contract Officer
To be determined, State Implementation Manager
Contractor: James Cooney, Contract Representative
Mike Park, Implementation Manager
Ellen Sigl, Operations Management
Joanie Bond, Account Manager

SECTION 4 PAYMENT & BILLING

4.1 Payment

Payment will be made according to the agreed-upon Contractor Cost Proposal attached (CAI_Revised Cost_Proposal_Attachment_4). For the designated Job Title, Hourly Rate and Vendor Pct. Markup, agency will make payment to Contractor for authorized and approved IT staff augmentation services according to the State's established payment requirements as outlined later in this document in Section D. Compensation.

SECTION 5 IMPLEMENTATION

Contractor and State agree to the Implementation Plan and its' Duration as charted in the Contractor RFP response attachment, "05_Appendix_D_Revised

Implementation_Plan". Start and Finish dates will be based on the dates specified on the contract's declaration and execution page.

SECTION 6 ADDITIONAL TERMS

6.1 Savings

Parties agree that contractor ongoing savings reports will be based on and calculated from previous State of Iowa rates (as provided by State of Iowa). Parties agree to assess and establish baselines periodically as needed to assure that savings reports are based on appropriate measures.

6.2 Tiers

Tier 1 vendors will include certified Iowa Targeted Small Business vendors. Except in special circumstances, CAI will send the job requirement to Tier 1 vendors an established number of hours prior to releasing the opportunity to the rest of its vendor network. (Clarification of RFP and the CAI response to RFP Section 4.3 MS-10)

6.3 Subcontractor Pay

Contractor warrants that it will make timely payments to its' subcontractors for the work of individuals that subcontractor has provided through the Contractor for the purpose of State of Iowa IT staff augmentation.

6.4 Concern or Watch list

As agreed to in each individual circumstance with applicable agency and State of Iowa contract representative, Contractor to identify and flag individuals to a "Concern/Watch" list for unsatisfactory performance for a State agency. Contractor will also maintain a "Not Eligible to Hire" list. (Clarification of RFP and CAI response to Section 4.2 MPF-11)

6.5 Web Accessibility

Contractor agrees that as new updates and versions of the software used are issued Contractor will seek to reach compliance with the State of Iowa Web Page Best Practice: Accessibility requirements.

6.6 Contractor Pay

The State will pay the same rate for all hours worked. Any required extra pay, for State pre-approved hours worked beyond the 40 hour work week, will be the responsibility of the Contractor. (Clarification of RFP and CAI response to Section 4.2 MPF-16)

A. DEFINITIONS AND GENERAL INFORMATION

The following words shall be defined as set forth below:

1. **"Acceptance"** means that the Agency has determined that one or more Deliverables satisfy the Agency's Acceptance Tests. Final Acceptance means that the

Agency has determined that all Deliverables satisfy the Agency's Acceptance Tests. Non-acceptance means that the Agency has determined that one or more Deliverables have not satisfied the Agency's Acceptance Tests.

2. **"Acceptance Criteria"** means the Specifications, goals, performance measures, testing results and/or other criteria designated by the Agency and against which the Deliverables may be evaluated for purposes of Acceptance or Non-acceptance thereof.
3. **"Acceptance Tests" or "Acceptance Testing"** mean the tests, reviews and other activities that are performed by or on behalf of Agency to determine whether the Deliverables meet the Acceptance Criteria or otherwise satisfy the Agency, as determined by the Agency in its sole discretion.
4. **"Agency"** means a State of Iowa Department or other State of Iowa entity possessing the authority to obtain services under this Contract. It may also mean any other government entity within the State of Iowa, such as a city, county, school, or the like, with authority to obtain the services.
4. **"Bid Proposal" or "Proposal"** means the Contractor's proposal submitted in response to the RFP.
5. **"Contract"** means the collective documentation memorializing the terms of the agreement between the State and the Contractor identified on the Contract Declarations & Execution Page(s) and includes the signed Contract Declarations & Execution Page(s), these General Terms for Services Contracts, any Special Contract Attachments, and all other attachments to the Contract Declarations & Execution Page(s).
6. **"Contract Declarations & Execution Page(s)"** means the document that contains basic information about the Contract and incorporates by reference these General Terms for Services Contracts, and all other attachments to the Contract Declarations and Executions Page(s).
7. **"Deficiency"** means a defect, flaw, anomaly, failure, omission, interruption of service, or other problem of any nature whatsoever with respect to a Deliverable, including, without limitation, any failure of a deliverable to conform to or meet an applicable specification. Deficiency also includes the lack of something essential or necessary for completeness or proper functioning of a Deliverable.
8. **"Deliverables"** means all of the goods, products, services, work, work product, items, materials and property to be created, developed, produced, delivered, performed or provided by or on behalf of, or made available through, Contractor (or any agent, contractor or subcontractor of Contractor) in connection with this Contract.

9. **"Documentation"** means any and all technical information, commentary, explanations, design documents, system architecture documents, database layouts, test materials, training materials, guides, manuals, worksheets, notes, work papers, and all other information, documentation and materials related to or used in conjunction with the Deliverables, in any medium, including hard copy, electronic, digital, and magnetically or optically encoded media.

10. **"RFP"** means the Request for Proposals or Request for Bids (and any Addenda thereto) identified on the Contracts Declarations and Execution Page(s) that was issued to solicit the Deliverables that are subject to the Contract.

11. **"RFR"** means the Request for Resumes that an Agency or other Iowa government entity forwards to Contractor to seek candidates for an IT staff augmentation opportunity.

12. **"Special Contract Attachments"** means any attachment to this Contract indicated on the Contract Declarations & Execution Page(s).

13. **"Specifications"** means all specifications, requirements, technical standards, performance standards, representations and other criteria related to the Deliverables stated or expressed in this Contract, the Documentation, the RFP, and the Proposal. Specifications shall include the Acceptance Criteria and any specifications, standards or criteria stated or set forth in any applicable state, federal, foreign and local laws, rules and regulations. The Specifications are incorporated into this Contract by reference as if fully set forth in this Contract.

14. **"State"** means the State of Iowa, the Agency, and all State of Iowa agencies, boards, and commissions, and when this Contract is available to political subdivisions, any political subdivisions of the State of Iowa.

B. Duration of Contract.

The term of the Contract shall begin and end on the dates specified on the Contract Declarations & Execution Page(s), unless extended or terminated earlier in accordance with the termination provisions of this Contract. The State may, in its sole discretion, exercise any applicable extension by giving the Contractor written notice of the extension decision at least sixty (60) days prior to the expiration of the initial term or renewal term.

C. Scope of Work.

The Contractor shall provide Deliverables that comply with and conform to the Specifications.

D. Compensation

1. Pricing. The Contractor will be compensated in accordance with the payment terms outlined within this document found in Section 4 Payment & Billing and also in Section D. Compensation.

The Contractor shall submit, at the frequency established in Section 3.1 Scope of Services, an invoice for Deliverables rendered in accordance with this Contract. The invoice shall comply with all applicable rules concerning payment of such claims. The Agency shall verify the Contractor's performance of the Deliverables outlined in the invoice before making payment. The Agency shall pay all approved invoices in arrears and in conformance with Iowa Code 8A.514. The Agency may pay in less than sixty (60) days, but an election to pay in less than sixty (60) days shall not act as an implied waiver of Iowa Code § 8A.514.

Unless otherwise agreed in writing by the parties, the Contractor shall not be entitled to receive any other payment or compensation from the State for any Deliverables provided by or on behalf of the Contractor under this Contract. The Contractor shall be solely responsible for paying all costs, expenses and charges it incurs in connection with its performance under this Contract.

2. The State has established rules for limitations on reimbursement expenses. Please reference Department of Administrative Services - State Accounting Enterprise Procedure 210-245 (accessible on the internet) for limits on travel expenses.

3. Withholding Payments. In addition to pursuing any other remedy provided herein or by law, the Agency may withhold compensation or payments to Contractor, in whole or in part, without penalty to the Agency or work stoppage by Contractor, in the event the Agency determines that: (i) Contractor has failed to perform any of its duties or obligations as set forth in this Contract; or (ii) any Deliverable has failed to meet or conform to any applicable Specifications or contains or is experiencing a Deficiency. No interest shall accrue or be paid to Contractor on any compensation or other amounts withheld or retained by the Agency under this Contract.

4. Setoff Against Sums Owed by the Contractor. In the event that Contractor owes the State any sum under the terms of this Contract, any other contract or agreement, pursuant to a judgment, or pursuant to any law, the State may, in its sole discretion, set off any such sum against: (1) any sum invoiced by, or owed to, Contractor under this Contract, or (2) any sum or amount owed by the State to Contractor, unless otherwise required by law. The Contractor agrees that this provision constitutes proper and timely notice under any applicable laws governing setoff.

E. Termination.

1. Termination for Cause by the State. The State may terminate this Contract upon written notice for the breach by Contractor of any material term, condition or provision of this Contract, if such breach is not cured within the time period specified in the State's notice of breach or any subsequent notice or correspondence delivered by the State to Contractor, provided that cure is feasible. In addition, the State may terminate this Contract effective immediately without penalty and without advance notice or opportunity to cure for any of the following reasons:

i. Contractor furnished any statement, representation, warranty or certification in connection with this Contract, the RFP or the Proposal that is false, deceptive, or materially incorrect or incomplete;

ii. Contractor or any of Contractor's officers, directors, employees, agents, subsidiaries, affiliates, contractors or subcontractors has committed or engaged in fraud, misappropriation, embezzlement, malfeasance, misfeasance, or bad faith;

iii. Contractor or any parent or affiliate of Contractor owning a controlling interest in Contractor dissolves;

iv. Contractor terminates or suspends its business;

v. Contractor's corporate existence or good standing in Iowa is suspended, terminated, revoked or forfeited, or any license or certification held by Contractor related to Contractor's performance under this Contract is suspended, terminated, revoked, or forfeited;

vi. Contractor has failed to comply with any applicable international, federal, state (including, but not limited to Iowa Code chapter 8F), or local laws, rules, ordinances, regulations or orders when performing within the scope of this Contract;

vii. The State determines or believes the Contractor has engaged in conduct that: (a) has or may expose the State or the State to material liability, or (b) has caused or may cause a person's life, health or safety to be jeopardized;

viii. Contractor infringes or allegedly infringes or violates any patent, trademark, copyright, trade dress or any other intellectual property right or proprietary right, or Contractor misappropriates or allegedly misappropriates a trade secret;

ix. Contractor fails to comply with any applicable confidentiality laws, privacy laws, or any provisions of this Contract pertaining to confidentiality or privacy; or

x. Any of the following has been engaged in by or occurred with respect to Contractor or any corporation, shareholder or entity having or owning a controlling interest in Contractor:

a. Commencing or permitting a filing against it which is not discharged within ninety (90) days, of a case or other proceeding seeking liquidation, reorganization, or other relief with respect to itself or its debts under any bankruptcy, insolvency, or other similar law now or hereafter in effect; or filing an answer admitting the material allegations of a petition filed against it in any involuntary case or other proceeding commenced against it seeking liquidation, reorganization, or other relief under any bankruptcy, insolvency, or other similar law now or hereafter in effect with respect to it or its debts; or consenting to any such relief or to the appointment of or taking possession by any such official in any voluntary case or other proceeding commenced against it seeking liquidation, reorganization, or other relief under any bankruptcy, insolvency, or other similar law now or hereafter in effect with respect to it or its debts;

b. Seeking or suffering the appointment of a trustee, receiver, liquidator, custodian or other similar official of it or any substantial part of its assets;

c. Making an assignment for the benefit of creditors;

d. Failing, being unable, or admitting in writing the inability generally to pay its debts or obligations as they become due or failing to maintain a positive net worth and such additional capital and liquidity as is reasonably adequate or necessary in connection with Contractor's performance of its obligations under this Contract; or

e. Taking any action to authorize any of the foregoing. The State's right to terminate this Contract shall be in addition to and not exclusive of other remedies available to the State, and the State shall be entitled to exercise any other rights and pursue any remedies, in law, at equity, or otherwise.

2. Termination upon Notice. Following thirty (30) days written notice, the State may terminate this Contract in whole or in part without penalty and without incurring any further obligation to Contractor. Termination can be for any reason or no reason at all.

3. Termination Due to Lack of Funds or Change in Law. Notwithstanding anything in this Contract to the contrary, and subject to the limitations set forth below, the State shall have the right to terminate this Contract without penalty and without any advance notice as a result of any of the following:

i. The legislature or governor fail in the sole opinion of the State to appropriate funds sufficient to allow the State to either meet its obligations under this Contract or to operate as required and to fulfill its obligations under this Contract; or

ii. If funds are de-appropriated, reduced, not allocated, or receipt of funds is delayed, or if any funds or revenues needed by the State to make any payment hereunder are insufficient or unavailable for any other reason as determined by the State in its sole discretion; or

iii. If the State's authorization to conduct its business or engage in activities or operations related to the subject matter of this Contract is withdrawn or materially altered or modified; or

iv. If the State's duties, programs or responsibilities are modified or materially altered; or

v. If there is a decision of any court, administrative law judge or an arbitration panel or any law, rule, regulation or order is enacted, promulgated or issued that materially or adversely affects the State's ability to fulfill any of its obligations under this Contract. The State shall provide Contractor with written notice of termination pursuant to this section.

4. Limitation of the State's Payment Obligations. In the event of termination of this Contract for any reason by either party (except for termination by the State pursuant to Section E.1), the Agency shall pay only those amounts, if any, due and owing to Contractor hereunder for Deliverables actually and satisfactorily provided in accordance with the provisions of this Contract up to and including the date of termination of this Contract and for which the Agency is obligated to pay pursuant to this Contract; provided however, that in the event the Agency terminates this Contract pursuant to Section E.3, the Agency's obligation to pay Contractor such amounts and other compensation shall be limited by, and subject to, legally available funds. Payment will be made only upon submission of invoices and proper proof of Contractor's claim. Notwithstanding the foregoing, this Section E.4 in no way limits the rights or remedies available to the Agency and shall not be construed to require the Agency to pay any compensation or other amounts hereunder in the event of Contractor's breach of this Contract or any amounts withheld by the Agency in accordance with the terms of this Contract. The Agency shall not be liable, under any circumstances, for any of the following:

i. The payment of unemployment compensation to Contractor's employees;

- ii. The payment of workers' compensation claims, which occur during the Contract or extend beyond the date on which the Contract terminates;
- iii. Any costs incurred by Contractor in its performance of the Contract, including, but not limited to, startup costs, overhead or other costs associated with the performance of the Contract;
- iv. Any damages or other amounts associated with the loss of prospective profits, anticipated sales, goodwill, or for expenditures, investments or commitments made in connection with this Contract;
- v. Any taxes Contractor may owe in connection with the performance of this Contract, including, but not limited to, sales taxes, excise taxes, use taxes, income taxes or property taxes.

5. Contractor's Termination Duties. Upon receipt of notice of termination or upon request of the State, Contractor shall:

- i. Cease work under this Contract and take all necessary or appropriate steps to limit disbursements and minimize costs, and furnish a report within thirty (30) days of the date of notice of termination, describing the status of all work performed under the Contract and such other matters as the State may require.
- ii. Immediately cease using and return to the State any property or materials, whether tangible or intangible, provided by the State to Contractor.
- iii. Cooperate in good faith with the State and its employees, agents and independent contractors during the transition period between the notification of termination and the substitution of any replacement service provider.
- iv. Immediately return to the State any payments made by the State for Deliverables that were not rendered or provided by Contractor.
- v. Immediately deliver to the State any and all Deliverables for which the State has made payment (in whole or in part) that are in the possession or under the control of the Contractor or its agents or subcontractors in whatever stage of development and form of recordation such property is expressed or embodied as that time.

6. Termination for Cause by Contractor. Contractor may only terminate this Contract for the breach by the State of any material term, condition or provision of this Contract, if such breach is not cured within sixty (60) days of the State's receipt of Contractor's written notice of breach.

F. Confidential Information.

- 1. Access to Confidential Information.** The Contractor's employees, agents and subcontractors may have access to confidential information maintained by the State or Agency to the extent necessary to carry out its responsibilities under the Contract. The Contractor shall presume that all information received pursuant to this Contract is confidential unless otherwise designated by the Agency. The Contractor shall provide to the Agency a written description of its policies and procedures to safeguard confidential information. Policies of confidentiality shall address, as appropriate, information conveyed in verbal, written, and electronic formats. The Contractor must designate one individual who shall remain the responsible authority in charge of all data collected, used, or disseminated by the Contractor in connection with the performance of the Contract. The Contractor shall provide adequate supervision and training to its agents, employees and subcontractors to ensure compliance with the terms of this Contract. The private or confidential information shall remain the property of the Agency at all times.
- 2. No Dissemination of Confidential information.** No confidential information collected, maintained, or used in the course of performance of the Contract shall be disseminated by Contractor except as authorized by law and only with the prior written consent of the Agency, either during the period of the Contract or thereafter. Any data supplied by the Agency to the Contractor or created by the Contractor in the course of the performance of this Contract shall be considered the property of the Agency. The Contractor must return any and all data collected, maintained, created or used in the course of the performance of the Contract in whatever form it is maintained promptly at the request of the Agency. The Contractor may be held civilly or criminally liable for improper disclosure of confidential information.
- 3. Subpoena.** In the event that a subpoena or other legal process is served upon the Contractor for records containing confidential information, the Contractor shall promptly notify the Agency and cooperate with the Agency in any lawful effort to protect the confidential information.
- 4. Reporting of Unauthorized Disclosure.** The Contractor shall immediately report to the Agency any unauthorized disclosure of confidential information.
- 5. Survives Termination.** The Contractor's obligations under this section shall survive termination or expiration of this Contract.

G. Indemnification.

1. By the Contractor. The Contractor agrees to indemnify and hold harmless the State and its officers, appointed and elected officials, board and commission members, employees, volunteers and agents (collectively the "Indemnified Parties"), from any and all costs, expenses, losses, claims, damages, liabilities, settlements and judgments (including, without limitation, the reasonable value of the time spent by the Attorney General's Office, and the costs, expenses and attorneys' fees of other counsel retained by the Indemnified Parties directly or indirectly related to, resulting from, or arising out of this Contract, including but not limited to any claims related to, resulting from, or arising out of:

- i. Any breach of this Contract;
- ii. Any negligent, intentional or wrongful act or omission of the Contractor or any agent or subcontractor utilized or employed by the Contractor;
- iii. The Contractor's performance or attempted performance of this Contract, including any agent or subcontractor utilized or employed by the Contractor;
- iv. Any failure by the Contractor to make all reports, payments and withholdings required by federal and state law with respect to social security, employee income and other taxes, fees or costs required by the Contractor to conduct business in the State of Iowa;
- v. Any claim of misappropriation of a trade secret or infringement or violation of any intellectual property rights, proprietary rights or personal rights of any third party, including any claim that any Deliverable or any use thereof (or the exercise of any rights with respect thereto) infringes, violates or misappropriates any patent, copyright, trade secret, trademark, trade dress, mask work, utility design, or other intellectual property right or proprietary right of any third party.

2. Survives Termination. Contractor's duties and obligations under this section shall survive the termination of this Contract and shall apply to all acts or omissions taken or made in connection with the performance of this Contract regardless of the date any potential claim is made or discovered by the Agency or any other Indemnified Party.

H. Insurance.

1. Insurance Requirements. The Contractor, and any subcontractor, shall maintain in full force and effect, with insurance companies licensed by the State of Iowa, at the Contractor's expense, insurance covering its work during the entire term of this Contract and any extensions or renewals thereof. The Contractor's insurance shall,

among other things, be occurrence based and shall insure against any loss or damage resulting from or related to the Contractor's performance of this Contract regardless of the date the claim is filed or expiration of the policy. The State of Iowa and the Agency shall be named as additional insureds or loss payees, or the Contractor shall obtain an endorsement to the same effect, as applicable.

2. Types and Amounts of Insurance Required. Unless otherwise requested by the State in writing, the Contractor shall cause to be issued insurance coverages insuring the Contractor and/or subcontractors against all general liabilities, product liability, personal injury, property damage, and (where applicable) professional liability in the amounts specified in the RFP#1211005024 Section 6.4.2. In addition, the Contractor shall ensure it has any necessary workers' compensation and employer liability insurance as required by Iowa law.

3. Certificates of Coverage. Contractor shall maintain all insurance policies required by this Contract (see RFP#1211005024 Section 6.4 for details) in full force and effect during the entire term of this Contract and any extensions or renewals thereof, and shall not permit such policies to be canceled or amended except with the advance written approval of the State. The Contractor shall submit certificates of the insurance, which indicate coverage and notice provisions as required by this Contract, to the State upon execution of this Contract. The certificates shall be subject to approval by the State. Approval of the insurance certificates by the State shall not relieve the Contractor of any obligation under this Contract.

4. Cancellation or Change. Contractor warrants that no cancellation or change in insurance will be made without at least thirty (30) days' prior written notice to the State.

4. Waiver of Subrogation Rights. The Contractor shall obtain a waiver of any subrogation rights that any of its insurance carriers might have against the State. The waiver of subrogation rights shall be indicated on the certificates of insurance coverage supplied to the State.

I. Project Management & Reporting.

1. Project Manager. At the time of execution of this Contract, each party shall designate, in writing, a Project Manager to serve until the expiration of this Contract or the designation of a substitute Project Manager. During the term of this Contract, each Project Manager shall be available to meet monthly, unless otherwise mutually agreed, to review and plan the Deliverables being provided under this Contract.

2. Review Meetings. During the review meetings the Project Managers shall discuss progress made by the Contractor in the performance of this Contract. Each party shall provide a status report, as desired by a Project Manager, listing any problem

or concern encountered since the last meeting. Records of such reports and other communications issued in writing during the course of Contract performance shall be maintained by each party.

3. Reports. At the next scheduled meeting after which any party has identified in writing a problem, the party responsible for resolving the problem shall provide a report setting forth activities undertaken, or to be undertaken, to resolve the problem, together with the anticipated completion dates of such activities. Any party may recommend alternative courses of action or changes that will facilitate problem resolution. For as long as a problem remains unresolved, written reports shall identify:

- i. Any event not within the control of the Contractor or the Agency that accounts for the problem;
- ii. Modifications to the Contract agreed to by the parties in order to remedy or solve the identified problem;
- iii. Damages incurred as a result of any party's failure to perform its obligations under this Contract; and
- iv. Any request or demand by one party that another party believes is not included within the terms of this Contract.

4. Problem Reporting Omissions. The Agency's acceptance of a problem report shall not relieve the Contractor of any obligation under this Contract or waive any other remedy under this Contract or at law or equity that the Agency may have. The Agency's failure to identify the extent of a problem or the extent of damages incurred as a result of a problem shall not act as a waiver of performance or damages under this Contract. Where other provisions of this Contract require notification of an event in writing, the written report shall be considered a valid notice under this Contract provided the parties required to receive notice are notified.

5. Change Order Procedure. The State may at any time request a modification to the Scope of Work using a change order. The following procedures for a change order shall be followed:

- i. Written Request. The State shall specify in writing the desired modifications to the same degree of specificity as in the original Scope of Work.
- ii. The Contractor's Response. The Contractor shall submit to the State a firm cost proposal for the requested change order within five (5) business days of receiving the change order request.

iii. Acceptance of the Contractor Estimate. If the State accepts the cost proposal presented by the Contractor, the Contractor shall provide the modified Deliverable subject to the cost proposal included in the Contractor response. The Contractor's provision of the modified deliverables shall be governed by the terms and conditions of this Contract.

iv. Adjustment to Compensation. The parties acknowledge that a change order for this Contract may or may not entitle the Contractor to an equitable adjustment in the Contractor's compensation or the performance deadlines under this Contract.

J. Legislative Changes.

The Contractor expressly acknowledges that the contracted Deliverables are subject to legislative change by either the federal or state government. Should either legislative body enact measures which alter the project, the Contractor shall not hold the State liable in any manner for the resulting changes. The State shall use best efforts to provide thirty (30) days' written notice to the Contractor of any legislative change. During the thirty (30)-day period, the parties shall meet and make a good faith effort to agree upon changes to the Contract to address the legislative change. Nothing in this Subsection shall affect or impair the State's right to terminate the Contract pursuant to the termination provisions.

K. Intellectual Property.

1. Ownership and Assignment of Other Deliverables. Contractor agrees that the State and Agency shall become the sole and exclusive owners of all Deliverables. Contractor hereby irrevocably assigns, transfers and conveys to the State and the Agency all right, title and interest in and to all Deliverables and all intellectual property rights and proprietary rights arising out of, embodied in, or related to such Deliverables, including copyrights, patents, trademarks, trade secrets, trade dress, mask work, utility design, derivative works, and all other rights and interests therein or related thereto. Contractor represents and warrants that the State and the Agency shall acquire good and clear title to all Deliverables, free from any claims, liens, security interests, encumbrances, intellectual property rights, proprietary rights, or other rights or interests of Contractor or of any third party, including any employee, agent, contractor, subcontractor, subsidiary or affiliate of Contractor. The Contractor (and Contractor's employees, agents, contractors, subcontractors, subsidiaries and affiliates) shall not retain any property interests or other rights in and to the Deliverables and shall not use any Deliverables, in whole or in part, for any purpose, without the prior written consent of the State and the payment of such royalties or other compensation as the State deems appropriate. Unless otherwise requested by State, upon completion or

termination of this Contract, Contractor will immediately turn over to State all Deliverables not previously delivered to State, and no copies thereof shall be retained by Contractor or its employees, agents, subcontractors or affiliates, without the prior written consent of State.

2. Waiver. To the extent any of Contractor's rights in any Deliverables are not subject to assignment or transfer hereunder, including any moral rights and any rights of attribution and of integrity, Contractor hereby irrevocably and unconditionally waives all such rights and enforcement thereof and agrees not to challenge the State's rights in and to the Deliverables.

3. Further Assurances. At the State's request, Contractor will execute and deliver such instruments and take such other action as may be requested by the State to establish, perfect or protect the State's rights in and to the Deliverables and to carry out the assignments, transfers and conveyances set forth in Section K.1.

L. Warranties.

1. Construction of Warranties Expressed in this Contract with Warranties Implied by Law. Warranties made by the Contractor in this Contract, whether: (a) this Contract specifically denominates the Contractor's promise as a warranty; or (b) the warranty is created by the Contractor's affirmation or promise, by a description of the Deliverables to be provided, or by provision of samples to the State, shall not be construed as limiting or negating any warranty provided by law, including without limitation, warranties that arise through course of dealing or usage of trade. The warranties expressed in this Contract are intended to modify the warranties implied by law only to the extent that they expand the warranties applicable to the Deliverables provided by the Contractor. The provisions of this section apply during the term of this Contract and any extensions or renewals thereof.

2. Contractor represents and warrants that: (i) all Deliverables shall be wholly original with and prepared solely by Contractor; or it owns, possesses, holds, and has received or secured all rights, permits, permissions, licenses and authority necessary to provide the Deliverables to the State hereunder and to assign, grant and convey the rights, benefits, licenses and other rights assigned, granted or conveyed to the State hereunder or under any license agreement related hereto without violating any rights of any third party; (ii) Contractor has not previously and will not grant any rights in any Deliverables to any third party that are inconsistent with the rights granted to the State herein; and (iii) the State shall peacefully and quietly have, hold, possess, use and enjoy the Deliverables without suit, disruption or interruption.

3. Contractor represents and warrants that: (i) the Deliverables (and all intellectual property rights and proprietary rights arising out of, embodied in, or related

to such Deliverables); and (ii) the State's use of, and exercise of any rights with respect to, the Deliverables (and all intellectual property rights and proprietary rights arising out of, embodied in, or related to such Deliverables), do not and will not, under any circumstances, misappropriate a trade secret or infringe upon or violate any copyright, patent, trademark, trade dress or other intellectual property right, proprietary right or personal right of any third party. Contractor further represents and warrants there is no pending or threatened claim, litigation or action that is based on a claim of infringement or violation of an intellectual property right, proprietary right or personal right or misappropriation of a trade secret related to the Deliverables. Contractor shall inform the State in writing immediately upon becoming aware of any actual, potential or threatened claim of or cause of action for infringement or violation or an intellectual property right, proprietary right, or personal right or misappropriation of a trade secret. If such a claim or cause of action arises or is likely to arise, then Contractor shall, at the State's request and at the Contractor's sole expense: (i) procure for the State the right or license to continue to use the Deliverable at issue; (ii) replace such Deliverable with a functionally equivalent or superior Deliverable free of any such infringement, violation or misappropriation; (iii) modify or replace the affected portion of the Deliverable with a functionally equivalent or superior Deliverable free of any such infringement, violation or misappropriation; or (iv) accept the return of the Deliverable at issue and refund to the State all fees, charges and any other amounts paid by the State with respect to such Deliverable. In addition, Contractor agrees to indemnify, defend, protect and hold harmless the State and its officers, directors, employees, officials and agents as provided in the Indemnification section of this Contract, including for any breach of the representations and warranties made by Contractor in this section. The foregoing remedies shall be in addition to and not exclusive of other remedies available to the State and shall survive termination of this Contract.

4. Contractor represents and warrants that the Deliverables (in whole and in part) shall: (i) be free from material Deficiencies; and (ii) meet, conform to and operate in accordance with all Specifications and in accordance with this Contract. Contractor shall, at its expense, repair, correct or replace any Deliverable that contains or experiences material Deficiencies or fails to meet, conform to or operate in accordance with Specifications within five (5) business days of receiving notice of such Deficiencies or failures from the State or within such other period as the State specifies in the notice. In the event Contractor is unable to repair, correct or replace such Deliverable to the State's satisfaction, Contractor shall refund the fees or other amounts paid for the Deliverables and for any services related thereto. The foregoing shall not constitute an exclusive remedy under this Contract, and the State shall be entitled to pursue any other available contractual, legal or equitable remedies. Contractor shall be available at all reasonable times to assist the State with questions, problems and concerns about the Deliverables, to inform the State promptly of any known Deficiencies in any

Deliverables, repair and correct any Deliverables not performing in accordance with the warranties contained in this Contract, notwithstanding that such Deliverable may have been accepted by the State, and provide the State with all necessary materials with respect to such repaired or corrected Deliverable.

5. Contractor represents, warrants and covenants that all services to be performed under this Contract shall be performed in a professional, competent, diligent and workmanlike manner by knowledgeable, trained and qualified personnel, all in accordance with the terms and Specifications of this Contract and the standards of performance considered generally acceptable in the industry for similar tasks and projects. In the absence of a Specification for the performance of any portion of this Contract, the parties agree that the applicable specification shall be the generally accepted industry standard. So long as the State notifies Contractor of any services performed in violation of this standard, Contractor shall re-perform the services at no cost to the State, such that the services are rendered in the above-specified manner, or if the Contractor is unable to perform the services as warranted, Contractor shall reimburse the State any fees or compensation paid to Contractor for the unsatisfactory services.

6. Contractor represents and warrants that the Deliverables will comply with any applicable federal, state, foreign and local laws, rules, regulations, codes, and ordinances in effect during the term of this Contract, including applicable provisions of Section 508 of the Rehabilitation Act of 1973, as amended, and all standards and requirements established by the Architectural and Transportation Barriers Access Board and the Iowa Department of Administrative Services, Information Technology Enterprise.

7. Obligations Owed to Third Parties. The Contractor represents and warrants that all obligations owed to third parties with respect to the activities contemplated to be undertaken by the Contractor pursuant to this Contract are or will be fully satisfied by the Contractor so that the State will not have any obligations with respect thereto.

8. Warranties Disclaimer. The warranties set forth in this contract are exclusive and in lieu of all other warranties, whether express or implied, and Contractor expressly disclaims all other warranties, including any implied warranties of merchantability, or fitness for a particular purpose. Contractor does not warrant that the Agency's use of the system will be uninterrupted or error free.

M. Acceptance Testing.

Except as otherwise specified in the Scope of Work, all Deliverables shall be subject to the Agency's Acceptance Testing and Acceptance, unless otherwise specified in the Statement of Work. Upon completion of all work to be performed by Contractor with

respect to any Deliverable, Contractor shall deliver a written notice to the Agency certifying that the Deliverable meets and conforms to applicable Specifications and is ready for the Agency to conduct Acceptance Tests; provided, however, that Contractor shall pretest the Deliverable to determine that it meets and operates in accordance with applicable Specifications prior to delivering such notice to the Agency. At the Agency's request, Contractor shall assist the Agency in performing Acceptance Tests at no additional cost to the Agency. Within a reasonable period of time after the Agency has completed its Acceptance Testing, the Agency shall provide Contractor with written notice of Acceptance or Non-acceptance with respect to each Deliverable that was evaluated during such Acceptance Testing. If the Agency determines that a Deliverable satisfies its Acceptance Tests, the Agency shall provide Contractor with notice of Acceptance with respect to such Deliverable. If the Agency determines that a Deliverable fails to satisfy its Acceptance Tests, the Agency shall provide Contractor with notice of Non-acceptance with respect to such Deliverable. In the event the Agency provides notice of Non-acceptance to Contractor with respect to any Deliverable, Contractor shall correct and repair such Deliverable and submit it to the Agency within ten (10) days of Contractor's receipt of notice of Non-acceptance so that the Agency may re-conduct its Acceptance Tests with respect to such Deliverable. In the event the Agency determines, after re-conducting its Acceptance Tests with respect to any Deliverable that Contractor has attempted to correct or repair pursuant to this section, that such Deliverable fails to satisfy its Acceptance Tests, then the Agency shall have the continuing right, at its sole option, to:

- (i) require Contractor to correct and repair such Deliverable within such period of time as the Agency may specify in a written notice to Contractor;
- (ii) refuse to accept such Deliverable without penalty and without any obligation to pay any fees or other amounts associated with such Deliverable (or receive a refund of any fees or amounts already paid with respect to such Deliverable);
- (iii) accept such Deliverable on the condition that any fees or other amounts payable with respect thereto shall be reduced or discounted to reflect, to the Agency's satisfaction, the Deficiencies present therein and any reduced value or functionality of such Deliverable or the costs likely to be incurred by the Agency to correct such Deficiencies; or
- (iv) terminate this Contract and/or seek any and all available remedies, including damages. Notwithstanding the provisions of Section E.1 of this Contract, the State may terminate this Contract pursuant to this section without providing Contractor with any notice or opportunity to cure provided for in Section E.1. The State's right to exercise the foregoing rights and remedies, including termination of this Contract, shall remain in effect until Acceptance Tests are successfully

completed to the Agency's satisfaction and the Agency has provided Contractor with written notice of Final Acceptance. If the Agency determines that all Deliverables satisfy its Acceptance Tests, the Agency shall provide Contractor with notice of Final Acceptance with respect to such Deliverables. Contractor's receipt of any notice of Acceptance, including Final Acceptance, with respect to any Deliverable(s) shall not be construed as a waiver of any of the State's rights to enforce the terms of this Contract or require performance in the event Contractor breaches this Contract or any Deficiency is later discovered with respect to such Deliverable(s).

N. Limitation of Liability.

1. The DAS director authorizes the contract to include a contractual limitation of Contractor liability clause that limits the Contractor's liability to one time the contract value, as defined in subrule 3, provided that the foregoing limitation shall not apply to:
 - a. Intentional torts, criminal acts, fraudulent conduct, intentional or willful misconduct, or negligence.
 - b. Claims related to death, bodily injury, or damage to real or personal property.
 - c. Any contractual obligations of the Contractor pertaining to indemnification, intellectual property (including, but not limited to, patents, copyrights, trade secrets, or trademark protections), liquidated damages, compliance with applicable laws, or confidential information.
 - d. Claims arising under provisions of the contract calling for indemnification of the state for third-party claims against the state for bodily injury to persons or for damage to real or tangible personal property caused by the Contractor's negligence or willful conduct.
2. The DAS director authorizes the contract to include a contractual limitation of Contractor liability clause that limits the Contractor's liability for consequential or incidental damages, except to the extent the Contractor's liability for such damages arises out of the items identified in paragraphs 1."a" to "d."
3. For the purpose of this section, "contract value" means the aggregate total compensation paid by the state to the Contractor under the entire term of the contract, including all renewals and extensions.
4. The limitation on Contractor's liability specified in this section shall not, under any circumstances, apply to any losses, damages, expenses, costs, settlement amounts, judgments, legal fees, actions, claims, or any other liability or other amounts that may be covered (or otherwise eligible to be paid or indemnified) under any insurance policies, bonds or other coverages held or maintained by or on behalf of Contractor.
5. Nothing in this Contract, including Section N, shall: (i) be construed as an admission, assumption or representation by either the Agency or the State that the limitation on Contractor's liability specified in Section N is enforceable against the Department or the State under applicable law or that the Department has the authority

to agree to the limitation on Contractor's liability specified in N; or (ii) prevent the Department or the State from challenging the enforceability or validity of Section N.

O. Contract Administration.

1. Independent Contractor. The status of the Contractor shall be that of an independent contractor. The Contractor, its employees, agents and any subcontractors performing under this Contract are not employees or agents of the State or any agency, division or department of the State simply by virtue of work performed pursuant to this Contract. Neither the Contractor nor its employees shall be considered employees of the Agency or the State for federal or state tax purposes simply by virtue of work performed pursuant to this Contract. The State will not withhold taxes on behalf of the Contractor (unless required by law).

2. Incorporation of Documents. To the extent this Contract arises out of an RFP, the parties acknowledge that the Contract consists of these contract terms and conditions as well as the RFP and the Bid Proposal. The RFP and the Bid Proposal are incorporated into the Contract by reference, except that no objection or amendment by the Contractor to the provisions of the RFP shall be incorporated by reference into the Contract unless the State has explicitly accepted the Contractor's objection or amendment in writing. If there is a conflict between the Contract, the RFP and the Bid Proposal, the conflict shall be resolved according to the following priority, ranked in descending order: (1) the Contract; (2) the RFP; (3) the Bid Proposal.

3. Intent of References to Bid Documents. The references to the parties' obligations, which are contained in this Contract, are intended to supplement or clarify the obligations as stated in the RFP and the Bid Proposal. The failure of the parties to make reference to the terms of the RFP or the Bid Proposal in this Contract shall not be construed as creating a conflict and will not relieve the Contractor of the contractual obligations imposed by the terms of the RFP and the Contractor's Bid Proposal. The contractual obligations of the State cannot be implied from the Bid Proposal.

4. Compliance with the Law. The Contractor, its employees, agents, and subcontractors shall comply with all applicable federal, state, and local laws, rules, ordinances, regulations and orders when providing Deliverables under this Contract, including without limitation, all laws that pertain to the prevention of discrimination in employment and in the provision of services. For employment, this would include equal employment opportunity and affirmative action, and the use of targeted small businesses as subcontractors or suppliers. The Contractor may be required to provide a copy of its affirmative action plan, containing goals and time specifications, and non-discrimination and accessibility plans and policies regarding services to clients. Failure to comply with this provision may cause this contract to be cancelled, terminated or

suspended in whole or in part and the Contractor may be declared ineligible for future state contracts or be subject to other sanctions as provided by law or rule. The Contractor, its employees, agents and subcontractors shall also comply with all federal, state and local laws regarding business permits and licenses that may be required to carry out the work performed under this Contract. The Contractor may be required to submit its affirmative action plan to the Department of Management to comply with the requirements of 541 IAC chapter 4. If all or a portion of the funding used to pay for the Deliverables is being provided through a grant from the Federal Government, Contractor acknowledges and agrees that pursuant to applicable federal laws, regulations, circulars and bulletins, the awarding agency of the Federal Government reserves certain rights including, without limitation a royalty-free, non-exclusive and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use, for Federal Government purposes, the Deliverables developed under this Contract and the copyright in and to such Deliverables.

5. Procurement. Contractor shall use procurement procedures that comply with all applicable federal, state, and local laws and regulations.

6. Non-Exclusive Rights. This Contract is not exclusive. The Agency reserves the right to select other contractors to provide Deliverables similar or identical to those described in the Scope of Work during the term of this Contract.

7. Non-Supplanting Requirement. To the extent required by state or federal law, federal and state funds made available under this Contract shall be used to supplement and increase the level of state, local and other non-federal funds that would in the absence of such federal and state funds be made available for the programs and activities for which funds are provided and will in no event take the place of state, local and other non-federal funds.

8. Amendments. This Contract may be amended in writing from time to time by mutual consent of the parties. Amendments to the General Terms for Services Contracts may appear in the Special Terms.

9. Third Party Beneficiaries. There are no third party beneficiaries to this Contract. This Contract is intended only to benefit the State and the Contractor.

10. Use of Third Parties. The State acknowledges that the Contractor may contract with third parties for the performance of any of the Contractor's obligations under this Contract. The Contractor shall notify the State in writing of all subcontracts relating to Deliverables to be provided under this Contract prior to the time the subcontract(s) become effective. The State reserves the right to review and approve all subcontracts. The Contractor may enter into these contracts to complete the project provided that the Contractor remains responsible for all Deliverables provided under this Contract. All

restrictions, obligations and responsibilities of the Contractor under this Contract shall also apply to the subcontractors and the Contractor shall include in all of its subcontracts a clause that so states. The State shall have the right to request the removal of a subcontractor from the Contract for good cause.

11. Choice of Law and Forum. The laws of the State of Iowa shall govern and determine all matters arising out of or in connection with this Contract without regard to the conflict of law provisions of Iowa law. Any and all litigation commenced in connection with this Contract shall be brought and maintained solely in Polk County District Court for the State of Iowa, Des Moines, Iowa, or in the United States District Court for the Southern District of Iowa, Central Division, Des Moines, Iowa, wherever jurisdiction is appropriate. This provision shall not be construed as waiving any immunity to suit or liability including without limitation sovereign immunity in State or Federal court, which may be available to the Agency or the State of Iowa.

12. Assignment and Delegation. Contractor may not assign, transfer or convey in whole or in part this Contract without the prior written consent of the State. For the purpose of construing this clause, a transfer of a controlling interest in the Contractor shall be considered an assignment. The Contractor may not delegate any of its obligations or duties under this Contract without the prior written consent of the State. The Contractor may not assign, pledge as collateral, grant a security interest in, create a lien against, or otherwise encumber, any payments that may or will be made to the Contractor under this Contract.

13. Integration. This Contract represents the entire Contract between the parties. The parties shall not rely on any representation that may have been made which is not included in this Contract.

14. Headings or Captions. The paragraph headings or captions used in this Contract are for identification purposes only and do not limit or construe the contents of the paragraphs.

15. Not a Joint Venture. Nothing in this Contract shall be construed as creating or constituting the relationship of a partnership, joint venture, (or other association of any kind or agent and principal relationship) between the parties hereto. Each party shall be deemed to be an independent contractor contracting for services and acting toward the mutual benefits expected to be derived herefrom. No party, unless otherwise specifically provided for herein, has the authority to enter into any contract or create an obligation or liability on behalf of, in the name of, or binding upon another party to this Contract.

16. Joint and Several Liability. If the Contractor is a joint entity, consisting of more than one individual, partnership, corporation or other business organization, all such

entities shall be jointly and severally liable for carrying out the activities and obligations of this Contract, and for any default of activities and obligations.

17. Supersedes Former Contracts or Agreements. This Contract supersedes all prior contracts or agreements between the State and the Contractor for the Deliverables to be provided in connection with this Contract.

18. Waiver. Except as specifically provided for in a waiver signed by duly authorized representatives of the State and the Contractor, failure by either party at any time to require performance by the other party or to claim a breach of any provision of the Contract shall not be construed as affecting any subsequent right to require performance or to claim a breach.

19. Notice. Any and all notices, designations, consents, offers, acceptances or any other communication provided for herein shall be given in writing by a reliable carrier which shall be addressed to the person who signed the Contract on behalf of the party at the address identified in the Contract Declarations & Execution Page(s) at the address specified on the forms. Each such notice shall be deemed to have been provided:

- i. At the time it is actually received; or,
- ii. Within one day in the case of overnight hand delivery, courier or services such as Federal Express with guaranteed next day delivery; or,
- iii. Within five (5) days after it is deposited in the U.S. Mail in the case of registered U.S. Mail. From time to time, the parties may change the name and address of a party designated to receive notice. Such change of the designated person shall be in writing to the other party and as provided herein.

20. Cumulative Rights. The various rights, powers, options, elections and remedies of any party provided in this Contract, shall be construed as cumulative and not one of them is exclusive of the others or exclusive of any rights, remedies or priorities allowed either party by law, and shall in no way affect or impair the right of any party to pursue any other equitable or legal remedy to which any party may be entitled.

21. Severability. If any provision of this Contract is determined by a court of competent jurisdiction to be invalid or unenforceable, such determination shall not affect the validity or enforceability of any other part or provision of this Contract.

22. Time is of the Essence. Time is of the essence with respect to the Contractor's performance of the terms of this Contract. Contractor shall ensure that all personnel providing Deliverables to the Agency are responsive to the Agency's requirements and requests in all respects.

23. Authorization. Contractor represents and warrants that:

- i. It has the right, power and authority to enter into and perform its obligations under this Contract.
- ii. It has taken all requisite action (corporate, statutory or otherwise) to approve execution, delivery and performance of this Contract, and this Contract constitutes a legal, valid and binding obligation upon itself in accordance with its terms.

24. Successors in Interest. All the terms, provisions, and conditions of the Contract shall be binding upon and inure to the benefit of the parties hereto and their respective successors, assigns and legal representatives.

25. Records Retention and Access. The Contractor shall maintain accurate, current, and complete records of the financial activity of this Contract which sufficiently and properly document and calculate all charges billed to the Agency throughout the term of this Contract and for a period of at least five (5) years following the date of final payment or completion of any required audit (whichever is later). If any litigation, claim, negotiation, audit or other action involving the records has been started before the expiration of the five (5) year period, the records must be retained until completion of the action and resolution of all issues which arise from it, or until the end of the regular five (5) year period, whichever is later. The Contractor shall permit the State, the Auditor of the State or any other authorized representative of the State and where federal funds are involved, the Comptroller General of the United States or any other authorized representative of the United States government, to access and examine, audit, excerpt and transcribe any directly pertinent books, documents, papers, electronic or optically stored and created records or other records of the Contractor relating to orders, invoices or payments or any other documentation or materials pertaining to this Contract, wherever such records may be located. The Contractor shall not impose a charge for audit or examination of the Contractor's books and records. Based on the audit findings, the State reserves the right to address the Contractor's board or other managing entity regarding performance and expenditures. When state or federal law or the terms of this Contract require compliance with OMB Circular A-87, A-110, or other similar provision addressing proper use of government funds, the Contractor shall comply with these additional records retention and access requirements:

- i. Records of financial activity shall include records that adequately identify the source and application of funds. When the terms of this Contract require matching funds, cash contributions made by the Contractor and third party in-kind (property or service) contributions must be verifiable from the Contractor's

records. These records must contain information pertaining to contract amount, obligations, unobligated balances, assets, liabilities, expenditures, income and third-party reimbursements.

ii. The Contractor shall maintain accounting records supported by source documentation that may include but are not limited to cancelled checks, paid bills, payroll, time and attendance records, and contract award documents.

iii. The Contractor, in maintaining project expenditure accounts, records and reports, shall make any necessary adjustments to reflect refunds, credits, underpayments or overpayments, as well as any adjustments resulting from administrative or compliance reviews and audits. Such adjustments shall be set forth in the financial reports filed with the State.

iv. The Contractor shall maintain a sufficient record keeping system to provide the necessary data for the purposes of planning, monitoring and evaluating its program.

v. The Contractor shall retain all medical records for a period of six (6) years from the last date of service for each patient; or in the case of a minor patient or client, for a period consistent with that established by Iowa Code section 614.1(9). Client records, which are non-medical, must be maintained for a period of five (5) years.

26. Audits. Local governments and non-profit subrecipient entities that expend \$500,000 or more in a year in federal awards (from all sources) shall have a single audit conducted for that year in accordance with the provisions of OMB Circular A-133 "Audit of States, Local Governments, and Non-Profit Organizations." A copy of the final audit report shall be submitted to the State if either the schedule of findings and questioned costs or the summary schedule of prior audit findings includes any audit findings related to federal awards provided by the State. If an audit report is not required to be submitted per the criteria above, the subrecipient must provide written notification to the State that the audit was conducted in accordance with Government Auditing Standards and that neither the schedule of findings and questioned costs nor the summary schedule of prior audit findings includes any audit findings related to federal awards provided by the State. See A-133 Section 21 for a discussion of subrecipient versus vendor relationships. Contractor shall provide the State with a copy of any written audit findings or reports, whether in draft or final form, within 24 hours following receipt by the Contractor. The requirements of this paragraph shall apply to the Contractor as well as any subcontractors.

27. Qualifications of Staff. The Contractor shall be responsible for assuring that all persons, whether they are employees, agents, subcontractors or anyone acting for or

on behalf of the Contractor, are properly licensed, certified or accredited as required under applicable state law and the Iowa Administrative Code. The Contractor shall provide standards for service providers who are not otherwise licensed, certified or accredited under state law or the Iowa Administrative Code.

28. Solicitation. The Contractor represents and warrants that no person or selling agency has been employed or retained to solicit and secure this Contract upon an agreement or understanding for commission, percentage, brokerage or contingency excepting bona fide employees or selling agents maintained for the purpose of securing business.

29. Obligations Beyond Contract Term. This Contract shall remain in full force and effect to the end of the specified term or until terminated pursuant to this Contract. All obligations of the State and the Contractor incurred or existing under this Contract as of the date of expiration or termination will survive the termination or expiration of this Contract.

30. Counterparts. The parties agree that this Contract has been or may be executed in several counterparts, each of which shall be deemed an original and all such counterparts shall together constitute one and the same instrument.

31. Delays or Impossibility of Performance. Neither party shall be in default under the Contract if performance is prevented, delayed or made impossible to the extent that such prevention, delay, or impossibility is caused by a "force majeure." The term "force majeure" as used in this Contract includes an event that no human foresight could anticipate or which if anticipated, is incapable of being avoided. Circumstances must be abnormal and unforeseeable, so that the consequences could not have been avoided through the exercise of all due care, such as acts of God, war, civil disturbance and other similar causes. The delay or impossibility of performance must be beyond the control and without the fault or negligence of the parties. "Force majeure" does not include: financial difficulties of the Contractor or any parent, subsidiary, affiliated or associated company of Contractor; claims or court orders that restrict Contractor's ability to deliver the Deliverables contemplated by this Contract; strikes; labor unrest; or supply chain disruptions. If delay results from a subcontractor's conduct, negligence or failure to perform, the Contractor shall not be excused from compliance with the terms and obligations of the Contract unless the subcontractor or supplier is prevented from timely performance by a "force majeure" as defined in this Contract. If a "force majeure" delays or prevents the Contractor's performance, the Contractor shall immediately use its best efforts to directly provide alternate, and to the extent possible, comparable performance. Comparability of performance and the possibility of comparable performance shall be determined solely by the State. The party seeking to exercise this provision and not perform or delay performance pursuant to a "force majeure" shall

immediately notify the other party of the occurrence and reason for the delay. The parties shall make every effort to minimize the time of nonperformance and the scope of work not being performed due to the unforeseen events. Dates by which performance obligations are scheduled to be met will be extended only for a period of time equal to the time lost due to any delay so caused.

32. Suspensions and Debarment. The Contractor certifies pursuant to 48 CFR Part 9 that neither it nor its principles are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this Contract by any federal State or agency. The Contractor certifies that it is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in any contracts with the State of Iowa.

33. Conflict of Interest. Contractor represents, warrants, and covenants that no relationship exists or will exist during the Contract period between the Contractor and the State that is a conflict of interest. No employee, officer or agent of the Contractor or subcontractor shall participate in the selection or in the award or administration of a subcontract if a conflict of interest, real or apparent, exists. The provisions of Iowa Code ch. 68B shall apply to this Contract. If a conflict of interest is proven to the State, the State may terminate this Contract, and the Contractor shall be liable for any excess costs to the State as a result of the conflict of interest. The Contractor shall establish safeguards to prevent employees, consultants, or members of governing bodies from using their positions for purposes that are, or give the appearance of being, motivated by the desire for private gain for themselves or others with whom they have family, business, or other ties. The Contractor shall report any potential, real, or apparent conflict of interest to the State.

34. Certification regarding sales and use tax. By executing this Contract, the Contractor certifies it is either (a) registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by Iowa Code chapter 423; or (b) not a "retailer" or a "retailer maintaining a place of business in this state" as those terms are defined in Iowa Code subsections 423.1(42) & (43). The Contractor also acknowledges that the State may declare the Contract void if the above certification is false. The Contractor also understands that fraudulent certification may result in the State or its representative filing for damages for breach of contract.

35. Right to Address the Board of Directors or Other Managing Entity. The State reserves the right to address the Contractor's board of directors or other managing entity of the Contractor regarding performance, expenditures and any other issue as appropriate. The State determines appropriateness.

36. Repayment Obligation. In the event that any State and/or federal funds are deferred and/or disallowed as a result of any audits or expended in violation of the laws applicable to the expenditure of such funds, the Contractor shall be liable to the State for the full amount of any claim disallowed and for all related penalties incurred. The requirements of this paragraph shall apply to the Contractor as well as any subcontractors.

37. Further Assurances and Corrective Instruments. The parties agree that they will, from time to time, execute, acknowledge and deliver, or cause to be executed, acknowledged and delivered, such amendments hereto and such further instruments as may reasonably be required for carrying out the expressed intention of this Contract.

38. Reporting Requirements. If this Contract permits other State agencies and political subdivisions to make purchases off of the Contract, the Contractor shall keep a record of the purchases made pursuant to the Contract and shall submit a report to the State on a quarterly basis. The report shall identify all of the State agencies and political subdivisions making purchases off of this Contract and the quantities purchased pursuant to the Contract during the reporting period.

39. Immunity from Liability. Every person who is a party to the Contract is hereby notified and agrees that the State, the Agency, and all of their employees, agents, successors, and assigns are immune from liability and suit for or from Contractor's and/or subcontractors' activities involving third parties and arising from the Contract.

40. Sovereign Immunity. The State does not waive sovereign immunity by entering into this Contract and specifically retains and reserves the defense of sovereign immunity and all defenses available to the State under State and federal laws, rules and regulations, including, without limitation, Iowa Code Chapter 669 and the Constitution of the State of Iowa.

41. Public Records. The laws of the State require procurement records to be made public unless otherwise provided by law.

42. Use of Name or Intellectual Property. Contractor agrees it will not use the Agency and/or State's name or any of their intellectual property, including but not limited to, any State, state agency, board or commission trademarks or logos in any manner, including commercial advertising or as a business reference, without the expressed prior written consent of the Agency and/or the State.

43. Taxes. The State is exempt from Federal excise taxes, and no payment will be made for any taxes levied on Contractor's employee's wages. The State is exempt from State and local sales and use taxes on the Deliverables.

44. No Minimums Guaranteed. The contract does not guarantee any minimum level of purchases or any minimum amount of compensation.

Each party has caused its authorized representative to execute this Contract as of the Effective Date.

Computer Aid Inc. (CAI)

State of Iowa, Department of
Administrative Services

By: James P. Cooney

By: Mike Carroll

Name: James P. Cooney

Name: Mike Carroll, DAS Director

Title: Managing Director

Title: _____

JK 6/26/12

Wise Carol, DAS Director

RFP-IT Services-Cost Proposal

The table below must be returned with the proposal response in a separately sealed envelope. Bidders are not permitted to add or alter the job categories.

The hourly rate is inclusive of all administrative charges and engagement costs

such as the background check.

Vendor Name: Computer Aid, Inc.

Job Title	Category	Hourly Rate	Vendor Pct. Markup (Example: Record .015 for 1.5% markup)	Total (leave blank as this is calculated by formula)
Applications Architect	Level 1	\$79.77	0.0930	\$87.19
Applications Architect	Level 2	\$91.92	0.0930	\$100.47
Applications Architect	Level 3	\$100.24	0.0930	\$109.56
Business Analyst	Level 1	\$38.47	0.0930	\$42.05
Business Analyst	Level 2	\$47.09	0.0930	\$51.47
Business Analyst	Level 3	\$51.54	0.0930	\$56.33
Business Analyst	Level 4	\$54.04	0.0930	\$59.06
CADD/GIS Administrator	Level 1	\$42.65	0.0930	\$46.62
CADD/GIS Administrator	Level 2	\$50.41	0.0930	\$55.10
CADD/GIS Administrator	Level 3	\$55.30	0.0930	\$60.44
CADD/GIS Technician	Level 1	\$30.03	0.0930	\$32.83
Data Entry Operator	Level 1	\$16.88	0.0930	\$18.46
Data Entry Operator	Level 2	\$18.33	0.0930	\$20.03
Database Administrator	Level 1	\$47.21	0.0930	\$51.60
Database Administrator	Level 2	\$56.43	0.0930	\$61.67
Database Administrator	Level 3	\$61.87	0.0930	\$67.62
Database Administrator	Level 4	\$64.86	0.0930	\$70.89
Help Desk Analyst	Level 1	\$33.38	0.0930	\$36.48
Help Desk Analyst	Level 2	\$36.48	0.0930	\$39.88
Help Desk Analyst	Level 3	\$39.28	0.0930	\$42.93
Infrastructure Architect	Level 1	\$58.71	0.0930	\$64.16
Infrastructure Architect	Level 2	\$65.34	0.0930	\$71.42
Infrastructure Architect	Level 3	\$71.53	0.0930	\$78.18
Network Analyst	Level 1	\$40.49	0.0930	\$44.25
Network Analyst	Level 2	\$48.39	0.0930	\$52.89
Network Analyst	Level 3	\$53.60	0.0930	\$58.59
Network Analyst	Level 4	\$56.44	0.0930	\$61.69
Network Engineer	Level 1	\$44.60	0.0930	\$48.75

Network Engineer	Level 2	\$52.67	0.0930	\$57.57
Network Engineer	Level 3	\$57.56	0.0930	\$62.91
Network Engineer	Level 4	\$60.20	0.0930	\$65.80
Project Manager	Level 1	\$52.40	0.0930	\$57.27
Project Manager	Level 2	\$62.29	0.0930	\$68.08
Project Manager	Level 3	\$68.07	0.0930	\$74.40
Quality Assurance/Tester	Level 1	\$39.78	0.0930	\$43.48
Quality Assurance/Tester	Level 2	\$44.46	0.0930	\$48.60
Quality Assurance/Tester	Level 3	\$46.69	0.0930	\$51.03
Senior Systems Architect		\$86.46	0.0930	\$94.50
Software Developer/Programmer	Level 1	\$47.79	0.0930	\$52.24
Software Developer/Programmer	Level 2	\$56.29	0.0930	\$61.53
Software Developer/Programmer	Level 3	\$61.22	0.0930	\$66.91
Software Developer/Programmer	Level 4	\$64.01	0.0930	\$69.96
Storage Administrator	Level 1	\$49.01	0.0930	\$53.57
Storage Administrator	Level 2	\$58.49	0.0930	\$63.93
Storage Administrator	Level 3	\$63.93	0.0930	\$69.88
Storage Administrator	Level 4	\$66.80	0.0930	\$73.01
Systems Administrator	Level 1	\$39.62	0.0930	\$43.31
Systems Administrator	Level 2	\$44.01	0.0930	\$48.10
Systems Administrator	Level 3	\$47.16	0.0930	\$51.55
Systems Administrator	Level 4	\$49.19	0.0930	\$53.76
Trainer/Technical Writer	Level 1	\$30.46	0.0930	\$33.30
Trainer/Technical Writer	Level 2	\$36.61	0.0930	\$40.02
Voice/Data Engineer	Level 1	\$38.42	0.0930	\$41.99
Voice/Data Engineer	Level 2	\$44.54	0.0930	\$48.68
Voice/Data Engineer	Level 3	\$46.49	0.0930	\$50.82