



Department of
Management

CONTRACT, SOW, MOU COVER SHEET

Vendor Name	Cobblestone		
Contract, MOU, SOW Name/Number	2024-BUS-1024		
Contract, MOU, SOW Purpose	This is a master agreement for Cobblestone, a vendor that offers a contract management and procurement solution. HHS sought this contract for use. HHS currently uses Cobblestone, acquired via Insight. This MA is pursuant to GSA, saving HHS thousands of dollars in licensing.		
	Just a heads up that I've been working on this contract so long it's on the old MA template.		
Total Dollar Amount		Federal Funds being used?	No
Begin Date	as of last signature	End Date	01/06/2026
Renewals Remaining	4	Contract Point of Contact	Awna Kotchian
Is payment based on Fixed Costs or Time and Materials?		Please select from the options <input checked="" type="checkbox"/>	

Reviews: (If N/A is selected, please explain in additional comments)

	Yes	No	N/A
10.7 Approval? (if No - stop and submit a 10.7, if applicable)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Review? (if No - stop and send to Legal for review)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Name of Reviewer Awna Kotchian
Security Review? (if No - stop and send to Security for review)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	N/A

Additional Information

The vendor's SLA offers few remedies; HHS has reviewed SLA and is ok with SLA.

EXCEPTIONS: Any terms that are different than normal and should be highlighted

- No withholding payments
- SOW must indicate weekly progress report
- Allows use of aggregate or de-identified data

RISKS: Outline risks associated with this contract

CIO Approval: ☒ Approved

☐ Denied

Matt Behrens

Digitally signed by Matt Behrens
Date: 2024.12.13 15:17:36 -06'00'

Matt Behrens, Chief Information Officer

**Iowa Department of Management
Contracts Declaration & Execution ("CD&E")**

Title of Contract: Cobblestone Contract Management Solution Master Agreement ("Agreement")		Contract Number: 2024-BUS-1024
State Agency's Name: Iowa Department of Management ("DOM")		
Vendor's Name: Cobblestone Systems Corporation ("Vendor").		
Contract to Begin/Effective Date: Date of last signature below	Date of Expiration: January 6, 2026	Annual Extensions: Four
<p><u>Preamble.</u> This Agreement for Cobblestone is made and is effective as of the Effective Date, by and between the State of Iowa, acting by and through the Iowa Department of Management ("DOM"), and Cobblestone Systems, a Corporation organized under the laws of New Jersey ("Vendor"). The parties may be referred to herein individually as a "Party" or collectively as the "Parties"; provided, however, that where the context clearly requires, the term "Party" or "Parties" may refer to or include the Governmental Entity making individual purchase(s) hereunder.</p> <p><u>Documents Incorporated/Order of Precedence.</u> This Agreement and all attachments identified below are incorporated by this reference as if fully set forth herein and together comprise the terms and conditions governing the relationship between the Parties. In the event of any conflict or inconsistency between the various provisions of this Agreement and attachments to this Agreement, such conflict or inconsistency shall be resolved in the following order:</p> <ol style="list-style-type: none"> 1. Ancillary agreements unique to a Governmental Entity making purchases hereunder that specifically addresses state, local, or federal regulatory or compliance concerns and which may be incorporated via a Purchasing Instrument; 2. The following terms which are incorporated by this reference: <ol style="list-style-type: none"> a. The IT Business Associate Agreement ("BAA"), which may be updated from time to time to conform with applicable federal laws, a current version of which is available at: https://DOM.iowa.gov/document/20220224-baa-it. b. The IT Qualified Service Organization ("QSO"), which may be updated from time to time to conform with applicable laws, a current version of which is available at: https://DOM.iowa.gov/document/20220224-it-qso c. The contract language for general services and contract language for information technology services extracted from Exhibit 7 of IRS Publication 1075 which is available at: https://DOM.iowa.gov/document/irs-pub1075-ex7. The Attachment may only be amended if the Internal Revenue Service updates IRS Pub. 1075 Exhibit 7. If the Attachment is amended to conform with federal law, an updated version of the Attachment will be posted at the preceding link and electronic notice of the amended attachment will be provided to the Vendor. The Vendor shall be deemed to have 		

accepted the amendment unless the Vendor provides notice of its non-acceptance in accordance with the Notice provisions of the Contract within 30 days.;

3. GSA Contract Number GS-35F-0186W ("GSA Contract"), available at https://www.gsaadvantage.gov/ref_text/GS35F0186W/OWA483.3S0H6U_GS-35F-0186W_01COBBLESTONESOFTWAREGSACONTRACT2021JUNE21.PDF
4. These General Terms and Conditions;
5. Terms of any Purchasing Instruments executed hereunder;
6. Specific provisions of the RFP;
7. The Proposal.

Notes:

This Agreement does not guarantee any minimum level of purchases, usage, or compensation.

This Agreement is available to any Governmental Entity, including State Agencies and political subdivisions, in the State of Iowa.

Pursuant to Section 13.1, Governmental Entities making purchases hereunder may require Vendor, Vendor Contractors, or Vendor Personnel to execute ancillary agreements to address compliance, legal, confidentiality, and privacy concerns that may be unique to an applicable Governmental Entity.

[This section left intentionally blank]

IN WITNESS WHEREOF, in consideration of the mutual covenants set forth in this Agreement and for other good and valuable consideration, the receipt, adequacy, and legal sufficiency of which are hereby acknowledged, the Parties have entered into this Agreement and have caused their duly authorized representatives to execute this Agreement.

Vendor: Cobblestone Systems, Corp.

By (Authorized Signature)

Mark Nastasi

Date Signed

12/10/2024 3:57:34 PM

Signed: Tuesday, December 10, 2024.
Printed Name and Title of Person Signing:

Mark Nastasi, Executive Vice President

Address:

428 S. White Horse Pike
Lindenwold, NJ 08021

State of Iowa, acting by and through the Iowa Department of Management:

By (Authorized Signature)

Kraig Paulsen

Date Signed

12-16-24

Printed Name and Title of Person Signing:

Kraig Paulsen, Director

Address:

200 E. Grand Ave.
Des Moines, IA 50309

Iowa Office Department of Management Division of Information Technology
Cobblestone Contract Management Solution
General Terms and Conditions

1. Overview.

- 1.1. Purpose. This Agreement establishes the terms and conditions pursuant to which a Governmental Entity may procure the goods and services listed in the GSA Contract.
- 1.2. Term. The initial term of this Agreement shall be as stated on the CD&E, unless terminated earlier in accordance with the terms of this Agreement. After expiration of the initial term, DOM shall have the option to extend/renew this Agreement as stated on the CD&E. The initial term and any extensions and renewals shall be collectively referred to herein as the "**Term.**" The decision to extend or renew this Agreement shall be at the sole option of DOM and may be exercised by DOM by providing written notice to Vendor.
- 1.3. Relationship between this Agreement and Individual Purchasing Instruments. Each Purchasing Instrument executed hereunder shall be deemed, upon its execution, to incorporate the terms and conditions of this Agreement and shall constitute a separate, distinct, and independent Agreement between Vendor and the applicable Governmental Entity. To the extent a Governmental Entity other than DOM makes a purchase hereunder pursuant to a Purchasing Instrument executed by it, such Governmental Entity shall be solely responsible for any payments due and duties and obligations otherwise owed Vendor under this Agreement. In addition, notwithstanding any other provision of this Agreement to the contrary, DOM bears no obligation or liability for any other Governmental Entity's losses, liabilities, or obligations, including Vendor's failure to perform, arising out of or relating in any way to this Agreement. Likewise, the State of Iowa generally bears no obligation or liability for any political subdivision or other non-State Entity's losses, liabilities, or obligations, including Vendor's failure to perform, arising out of or relating in any way to this Agreement.
- 1.4. Incorporation of GSA Contract. Governmental Entities making purchases hereunder shall be afforded all of the rights, privileges, warranties, and indemnifications afforded the GSA, and such rights, privileges, warranties, and indemnifications shall accrue and apply with equal effect to Governmental Entities making purchases hereunder. Except as otherwise provided herein or in a Purchasing Instrument, Vendor shall perform all duties, responsibilities and obligations required under the GSA Contract in the time and manner specified thereunder. In the event of any conflict or inconsistency between the terms and conditions of this Agreement and the GSA Contract, the GSA Contract shall hold precedence. Any order or request for quote must include the following language: This order or RFQ is placed under the Cooperative Purchasing program. The GSA MAS contract number is GS-35F-0186W.

2. Definitions. In addition to any other terms that may be defined elsewhere in this Agreement, the following terms shall have the following meanings:

- 2.1. "**Acceptance**" means the Governmental Entity has determined a portion of the Deliverables, satisfy its Acceptance Tests. "**Final Acceptance**" means the Governmental Entity has determined all Deliverables satisfy the Governmental Entity's Acceptance Tests.

"Non-acceptance" means the Governmental Entity has determined that a portion of or all of the Deliverables have not satisfied the Governmental Entity's Acceptance Tests.

- 2.2. **"Acceptance Criteria"** means the Documentation and specifications included in this Agreement or a Purchasing Instrument, and any applicable state, federal, foreign, and local laws, rules, and regulations.
- 2.3. **"Acceptance Tests" or "Acceptance Testing"** means the tests, reviews, and other activities that are performed by or on behalf of the Governmental Entity to determine whether any or all Deliverables(s) meet Acceptance Criteria or otherwise satisfy the Governmental Entity, as determined by the Governmental Entity in its sole discretion.
- 2.4. **"Agreement,"** unless the context requires otherwise, means the collective documentation memorializing the terms of the agreement identified on the CD&E and all other attachments to the CD&E, accompanying the CD&E, or executed under or pursuant to the Agreement.
- 2.5. **"Authorized Contractors"** means independent contractors, consultants, or other Third Parties (including other Governmental Entities) who are retained, hired, or utilized by the Governmental Entity or any State Users to use, maintain, support, modify, enhance, host, or otherwise assist the Governmental Entity with any Deliverables(s) provided hereunder.
- 2.6. **"Confidential Information"** means, subject to any applicable federal, state, or local laws and regulations, including Iowa Code Chapter 22, any confidential or proprietary information or trade secrets disclosed by either Party (**"Disclosing Party"**) to the other Party (**"Receiving Party"**) that, at the time of disclosure, is designated as confidential (or like designation), is disclosed in circumstances of confidence, or would be understood by the Parties, exercising reasonable business judgment, to be confidential. Confidential Information does not include any information that: (i) was rightfully in the possession of the Receiving Party from a source other than the Disclosing Party prior to the time of disclosure of the information by the Disclosing Party to the Receiving Party; (ii) was known to the Receiving Party prior to the disclosure of the information by the Disclosing Party; (iii) was disclosed to the Receiving Party without restriction by an independent Third Party having a legal right to disclose the information; (iv) is in the public domain or shall have become publicly available other than as a result of disclosure by the Receiving Party in violation of this Agreement or in breach of any other agreement with the Disclosing Party; (v) is independently developed by the Receiving Party without any reliance on Confidential Information disclosed by the Disclosing Party; (vi) is disclosed or is required or authorized to be disclosed pursuant to law, rule, regulation, subpoena, summons, or the order of a court, lawful custodian, governmental agency, or regulatory authority, or by applicable regulatory or professional standards and in compliance with section 11.5 of this Agreement; or (vii) is disclosed by the Receiving Party with the written consent of the Disclosing Party.
- 2.7. **"Customer Data"** means all information, data, materials, or documents (including the Governmental Entity's or the State of Iowa's Confidential Information and Personal Data) originating with, disclosed by, provided by, or made accessible by the Governmental Entity, the State of Iowa, State Users, or Users, directly or indirectly, including from any Authorized Contractors of any of the foregoing, related to this Agreement in any way whatsoever, regardless of form.

- 2.8. **"Customer Property"** means any property, whether tangible or intangible, of or belonging to the Governmental Entity, including Customer Data and Customer-Owned Deliverables, software, hardware, programs, or other property possessed, owned, or otherwise controlled, maintained, or licensed by the Governmental Entity (excluding any software, programs, or other property owned by Vendor or Vendor Contractor), including Third Party Software or Third Party Intellectual Property.
- 2.9. **"Customer-Owned Deliverables"** means any Deliverables created, or developed by Vendor, Vendor Contractors, or Vendor Personnel at the direction of the Governmental Entity or for a specific project under this Agreement, including 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. For the avoidance of doubt, Customer-Owned Deliverables do not include any software or programs owned or developed by Vendor, including associated Source Code, Documentation, and intellectual property rights.
- 2.10. **"Deficiency"** means a defect, flaw, error, bug, failure, omission, interruption of service, or other problem of any nature whatsoever related to a Deliverable(s), including any failure of a Deliverable(s), to conform to or meet the Documentation or specifications included in this Agreement or Purchasing Instrument. Deficiency also includes the lack of something essential or necessary for completeness or proper functioning of a Deliverable(s).
- 2.11. **"Deliverables"** means all of the goods, Software, work, work product, items, materials, and property to be created, developed, produced, delivered, performed, or provided by or on behalf of, or otherwise made available through, Vendor, Vendor Contractors, or Vendor Personnel, directly or indirectly, in connection with this Agreement including as may be more specifically identified, defined, and agreed upon in a Purchasing Instrument executed hereunder.
- 2.12. **"Documentation"** means any and all technical information, commentary, explanations, design documents, system architecture documents, database layouts, code, test materials, training materials, guides, manuals, worksheets, notes, work papers, and all other information, documentation, and materials created, or developed by Vendor, Vendor Contractors, or Vendor Personnel hereunder or otherwise provided by Vendor to the Governmental Entity related to or used in conjunction with any Deliverables(s), in any medium, including hard copy, electronic, digital, and magnetically, or optically encoded media.
- 2.13. **"Enhancements"** shall mean any and all updates, upgrades, bug fixes, patches, additions, modifications, or other enhancements made to or with respect to the related Deliverables (including any new releases or versions related thereto) or other Deliverables provided or made available by Vendor, Vendor Contractors, or Vendor Personnel, directly or indirectly, hereunder, and all changes to any Documentation made by Vendor, directly or indirectly, as a result of such Enhancements.
- 2.14. **"Error"** means with respect to any Deliverable(s) any defect, flaw, error, bug, or problem of any kind, or any failure of the Deliverable(s) to conform to an applicable Specification.
- 2.15. **"Error Correction"** means either a modification, procedure, or routine that corrects an Error in all material respects.

- 2.16. **"Finally Determined"** means when a claim or dispute has been finally determined by a court of competent jurisdiction or other agreed-upon governing body and either (a) no associated appeal has timely been sought if capable of being sought, or (b) any and all appellate rights properly exercised have otherwise been exhausted.
- 2.17. **"Governmental Entity"** means any governmental entity, as defined in Iowa Code Section 8A.101, or any successor provision to that section. The term Governmental Entity includes the Executive Branch, Legislative Branch, Judicial Branch, agencies, independent agencies, courts, boards, authorities, institutions, establishments, divisions, bureaus, commissions, committees, councils, examining boards, public utilities, offices of elective constitutional or statutory officers, and other units, branches, or entities of government, including political subdivisions or other local governmental entities.
- 2.18. **"I.T. Governance Document(s)" or "Governance Document(s)"** means any Information Technology policies, standards, processes, guidelines, or procedures developed by the DOM or, as applicable, by the Governmental Entity.
- 2.19. **Reserved.**
- 2.20. **"Personal Data"** means any information relating to an identified or identifiable person, including, but not limited to, Social Security or other government-issued identification numbers, account security information, financial account information, credit/debit/gift or other payment card information, account passwords, intellectual property, document identification number, and sensitive or personal data (or equivalent terminology) as defined under any law, statute, directive, regulation, policy, standard, interpretation, order (including any and all legislative or regulatory amendments or successors thereto) regarding privacy, data protection, information security obligations, or the processing of personal data. For the avoidance of doubt, Personal Data shall include:
- 2.20.1. **"Federal Tax Information" or "FTI,"** as defined by Internal Revenue Service ("IRS") Publication 1075 (**"Pub 1075"**), available at <https://www.irs.gov/pub/irs-pdf/p1075.pdf>, and corresponding Internal Revenue Code (**"IRC"**) rules and regulations;
 - 2.20.2. Any data or information covered under or protected by Iowa Code chapter 715C; and
 - 2.20.3. Any data or information covered under or protected by Iowa Code sections 422.20 and 422.72.
- For purposes of this definition and this Agreement, **"Process"** or **"Processing"** or **"Processed"** shall mean any operation or set of operations performed upon the Personal Data, whether or not by automatic means, including collection, recording, organization, use, transfer, disclosure, storage, manipulation, combination, and deletion of Personal Data.
- 2.21. **"Proposal" or "Vendor's Proposal"** means Vendor's Response to the RFP.
- 2.22. **"Purchasing Instrument"** means an individual transactional document executed hereunder for the purchase of Services or Deliverable(s) pursuant to this Agreement, including a **"Purchase Order"** or **"Statement of Work"** executed hereunder (*see* the Sample Purchasing Instrument/Statement of Work attached hereto for a sample Statement

of Work), regardless of form, and which identifies the specific Services or Deliverable(s) to be purchased and any Acceptance Criteria or Specifications related thereto.

- 2.23. Reserved.
- 2.24. **"Request for Proposal" or "RFP"** means the Request for Proposal identified on the CD&E, including any attachments or amendments thereto.
- 2.25. **"Security Breach"** means the unauthorized acquisition of or access to Customer Data or related Deliverables by an unauthorized person that compromises the security, confidentiality, or integrity of Customer Data or related Deliverables, including instances in which internal personnel access systems in excess of their user rights or use systems inappropriately. **"Security Breach"** shall also be deemed to include any breach of security, confidentiality, or privacy as defined by any applicable law, rule, regulation, or order and connected to this Agreement.
- 2.26. **"Services"** Any services within the scope of the RFP and Proposal, including services considered Value-Added Services, including as may be further defined, described, and agreed upon by the Parties in a Purchasing Instrument executed hereunder.
- 2.27. **"Software"** means any and all programs, applications, modules, and components, in object code form, all related Documentation, Enhancements, and all copies of the foregoing.
- 2.28. **"Source Code"** means the human-readable source code, source program, scripts, or programming language, including, but not limited to, HTML, XML, XHTML, Visual Basic, and JAVA, for or related to any Software. Source Code includes all source code listings, instructions (including compile instructions), programmer's notes, commentary, and all related technical information and Documentation, including all such information and Documentation that is necessary or useful for purposes of maintaining, repairing, or making modifications or enhancements to the Software and the Source Code.
- 2.29. **"Special Terms and Conditions"** means any attachment hereto entitled, in whole or in part, **"Special Terms and Conditions."**
- 2.30. **"Specifications"** means any and all written specifications, requirements, technical standards, performance standards, representations, warranties, criteria, and other specifications related to any Deliverable(s) described or stated in this Agreement (including any exhibit or documentation attached to, or provided in connection with, this Agreement), any Purchasing Instrument(s), the RFP, the Proposal, and, solely to the extent not inconsistent with the foregoing, the Documentation.
- 2.31. **"State Users"** means the State of Iowa, DOM, and any other Governmental Entity as may be later designated by the Governmental Entity executing Purchasing Instruments hereunder in its sole discretion and communicated to Vendor in writing, and any employees or Authorized Contractors of any of the foregoing.
- 2.32. **"Third Party"** means a person or entity (including any form of business organization, such as a corporation, partnership, limited liability corporation, association, etc.) that is not a party to this Agreement.
- 2.33. **"Third Party Intellectual Property"** shall mean intellectual property, including Third Party Software, licensed, made, conceived, or developed by a Third Party and provided or used by or on behalf of the Governmental Entity or Vendor, as applicable, including:

- 2.33.1. As it relates to intellectual property provided to the Governmental Entity by Vendor, intellectual property comprising or embedded in the Deliverables provided by Vendor under this Agreement.
- 2.33.2. As it relates to intellectual property provided to Vendor by the Governmental Entity, intellectual property comprising or embedded in any Customer Property,
- 2.34. **"Third Party Software"** means any software owned or licensed by a Third Party.
- 2.35. **"Value-Added Services"** means products, equipment, hardware, Software, or services the Governmental Entity procures through Vendor or Vendor Contractors, directly or indirectly, hereunder, including goods or services:
 - 2.35.1. Which may have been expressly identified in the RFP or Proposal as optional goods or services available for purchase hereunder; or
 - 2.35.2. Which are otherwise generally deemed incidental to the total transaction.
- 2.36. **"Vendor"**, in addition to its meaning in the CD&E, shall, unless the context clearly requires the contrary, be deemed to include Vendor Contractors and Vendor Personnel.
- 2.37. **"Vendor Personnel"** means employees, agents, independent contractors, or any other staff or personnel acting on behalf of or at the direction of Vendor or any Vendor Contractor performing or providing Services or Deliverables under this Agreement.
- 2.38. **"Vendor Contractor(s)"** means any of Vendor's authorized subcontractors, affiliates, subsidiaries, or any other Third Party acting on behalf of or at the direction of Vendor, directly or indirectly, in performing or providing Services or Deliverables under this Agreement.

3. **Services and Deliverables.**

3.1. Performance.

- 3.1.1. *Generally.* Vendor shall commence, complete, and deliver all work and provide all Services or Deliverables as defined by this Agreement and/or any Purchasing Instrument(s) executed by a Governmental Entity hereunder.

- 3.1.2. *Purchasing Instruments.*

- 3.1.2.1. *Generally.* Governmental Entities and Vendor may execute individual Purchasing Instrument(s) identifying specific Services or Deliverables to be purchased and provided hereunder and defining related Acceptance Criteria, Specifications, or terms and conditions associated with the performance and provisioning of such Services or Deliverables. Individual Purchasing Instruments will be effective and become valid and enforceable only when signed by both the Governmental Entity and Vendor. Once a Purchasing Instrument has been executed, Vendor will carry out and complete the duties and responsibilities set forth in the applicable Purchasing Instrument in accordance with the terms, conditions, requirements, Specifications, and Acceptance Criteria set forth in this Agreement, including any Special Terms and Conditions, the Purchasing Instrument, the RFP, the Proposal, and any Service Level Agreement or any related attachments or documents attached hereto or

associated herewith, including a "project plan(s)" or other similarly captioned document.

3.1.2.2. *Amendments to Purchasing Instruments.* A Purchasing Instrument may be amended, modified, or replaced at any time during the Term upon the mutual written consent of Vendor and the applicable Governmental Entity.

3.1.2.3. *Change Order Procedure.* The Governmental Entity may at any time request a modification to the scope of a Purchasing Instrument using a change order. The following procedures for a change order shall be followed:

3.1.2.3.1. *Written Request.* The Governmental Entity shall specify in writing the desired modifications to the Purchasing Instrument with the same degree of specificity as in the original Purchasing Instrument.

3.1.2.3.2. *Vendor's Response.* Vendor shall submit to the Governmental Entity any proposed modifications to the Purchasing Instrument and a firm cost proposal, if applicable, for the requested change order within five (5) business days of receiving the Governmental Entity's change order request.

3.1.2.3.3. *Effect of Change Order.* Both Parties must sign and date the change order to authorize the change in the Services or Deliverable(s) described therein and incorporate the changes into the applicable Purchasing Instrument and this Agreement. No Services or Deliverable(s) shall be provided pursuant to the change order, and no payment shall be made on account of the change order until the change order is fully executed by both Parties. Upon such execution, a change order shall alter only that portion of a Purchasing Instrument to which it expressly relates and shall not otherwise affect the terms and conditions of the Purchasing Instrument or this Agreement.

3.1.3. *Delivery.*

3.1.3.1. *Risk of Loss.* To the extent any Deliverable(s), including any hardware or equipment, are mailed or shipped, Vendor or Vendor Contractors shall bear all freight, shipping, handling, and insurance costs for the delivery and shall bear all risk of loss, including any losses resulting from any damage to or destruction, in whole or in part, which may occur prior to the delivery.

3.1.3.2. *Documentation.* Vendor acknowledges and agrees that it or Vendor Contractors shall, at no charge to the Governmental Entity, deliver and provide to the Governmental Entity all Documentation related to the Services or Deliverable(s) that are created, developed, produced, delivered, performed or provided by or on behalf of, or made available through, Vendor, Vendor Contractors, or Vendor Personnel, directly or indirectly, hereunder, unless otherwise agreed to by the Governmental Entity in writing.

4. Compensation and Additional Rights and Remedies.

- 4.1. Pricing/Compensation. The fees for the Services, Deliverables shall be in accordance with the applicable GSA pricing schedule and as set forth in the applicable Purchasing Instrument(s). Failure of the Governmental Entity to pay any undisputed fees that may be owing in accordance with the terms of this Agreement shall not result in any suspension or termination of any Services or Deliverables, so long as payment of such undisputed fees is made within the applicable cure period.
- 4.2. No Additional Fees. Other than as permitted by Section 4.1 (Pricing/Compensation) or as otherwise stated in the Purchasing Instrument, the Governmental Entity shall not be obligated to pay any other compensation, fees, expenses, costs, charges or other amounts to Vendor in connection with this Agreement or any Purchasing Instrument(s). For the avoidance of doubt, unless otherwise stated in the Purchasing Instrument, there shall be no reimbursable expenses associated with this Agreement, and Vendor shall be solely responsible for all other costs, charges, and expenses it incurs in connection with this Agreement, including equipment, supplies, personnel, salaries, benefits, insurance, training, conferences, telephone, utilities, start-up costs, travel and lodging, and all other operational and administrative costs and expenses.
- 4.3. Payment does not Imply Acceptance. Payment, including final payment, shall not be construed as acceptance of any Services or Deliverables with Deficiencies, Errors, or incomplete work, and Vendor shall remain responsible for full performance in strict compliance with the terms and conditions of this Agreement.
- 4.4. Invoices. Upon the sooner of (i) receipt of written notice of Acceptance from the Governmental Entity, or (ii) fifteen days following delivery of Vendor's written notice with respect to one or more Services or Deliverable(s), or in the frequencies set forth in the applicable Purchasing Instrument Vendor may submit an invoice to the Governmental Entity requesting payment of the fees or other compensation to which it is entitled under Section 4.1 (Pricing/Compensation), less any applicable offsets. All invoices submitted by Vendor shall comply with all applicable rules concerning payment of such fees, charges, or other claims and shall contain appropriate documentation as necessary to support the fees or charges included on the invoice and all information reasonably requested by the Governmental Entity. The Governmental Entity shall verify Vendor's performance/provisioning of Services or Deliverable(s) outlined in the invoice before making payment. The Governmental Entity shall pay all approved invoices in arrears and, to the extent applicable, in conformance with Iowa Code section 8A.514 and corresponding implementing rules, regulations, and policies. The Governmental Entity may pay in less than sixty (60) days, but an election to pay in less than sixty (60) days shall not, to the extent applicable, act as an implied waiver of Iowa Code section 8A.514. Notwithstanding anything herein to the contrary, the Governmental Entity shall have the right to dispute any invoice submitted for payment and withhold payment of any disputed amount if the Governmental Entity believes the invoice is inaccurate or incorrect in any way. Notwithstanding, the Participating Governmental Entity, in its sole discretion, may elect to prepay fees for services and deliverables in accordance with applicable laws, rules, policies, and procedures, including State of Iowa Accounting Policies and Procedures, available at: <https://das.iowa.gov/state-accounting/sae-policies-procedures-manual>. For clarification, invoices are considered valid even if sent after the 15-day period referenced above.
- 4.5. Reserved.

- 4.6. Erroneous Payments and Credits. Vendor shall promptly pay or refund, or credit if the Purchasing Instrument or this Agreement has not been terminated, to the Governmental Entity the full amount of any overpayment or erroneous payment within sixty (60) business days after either discovery by Vendor or notification by the Governmental Entity of the overpayment or erroneous payment. The Governmental Entity may, in its sole discretion, elect to have Vendor apply any amounts due and owing the Governmental Entity under this Section 4.6 (Erroneous Payments and Credits) against any amounts payable by the Governmental Entity under this Agreement.
- 4.7. Set-off Against Sums Owed by Vendor. In the event Vendor owes the Governmental Entity any sum under the terms of this Agreement, any other agreement, pursuant to a judgment, or pursuant to any law, the Governmental Entity may set off such sum against any sum invoiced to the Governmental Entity by Vendor in the Governmental Entity's sole discretion. Any amounts due the Governmental Entity as damages may be deducted by the Governmental Entity from any money or sum payable by the Governmental Entity to Vendor pursuant to this Agreement or any other agreement between Vendor and the Governmental Entity.
- 4.8. Reserved.
- 4.9. Correction/Cure. The Governmental Entity may correct any Deficiencies or Errors with respect to any Deliverable(s) or cure any Vendor default under this Agreement without prejudice to any other remedy it may have if Vendor fails to correct such Deficiencies or Errors as required in this Agreement or if Vendor otherwise defaults or fails to perform any provision of the Agreement within the time period specified in a notice of default from the Governmental Entity.
- 4.10. Error Correction. With respect to each notice from the Governmental Entity to Vendor during the Term that notifies Vendor that any Deliverable(s) provided by Vendor, including those previously accepted by the Governmental Entity, contains or experiences a Deficiency or Error, Vendor shall, at no cost to the Governmental Entity, in accordance with the timeline in the Service Level Agreement correct the Deficiency or Error and repair the affected Deliverable(s).
- 4.11. Repayment Obligation. In the event that any State of Iowa or federal funds are deferred or disallowed as a result of any audits or expended in violation of the laws applicable to the expenditure of such funds, Vendor will be liable to the Governmental Entity for the full amount of any claim disallowed (or the amount of funds expended in violation of such applicable laws) and for all related penalties incurred. If the State of Iowa or any federal agency concludes Vendor has been paid for any cost that is unallowable, unallocable, or unreasonable under this Agreement, Vendor will be liable to the Governmental Entity for such cost. Vendor shall pay to the Governmental Entity all amounts for which the Vendor is liable under this Section 4.11 (Repayment Obligation) within ten (10) business days of receiving the Governmental Entity's written demand or written notice. The Governmental Entity may withhold any payment under this Agreement if Vendor fails to timely make any payment required by this Section 4.11 (Repayment Obligation).
- 4.12. Survives Termination. Each Party's duties, obligations, and liabilities as set forth in this Section 4 (Compensation and Additional Rights and Remedies) shall survive termination of this Agreement and shall apply to all acts or omissions taken or made in connection with each Party's performance of this Agreement regardless of the date any potential claim or breach is made or discovered by the Governmental Entity or its Authorized Contractors.

- 4.13. Administrative Fees. Without affecting the prices/rates, Vendor is authorized to charge the Governmental Entity hereunder, Vendor shall provide to DOM a 1.00% administrative fee on the sales made by and through this Agreement. This 1.00% administrative fee shall be paid quarterly to:

Attn: Business Services Division Administrator

Department of Management

200 E Grand Ave.

Des Moines, IA 50309

Payment shall be made in accordance with the following schedule:

<u>Period End</u>	<u>Fee Due</u>
June 30	July 31
September 30	October 31
December 31	January 31
March 31	April 30

5. Acceptance Tests, Project Management, and Program Management.

- 5.1. Acceptance Testing. All Deliverables, shall be subject to the Governmental Entity's Acceptance Testing and Acceptance, as may be further described in a Purchasing Instrument(s). Upon completion of all work to be performed by Vendor with respect to any Deliverable or group of Deliverables, Vendor shall deliver a written notice to the Governmental Entity certifying that the foregoing meets and conforms to applicable Acceptance Criteria and is ready for the Governmental Entity to conduct Acceptance Tests; provided, however, that Vendor shall pretest the Deliverable(s), to determine that it meets and operates in accordance with applicable Acceptance Criteria prior to delivering such notice to the Governmental Entity. At the Governmental Entity's request, Vendor shall assist the Governmental Entity in performing Acceptance Tests at Governmental Entity's cost. Within a reasonable period of time after the Governmental Entity has completed its Acceptance Testing, the Governmental Entity shall provide Vendor with written notice of Acceptance or Non-acceptance with respect to each Deliverable, or any portion thereof, evaluated during such Acceptance Testing. If a Deliverable(s), in whole or in part, satisfies the Acceptance Tests, the Governmental Entity shall provide Vendor with notice of Acceptance with respect to such Deliverable(s). If a Deliverable(s), in whole or in part, fails to satisfy its Acceptance Tests, the Governmental Entity shall provide Vendor with notice of Non-Acceptance with respect to such Deliverable(s). In the event the Governmental Entity provides notice of Non-Acceptance to Vendor with respect to any Deliverable(s), Vendor shall correct and repair such Deliverable(s), and submit it to the Governmental Entity in accordance with the timelines published in the warranty in the GSA Contract and the SLA levels purchased in the Applicable Purchasing Instrument so the Governmental Entity may re-conduct its Acceptance Tests with respect to such Deliverable(s). In the event the Governmental Entity determines after re-conducting its Acceptance Tests such Deliverable(s) continue to fail to satisfy its Acceptance Tests, then the Governmental Entity shall have the continuing right, at its sole option, to:

- 5.1.1. Require Vendor to correct and repair such Deliverable(s) within the timelines published in the warranty in the GSA Contract and the SLA levels purchased in the applicable Purchasing Instrument or such other period of time as agreed to between the Parties;
- 5.1.2. Reserved.
- 5.1.3. Accept such Deliverable(s) on the condition that any fees or other amounts payable with respect thereto shall be reduced or discounted to reflect, as agreed upon between the Parties, the Deficiencies or Errors present therein and any reduced value or functionality of such Deliverable(s); or
- 5.1.4. Terminate the applicable Purchasing Instrument or seek any and all available remedies, including damages. Notwithstanding any other provisions of this Agreement related to termination, the Governmental Entity may terminate a Purchasing Instrument in its entirety pursuant to this Section 5.1.4 without providing Vendor any notice or further opportunity to cure.

The Governmental Entity's right to exercise the foregoing rights and remedies, including termination of the applicable Purchasing Instrument, shall remain in effect until Acceptance Tests are successfully completed and the Governmental Entity has provided Vendor with written notice of Final Acceptance or (ii) fifteen days following delivery of a Service or Deliverable if no notice of Acceptance or Non-Acceptance is provided to Vendor. Vendor'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 Governmental Entity's rights to enforce the terms of this Agreement or require performance in the event Vendor breaches this Agreement or any Deficiency or Error is later discovered with respect to such Deliverable(s). In addition, Vendor's receipt of any notice of Acceptance with respect to any Deliverable(s) shall not be construed as a waiver by the Governmental Entity of its right to refuse to provide notice of Final Acceptance.

5.2. Project Management and Reporting.

- 5.2.1. *Vendor or Project Manager.* Vendor shall designate, in writing, a Project Manager. Vendor will assign a Project Manager of a management level sufficient to, up to the Project Management hours purchased in the applicable Purchasing Instrument, ensure timely responses from all Vendor Personnel, timely completion of tasks and achievement of milestones, and whose resume and qualifications will be reviewed and approved by the Governmental Entity prior to his or her appointment as Vendor's Project Manager. Vendor represents and warrants that its Project Manager will be fully qualified to perform the tasks required of that position under this Agreement. Vendor's Project Manager shall exercise her or his best efforts while performing under this Agreement. Vendor's Project Manager will be available either by telephone or by email to respond promptly during the business day to inquiries from the Governmental Entity. Vendor may invoice Governmental Entity for Project Management hours.
- 5.2.2. *Review Meetings.* Up to the Project Management hours purchased in the applicable Purchasing Instrument, Vendor's Project Manager shall meet weekly with the Governmental Entity's project manager and representatives, unless otherwise mutually agreed by the Parties, to discuss progress made by Vendor or performance issues. At each review meeting, Vendor's Project Manager shall provide a status report, which shall include, at minimum, the information described in Section 5.2.3 (Reports) and describe any problems or concerns encountered

since the last meeting. At the next scheduled meeting after which any Party has identified a problem in writing, Vendor 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. Vendor shall maintain records of such reports and other communications issued in writing during the course of its performance of this Agreement.

5.2.3. *Reports.* Upon Governmental Entity's request, Vendor shall provide the Governmental Entity with status reports that describe, at a minimum, the previous week's activities, including problems encountered and their disposition, results of tests, whether or not deadlines were met, status of Services or Deliverables, any problems that may have arisen that need to be addressed before proceeding to the next week's activities, and any other information the Governmental Entity may request.

5.2.4. *Problem Reporting Omissions.* The Governmental Entity's receipt of a report that identifies any problems shall not relieve Vendor of any obligation under this Agreement or waive any other remedy under this Agreement or at law or equity the Governmental Entity may have. The Governmental Entity's failure to identify the extent of a problem, Deficiency, or Error, or the extent of damages incurred as a result of a problem, Deficiency, or Error, shall not act as a waiver of performance or constitute Acceptance under this Agreement.

6. **Limitation of Liability.** If the GSA Contract or any Related Agreements contain any provision(s) limiting Vendor's liability or providing for sole and exclusive remedies, any such provision(s) shall be superseded by or subject to the following, as applicable: Notwithstanding anything in the GSA Contract or any Related Agreements to the contrary, and solely to the extent permitted by applicable laws, rules and regulations: (a) the maximum liability of either Party, including the Participating Governmental Entity, for direct damages shall be one times the Contract Value ("**Contract Value**" is defined as the aggregate total compensation to be paid by the customer/State of Iowa under the entire term, including all renewals and extensions); and (b) neither Party, including the Participating Governmental Entity, shall be liable to the other for consequential, incidental, indirect, special, or punitive damages; provided, however, under no circumstances shall the foregoing limitations or any other provision in the GSA Contract or any Related Agreement that either limits a Party's liability or provides for sole or exclusive remedies apply to any losses, damages, expenses, costs, settlement amounts, legal fees, judgments, actions, claims, or any other liability arising out of or relating to:

- 6.1. Intentional torts, criminal acts, fraudulent conduct, intentional or willful misconduct, or gross negligence;
- 6.2. Death, bodily injury, or damage to real or personal property;
- 6.3. Any contractual obligations pertaining to indemnification; intellectual property; liquidated damages; compliance with applicable laws; and/or confidential information;
- 6.4. Claims arising under the GSA Contract or any Related Agreements calling for indemnification or for third-party claims for bodily injury to persons or for damage to real or tangible personal property caused by a Party's negligence or willful conduct.

Notwithstanding anything in the GSA Contract or any Related Agreements to the contrary, nothing in the GSA Contract or any Related Agreements shall be construed as waiving any immunity to

suit or liability, in state or federal court, which may be available to the State of Iowa or any State of Iowa governmental entities making purchases by leveraging the GSA Contract, including sovereign immunity, governmental immunity, immunity based on the Eleventh Amendment to the Constitution of the United States, or otherwise.

7. Ownership and Intellectual Property.

- 7.1. Ownership of Vendor-Owned Deliverables. Except as specifically granted in a Purchasing Instrument, other agreement, or as otherwise provided in this Agreement, Vendor shall own all Deliverables that were developed by Vendor prior to the Effective Date of this Agreement ("**Vendor-Owned Deliverables**").
- 7.2. Vendor hereby irrevocably assigns, transfers, and conveys to the Purchasing Entity all right, title and interest in and to Customer-Owned Deliverables, excluding any Vendor-Owned Deliverables included in the Customer-Owned Deliverables, as long as the Vendor-Owned Deliverables are identified in advance, and the Purchasing Entity agrees to inclusion of Vendor-Owned Deliverables in advance.
- 7.3. Reserved.
- 7.4. Reserved.
- 7.5. Reserved.
- 7.6. Third Party Intellectual Property. Where applicable, and strictly for purposes of open source material, where needed, in the event a Deliverable(s) is comprised of Third Party Intellectual Property, Vendor shall ensure such Deliverables are licensed to the Governmental Entity pursuant to a license agreement, the terms and conditions of which are acceptable to the Governmental Entity. Unless otherwise agreed to by the Governmental Entity in writing, such license shall be an irrevocable, nonexclusive, perpetual, royalty-free license to use, reproduce, prepare derivative works based upon, distribute copies of, perform, display, and host the Third Party Intellectual Property, and to authorize others to do the same on the Governmental Entity's behalf, including its Authorized Contractors.
- 7.7. Rights of the Federal and State Government. If all or a portion of the funding used to pay for Customer-Owned Deliverables is being provided through a grant from the Federal Government, Vendor acknowledges and agrees that pursuant to applicable federal laws, regulations, circulars, and bulletins, the awarding agency of the Federal Government reserves and will receive certain rights, including 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 Customer-Owned Deliverables developed under this Agreement and the copyright in and to such Customer-Owned Deliverables.
- 7.8. Customer Property. Vendor, Vendor Contractors, and Vendor Personnel may have access to Customer Property to the extent necessary to carry out its responsibilities under the Agreement and in compliance with Governmental Entity's security and confidentiality requirements. Customer Property shall at all times remain the property of the Governmental Entity or applicable Third Party owning Customer Property that has been licensed to the Governmental Entity.
- 7.9. Survives Termination. Vendor's duties, obligations, and liabilities as set forth in this Section 7 (Ownership and Intellectual Property) shall survive termination of this

Agreement and shall apply to all acts or omissions taken or made in connection with Vendor's, Vendor Contractor's, or Vendor Personnel's performance of this Agreement regardless of the date any potential claim or breach is made or discovered by the Governmental Entity or its Authorized Contractors.

8. Representations, Warranties, and Covenants.

- 8.1. Deliverables Free of Deficiencies. Vendor represents and warrants that the Deliverables, in whole and in part, shall: (i) be free from material Deficiencies and Errors at the time of delivery; and (ii) meet, conform to and operate in accordance with all Acceptance Criteria and in accordance with this Agreement. During the Term, Vendor shall, in accordance with the timeline in the Service Level Agreements and at its expense, repair, correct, or replace any Deliverable(s) that contains or experiences material Deficiencies or Errors or fails to meet, conform to, or operate in accordance with Acceptance Criteria or Specification(s). Vendor shall be available as set forth in the applicable SLA to reasonably assist the Governmental Entity with questions, problems, and concerns about the Deliverable(s); to inform the Governmental Entity promptly of any known Deficiencies or Errors in any Deliverable(s); repair and correct any Deliverable(s) not performing in accordance with the warranties contained in this Agreement, notwithstanding that such Deliverable(s) may have been accepted by the Governmental Entity. Acceptance Testing will not in any way relieve Vendor of its responsibilities to correct any material Deficiency or Error.
- 8.2. Reserved.
- 8.3. Quiet Enjoyment. Vendor represents and warrants that: (i) it owns, possesses, holds, and has received or secured all rights, permits, permissions, licenses, and authority necessary to provide Deliverables to the Governmental Entity hereunder and to assign, grant, and convey the rights, benefits, licenses and other rights assigned, granted, or conveyed the Governmental Entity hereunder without violating any rights of any Third Party; and (ii) it 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 Governmental Entity herein.
- 8.4. Intellectual Property. Vendor represents and warrants that: (i) the Deliverables and all intellectual property rights therein and related thereto; and (ii) the Governmental Entity's use of, and exercise of any rights with respect to, the Deliverables, (and all intellectual property rights therein and related thereto), 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. Vendor 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 any Deliverables. Vendor shall inform the Governmental Entity in writing immediately upon becoming aware of any actual, potential, or threatened claim of or cause of action for infringement or violation of 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, Vendor shall, at the Governmental Entity's request and at Vendor's sole expense: (i) procure for the Governmental Entity the right or license to continue to use the Deliverable(s) at issue, or relevant aspect thereof; (ii) replace the infringing, violating, or misappropriated aspects of such Deliverable(s) with a functionally equivalent replacement; (iii) modify or replace the affected portion of the Deliverable(s), the with a functionally equivalent or superior Deliverable(s) free of any such infringement, violation or misappropriation; or (iv) accept the return of the Deliverable(s) at issue.

Alternatively to actions (i) through (iv), Vendor may opt to terminate the applicable Purchasing Agreement and provide Governmental Entity with a prorated refund of prepaid associated fees. In addition, Vendor agrees to indemnify and hold harmless the Governmental Entity and its officers, directors, employees, officials, and agents as provided in the Indemnification section of this Agreement, including for any breach of the representations and warranties made by Vendor in this Section 8.4 (Intellectual Property). The foregoing remedies shall be in addition to and not exclusive of other remedies available to the Governmental Entity under this Agreement or otherwise and shall survive termination of this Agreement.

- 8.5. Workmanlike Manner. Vendor represents, warrants, and covenants that all Services to be performed under this Agreement shall be performed in a professional, competent, diligent, and workmanlike manner by knowledgeable, trained, and qualified personnel, all in accordance with the terms and conditions of this Agreement 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 Agreement, the Parties agree that the applicable specification shall be the generally accepted industry standard.
- 8.6. Compliance with Law. Vendor represents, warrants, covenants, and promises that Vendor, Vendor Contractors, and Vendor Personnel have complied with, and shall continue to comply, and, to the extent applicable, the Deliverables comply with all applicable federal, state, foreign, and local laws, rules, regulations, codes, standards, ordinances, and orders both generally and in connection with the performance of this Agreement, including the following:
 - 8.6.1. Those prohibiting discriminatory employment practices or related to equal opportunity in employment or affirmative action under federal or state law, rules, regulations, or orders, including Iowa Code chapter 216 and section 19B.7 and corresponding rules of the Iowa Department of Administrative Services and the Iowa Civil Rights Commission. Upon the Governmental Entity's written request, Vendor shall submit to the Governmental Entity a copy of its affirmative action plan, containing goals, time specifications, accessibility plans, and policies as required by Iowa Administrative Code chapter 11—121.
 - 8.6.2. Those requiring the use of targeted small businesses as subcontractors and suppliers in connection with government contracts.
 - 8.6.3. Those pertaining to any permitting and licensure requirements in carrying out the work performed under this Agreement.
 - 8.6.4. Those relating to prevailing wages, occupational safety and health standards, payment of taxes, gift laws, and lobbying laws.
 - 8.6.5. Applicable provisions of Section 508 of the Rehabilitation Act of 1973, as amended, including Web Content Accessibility Guidelines (WCAG) 2.1, including any amendments thereto or any subsequent versions thereof, and all standards and requirements established by the Architectural and Transportation Barriers Access Board.
 - 8.6.6. To the extent a portion of the funding used to pay for the Deliverables is being provided through a grant from the federal government, any terms or conditions required to be included in a contract between the Governmental Entity and a contractor pursuant to applicable federal laws, regulations, circulars, and bulletins,

which terms and conditions are incorporated by reference into this Agreement as if fully set forth herein and contractual obligations of Vendor.

8.6.7. IRS Pub 1075.

8.6.8. Iowa Code sections 422.20 and 422.72.

Vendor shall take such steps as necessary to ensure Vendor Contractors and Vendor Personnel are bound by the terms and conditions contained in this Section 8.6 (Compliance with Law). Notwithstanding anything in this Agreement to the contrary, Vendor, Vendor Contractors, and Vendor Personnel's failure to fulfill any requirement set forth in this Section 8.6 (Compliance with Law) shall be regarded as a material breach of this Agreement the Governmental Entity may cancel, terminate, or suspend, in whole or in part, this Agreement or any Purchasing Instruments executed hereunder. In addition, the Governmental Entity may declare Vendor or Vendor Contractors ineligible for future Governmental Entity contracts in accordance with authorized procedures or Vendor or Vendor Contractors may be subject to other sanctions as provided by law or rule.

- 8.7. No Conflicts. Vendor represents, warrants, and covenants that no relationship existed at the time of the formation of this Agreement, or will exist during the Term of the Agreement, between Vendor, Vendor Contractors, or Vendor Personnel and the Governmental Entity or the State of Iowa or any of its employees or Authorized Contractors that is or may constitute a conflict of interest or appearance of impropriety, or that would conflict in any manner or degree with the performance of its obligations under this Agreement. To the extent applicable, the provisions of Iowa Code Chapter 68B shall apply to this Agreement and any Purchasing Instruments executed hereunder, and Vendor, Vendor Contractors, and Vendor Personnel shall not engage in any conduct that would violate that chapter.
- 8.8. Up to Date on Payments. Vendor represents and warrants that it is not in arrears with respect to the payment of any monies due and owing the State of Iowa, including the payment of taxes and employee benefits, and covenants and warrants it will not become so during the Term, or any extensions thereof.
- 8.9. Documentation. Vendor represents, warrants, and covenants that during the Term, all Documentation will accurately reflect the operation of any Deliverable(s) to which the Documentation pertains, and the Documentation will enable the Governmental Entity to use such Deliverable(s) for their intended purposes.
- 8.10. Cumulative Warranties. Except to the extent otherwise provided herein, Vendor's warranties provided in this Section 8 (Representations, Warranties, and Covenants) are in addition to and not in lieu of any other warranties provided in this Agreement. All warranties provided for in this Agreement shall be cumulative, shall be deemed consistent and not in conflict, are intended to be given full force and effect and to be interpreted expansively to give the broadest warranty protection to the Governmental Entity.
- 8.11. Survives Termination. Vendor's duties, obligations, and liabilities as set forth in this Section 7 (Representations, Warranties, and Covenants) shall survive termination of this Agreement and shall apply to all acts or omissions taken or made in connection with Vendor's, Vendor Contractor's, or Vendor Personnel's performance of this Agreement regardless of the date any potential claim or breach is made or discovered by the Governmental Entity or its Authorized Contractors.

9. Indemnification.

- 9.1. Vendor shall indemnify and hold harmless DOM, the State of Iowa, the Purchasing Entity, and their employees, officers, or representatives ("Indemnitees") from and against any third-party claims, legal actions, judgments, penalties, fines, recoupments, or other costs, including costs of counsel, in any way arising out of Vendor's performance or attempted performance under this Agreement. The Purchasing Entity shall have the right to participate in its own defense through a representative of the Iowa Department of Justice. Settlement offers made on behalf of the applicable Purchasing Entity must be approved by the applicable Purchasing Entity.
- 9.2. State of Iowa. Notwithstanding anything in the GSA Contract or any Related Agreements to the contrary, the Participating Governmental Entity and State of Iowa shall under no circumstances have any obligation to defend, indemnify, or hold harmless Vendor or its subcontractors, agents, or other third parties acting on its behalf or otherwise related to it for any reason ("**Vendor Indemnitees**"). Solely to the extent permitted by applicable law, any obligation of the Participating Governmental Entity or State of Iowa to defend, indemnify, or hold harmless Vendor Indemnitees in the GSA Contract or any Related Agreements shall be deleted and/or replaced and superseded with a contractual obligation between the Participating Governmental Entity and Vendor as it pertains to the content/subject matter related thereto.

10. Default and Termination.

- 10.1. Termination for Cause by the Governmental Entity. The Governmental Entity may terminate this Agreement or a Purchasing Instrument(s) upon written notice of Vendor's breach of any material term, condition, or provision of this Agreement or the applicable Purchasing Instrument, if such breach is not cured within the time period specified in the Governmental Entity's notice of breach (such time period to be no less than 60 days from the date of notice) or any subsequent notice or correspondence delivered by the Governmental Entity to Vendor, provided that cure is feasible. Any time allowed for cure of a default shall not eliminate or reduce any liability Vendor may have for any damages, including any liquidated damages. In addition, the Governmental Entity may terminate this Agreement or Purchasing Instrument effective immediately without penalty or legal liability and without advance notice or opportunity to cure for any of the following reasons:
 - 10.1.1. Vendor, directly or indirectly, furnished any statement, representation, warranty, or certification in connection with this Agreement that is false, deceptive, or materially incorrect;
 - 10.1.2. Vendor's or Vendor Contractor's officers, directors, employees, agents, subsidiaries, affiliates, contractors, or subcontractors has committed or engaged in fraud, misappropriation, embezzlement, malfeasance, misfeasance, or bad faith;
 - 10.1.3. Dissolution of Vendor or any parent or affiliate of Vendor owning a controlling interest in Vendor;
 - 10.1.4. Vendor terminates or suspends its business;
 - 10.1.5. Vendor's authorization to engage in business either in Iowa or where organized is suspended, terminated, revoked, or forfeited;
 - 10.1.6. Vendor or Vendor Personnel has failed to comply with any applicable international, federal, state, or local laws, rules, ordinances, regulations, standards, or orders when performing within the scope of this Agreement; or

- 10.1.7. The Governmental Entity reasonably determines or reasonably believes Vendor has engaged in conduct that has or may expose the Governmental Entity to material liability;
- 10.1.8. Vendor or any Deliverable(s) infringes or violates any patent, trademark, copyright, trade dress, or any other intellectual property right or proprietary right, or misappropriates a trade secret; or
- 10.1.9. Any of the following has been engaged in by or occurred with respect to Vendor or any corporation, shareholder, or entity having or owning a controlling interest in Vendor:
 - 10.1.9.1. 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;
 - 10.1.9.2. 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;
 - 10.1.9.3. Consenting to any 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;
 - 10.1.9.4. Seeking or suffering the appointment of a trustee, receiver, liquidator, custodian or other similar official of it or any substantial part of its assets;
 - 10.1.9.5. Making an assignment for the benefit of creditors;
 - 10.1.9.6. 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 Vendor's performance of its obligations under this Agreement; or
 - 10.1.9.7. Taking any action to authorize any of the foregoing.

The right to terminate this Agreement or applicable Purchasing Instrument pursuant to this Section 10.1 (Termination for Cause by the Governmental Entity) shall be in addition to and not exclusive of other remedies available to the Governmental Entity and, notwithstanding any termination, the Governmental Entity shall be entitled to exercise any other rights and pursue any remedies available under this Agreement, in law, at equity, or otherwise. Vendor shall notify the Governmental Entity in writing if any of the foregoing events occur that would authorize the Governmental Entity to immediately terminate this Agreement or a Purchasing Instrument.

- 10.2. Termination for Cause by Vendor. Vendor may only terminate an applicable Purchasing Instrument upon written notice of the breach by the Governmental Entity of any material term, condition, or provision of this Agreement related thereto, if such breach is not cured within sixty (60) days of the Governmental Entity's receipt of Vendor's written notice of breach.

- 10.3. Termination for Convenience. Following thirty (30) days written notice, the Governmental Entity may terminate this Agreement or a Purchasing Instrument, in whole or in part, for convenience without the payment of any penalty or incurring any further obligation or liability to Vendor. Termination for convenience may be for any reason or no reason at all.
- 10.4. Termination Due to Lack of Funds or Change in Law. Notwithstanding anything in this Agreement to the contrary, the Governmental Entity shall, upon written notice, have the right to terminate this Agreement or a Purchasing Instrument, in whole or in part, without penalty or liability and without any advance notice as a result of any of the following:
 - 10.4.1. The legislature, governor, or other applicable governing body fail, in the sole opinion of the Governmental Entity, to appropriate funds sufficient to allow the Governmental Entity to either meet its obligations under this Agreement or the applicable Purchasing Instrument or to operate as required and to fulfill its obligations under this Agreement or the applicable Purchasing Instrument;
 - 10.4.2. If funds are de-appropriated, reduced, not allocated, or receipt of funds is delayed, or if any funds or revenues needed by the Governmental Entity to make any payment hereunder are insufficient or unavailable for any other reason as determined by the Governmental Entity in its sole discretion;
 - 10.4.3. If the Governmental Entity's authorization to conduct its business or engage in activities or operations related to the subject matter of this Agreement is withdrawn or materially altered or modified;
 - 10.4.4. If the Governmental Entity's duties, programs, or responsibilities are modified or materially altered; or
 - 10.4.5. If there is a decision of any court, administrative law judge, or arbitration panel or any law, rule, regulation, or order is enacted, promulgated, or issued that materially or adversely affects the Governmental Entity's ability to fulfill any of its obligations under this Agreement or the applicable Purchasing Instrument.
- 10.5. Limitation of Payment Obligations. In the event of a termination of this Agreement or a Purchasing Instrument for any reason (except for termination by the Governmental Entity pursuant to Section 10.1 (Termination for Cause by the Governmental Entity)), the Governmental Entity shall pay only those amounts, if any, due and owing to Vendor for Services, Deliverables delivered prior to the date of termination of this Agreement or the applicable Purchasing Instrument and for which the Governmental Entity is otherwise obligated to pay pursuant to this Agreement; provided however, that the Governmental Entity's obligation to pay Vendor 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 Vendor's claim. Notwithstanding the foregoing, this Section 10.5 (Limitation of Payment Obligations) in no way limits the rights or remedies available to the Governmental Entity and shall not be construed to require the Governmental Entity to pay any amounts otherwise withheld by the Governmental Entity in accordance with the terms of this Agreement. Notwithstanding anything in this Agreement or any related agreement to the contrary, the Governmental Entity shall not be liable, under any circumstances, for any of the following:
 - 10.5.1. The payment of unemployment compensation to Vendor Personnel;
 - 10.5.2. The payment of workers' compensation claims, which occur during the Agreement or extend beyond the date on which the Agreement terminates;

- 10.5.3. Any costs incurred by Vendor, Vendor Contractors, or Vendor Personnel in the performance of the Agreement, including startup costs, overhead, or other costs associated with the performance of the Agreement; or
- 10.5.4. Any taxes Vendor may owe in connection with the performance of this Agreement, including sales taxes, excise taxes, use taxes, income taxes, or property taxes.
- 10.6. Vendor's Termination or Expiration Duties. As it relates to this Agreement or any Purchasing Instrument executed hereunder, upon receipt of notice of termination, upon expiration, or upon request of the Governmental Entity, Vendor shall:
 - 10.6.1. Except as otherwise directed by the Governmental Entity pursuant to Section 10.6.6, cease work under this Agreement or the applicable Purchasing Instrument 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, expiration, or request, describing the status of all work performed under the Agreement and such other matters as the Governmental Entity may require.
 - 10.6.2. As directed by the Governmental Entity, immediately cease using and return to the Governmental Entity any Customer Property provided by the Governmental Entity, directly or indirectly, to Vendor or Customer-Owned Deliverables prepared or developed by Vendor for the Governmental Entity hereunder.
 - 10.6.3. Comply with any directions related to Vendor's destruction or return of Customer Data in accordance with Section 11.1.2 (Destruction or Return of Customer Data).
 - 10.6.4. Immediately return or refund to the Governmental Entity any payments made by the Governmental Entity for Deliverables that were not rendered or provided by Vendor, including as it relates to any pre-paid fees.
 - 10.6.5. Immediately deliver to the Governmental Entity any and all Deliverables, including Customer-Owned Deliverables, Software, Source Code, or Documentation, for which the Governmental Entity has a property interest that is in the possession of or under the control of Vendor, Vendor Contractors, or Vendor Personnel in whatever stage of development or form at the time of such termination, expiration, or request.
 - 10.6.6. Continue to perform and provide such Services, Deliverables under this Agreement as the Governmental Entity may request for a transition period of up to 365 days from the effective date of such termination or expiration. As part of such request, the Governmental Entity will inform Vendor of the number of days during which Vendor will perform or provide transition and other related Services, Deliverables, ("**Transition Period**"). Governmental Entity agrees to pay Vendor any fees associated with providing Services and Deliverables during the Transition Period. Vendor's duties, obligations, and liabilities as set forth in this Section 10.6 shall survive termination of this Agreement.
- 10.7. Survival. Expiration or termination of this Agreement or a Purchasing Instrument for any reason will not release either Party from any duties, liabilities, or obligations set forth in this Agreement which:
 - 10.7.1. The Parties have expressly agreed in writing survive any such expiration or termination, including as set forth in the following Sections:
 - 10.7.1.1. 4 (Compensation and Additional Rights and Remedies);

- 10.7.1.2. 7 (Ownership and Intellectual Property);
- 10.7.1.3. 8 (Representations, Warranties, and Covenants);
- 10.7.1.4. 9 (Indemnification);
- 10.7.1.5. 10 (Term and Termination);
- 10.7.1.6. 11 (Confidentiality);
- 10.7.1.7. 12 (Security/Privacy, Business Continuity, and Disaster Recovery); and
- 10.7.1.8. 13 (General Provisions).
- 10.7.2. Remain to be performed or by their nature would be intended to be applicable following any such expiration or termination.
- 10.8. **Termination for Non-Appropriation.** Notwithstanding anything in the GSA Contract or any Related Agreements to the contrary, and in addition to any other termination provision(s) set forth therein, in the event of a Non-Appropriation Event, the Participating Governmental Entity or DOM may terminate the Purchasing Instrument in whole or in part, without advance notice and without penalty or liability to the Participating Governmental Entity. In the event of such termination, any further obligation owed to Vendor by the Participating Governmental Entity shall be limited by, and subject to, legally available funds. For purposes of this Section the term **"Non-Appropriation Event"** means any of the following:
 - 10.8.1. The legislature or governor fail, in the sole opinion of the Participating Governmental Entity, to appropriate funds sufficient to allow the Participating Governmental Entity to either meet its obligations under the Purchasing Instrument, this Agreement, the GSA Contract, or any Related Agreements or to operate as required or to fulfill its obligations under the same;
 - 10.8.2. If funds are de-appropriated, reduced, not allocated, or receipt of funds is delayed, or if any funds or revenues needed by the Participating Governmental Entity (regardless of the source of funding or revenues) to make any payment in accordance with the terms of this Agreement, the GSA Contract, or any Related Agreements are insufficient or unavailable for any other reason as determined by the Participating Governmental Entity in its sole discretion;
 - 10.8.3. If the Participating Governmental Entity's authorization to conduct its business or engage in activities or operations related to the subject matter of the Purchasing Instrument, this Agreement, the GSA Contract, or any Related Agreements is withdrawn or materially altered or modified;
 - 10.8.4. If the Participating Governmental Entity's duties, programs, or responsibilities are modified or materially altered; or
 - 10.8.5. 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 Participating Governmental Entity's ability to fulfill any of its obligations under this Agreement, the GSA Contract, or any Related Agreements.

11. Confidentiality.

- 11.1. Vendor's Treatment of Confidential Information.

11.1.1. *Limited Access.* Customer Data shall at all times remain the property of the Governmental Entity, and the Governmental Entity shall retain exclusive rights thereto and ownership thereof. Vendor, Vendor Contractors, and Vendor Personnel may have access to Customer Data solely to the extent necessary to carry out their duties under the Agreement. Vendor, Vendor Contractors, or Vendor Personnel shall presume all Customer Data is considered confidential, hold all Customer Data in the strictest confidence, and use and permit use of Customer Data solely for the purposes of providing Services, Deliverables under this Agreement, subject to any restrictions set forth herein or in any state and federal laws, rules, regulations, standards, and orders applicable either during the Term or thereafter. Vendor, Vendor Contractors, and Vendor Personnel shall not gather, store, log, archive, use, or otherwise retain Customer Data in any manner other than as expressly authorized by this Agreement and will not disclose, distribute, sell, commercially or politically exploit, share, rent, assign, lease, or otherwise transfer or disseminate Customer Data to any Third Party, except as expressly permitted hereunder or as Vendor may be expressly directed in advance by the Governmental Entity in writing. Vendor, Vendor Contractors, and Vendor Personnel shall not remove from any Governmental Entity facilities or retain a copy of any Customer Data unless such removal or retention is necessary to provide or perform Services, Deliverables to fulfill their obligations under this Agreement or is otherwise approved by the Governmental Entity in writing. Vendor will immediately report the unauthorized disclosure of Customer Data to the Governmental Entity.

11.1.2. *Destruction or Return of Customer Data.* Upon completion of duties under this Contract or upon the specific direction of the Department, the contractor shall certify that the tax information processed and any output generated during the performance of duties under this Contract has been completely purged from all information storage components, including, but not limited to data center facility, laptops, computers, and other storage devices. If immediate purging of all information storage components is not possible, the contractor shall certify that any tax information remaining in any storage component shall be safeguarded to prevent unauthorized disclosures until it has been purged. Once all tax information processed and output generated has been completely purged, the contractor shall submit a signed certification to the Department to that effect.

11.1.2.1. To the extent Vendor is required to destroy Customer Data pursuant to this Section 11.1.2 (Destruction or Return of Customer Data) or any other part of this Agreement, Customer Data shall be permanently deleted and shall not be recoverable, in accordance with National Institute of Standards and Technology ("NIST")-approved methods.

11.2. Treatment of Vendor's Confidential Information.

11.2.1. *Safeguarding Obligation.* Except as provided or contemplated herein, and subject to applicable state, federal, or international laws, rules, regulations, or orders (including Iowa Code Chapter 22 and any corresponding implementing rules, regulations, or orders), the Governmental Entity shall not disclose Vendor's Confidential Information to a Third Party (excluding the Governmental Entity's Authorized Contractors) without the prior written consent of Vendor. The Governmental Entity shall hold Vendor's Confidential Information in the strictest confidence, and use and permit use of Vendor's Confidential Information solely for the purposes allowed under this Agreement, subject to any restrictions set forth herein or in any state and federal laws, rules, regulations, standards, and orders

applicable either during the Term or thereafter. The Governmental Entity shall not gather, store, log, archive, use, or otherwise retain Vendor's Confidential Information in any manner other than as expressly authorized by this Agreement and will not disclose, distribute, sell, commercially or politically exploit, share, rent, assign, lease, or otherwise transfer or disseminate Vendor's Confidential Information to any Third Party, except as expressly permitted hereunder.

- 11.2.2. *Destruction or Return of Vendor's Confidential Information.* Upon termination or expiration of this Agreement or an applicable Purchasing Instrument, the Governmental Entity shall, except to the extent otherwise required by applicable laws, rules, procedures, or record retention schedules/requirements, return or destroy, at Vendor's option, all of Vendor's Confidential Information (excluding items subject to any continuing licenses inuring to the benefit of the Governmental Entity hereunder or that are required for use of any Customer-Owned Deliverables or other Deliverables to which the Governmental Entity has a continued right to use). Any Confidential Information retained by the Governmental Entity shall remain subject to the confidentiality obligations in section 11.2.1 for so long as it remains in Governmental Entity's possession.
- 11.3. Compelled Disclosures. In the event that a subpoena or other legal process is served upon either party for Customer Data held by Vendor or for Vendor Confidential Information held by a Purchasing Entity, the party shall, unless legally prohibited, promptly notify the other party and cooperate in any lawful effort to defend against disclosure.
- 11.4. Open Records and Electronic Discovery Requests and Records Retention. Vendor will, upon the Governmental Entity's request and within any time period specified by the Governmental Entity, take all actions requested by the Governmental Entity to assist it in complying timely with any request for Customer Data or other data or information that may be made by any Third Party in accordance with applicable public or open records laws (including Iowa Code Chapter 22) or in connection with any subpoena, court order, discovery request, regulatory or criminal investigation or proceeding, or any other matter that may require the Governmental Entity to produce or provide Customer Data or other data or information to a Third Party. Vendor will produce and provide all Customer Data or other data or information within the time period set forth in the Governmental Entity's request. Vendor will take all steps necessary to ensure Customer Data is stored and maintained in its original state so as to not create any spoliation, evidentiary, or electronic discovery issues. In addition, Vendor will, upon the Governmental Entity's request, take all actions requested by the Governmental Entity to assist it in complying with any federal, state, or local record retention requirements, policies, procedures, or other similar requirements.
- 11.5. Non-Exclusive Equitable Remedy. Each Party acknowledges and agrees that due to the unique nature of Confidential Information, there can be no adequate remedy at law for any breach of its obligations hereunder, that any such breach or threatened breach may allow a Party or Third Parties to unfairly compete with the other Party resulting in irreparable harm to such Party, and therefore, that upon any such breach or any threat thereof, each Party will be entitled to appropriate equitable remedies, and may seek injunctive relief from a court of competent jurisdiction without the necessity of proving actual loss, in addition to whatever remedies either of them might have at law or equity. Any breach of this Section 11 (Confidentiality) will constitute a material breach of this Agreement and be grounds for immediate termination of any applicable Purchasing Instrument, or in the Governmental Entity's case the Agreement, in the exclusive discretion of the non-breaching Party.

- 11.6. Survives Termination. Each Party's duties, obligations, and liabilities as set forth in this Section 11 (Confidentiality) shall survive termination of this Agreement and shall apply to all acts or omissions taken or made in connection with the performance of this Agreement regardless of the date any potential claim or breach is made or discovered.

12. Security/Privacy, Business Continuity, and Disaster Recovery.

- 12.1. **Data Protection.** Vendor, Vendor Contractors, and Vendor Personnel shall safeguard the confidentiality, integrity, and availability of Customer Data, Customer Property, and any related Deliverables. In so doing, Vendor, Vendor Contractors, and Vendor Personnel shall comply with the following:
- 12.1.1. Implement and maintain reasonable and appropriate administrative, technical, and physical security measures to safeguard against unauthorized access, disclosure, theft, or modification of or to Customer Data, Customer Property, or any related Deliverables. Such security measures shall be in accordance with recognized industry standards and controls (including NIST 800-53 Revision 4 and ISO 27001:2013), and not less stringent than the measures Vendor, Vendor Contractors, and Vendor Personnel utilize to safeguard their own Confidential Information of like importance. In addition, such security measures, to the extent reasonable, shall comply with, and shall enable the Governmental Entity to at all times comply fully with, all applicable federal, state, and local laws, rules, standards, policies, or procedures ordinances, codes, regulations, and orders related to such security measures or other security, privacy, or safeguarding requirements, including applicable I.T. Governance Document(s).
 - 12.1.2. All Customer Data shall be encrypted at rest and in transit with controlled access and any related Deliverables shall use TLS 1.2 or higher. Unless otherwise expressly provided herein or otherwise agreed to by the Parties in writing, Vendor, Vendor Contractors, and Vendor Personnel are responsible for encryption of Customer Data in their possession. Additionally, Vendor shall ensure hard drive encryption consistent with validated cryptography standards as referenced in Federal Information Processing Standards (FIPS) 140-2, Security Requirements for Cryptographic Modules for all Customer Data, unless the Governmental Entity approves in writing the storage of Customer Data on a portable device that does not satisfy these standards.
 - 12.1.3. Storage, Processing, transmission, retention, or other maintenance of Customer Data at rest and all backups shall occur solely in the continental United States of America. Vendor shall not allow Vendor Personnel to store, Process, or retain Customer Data on any portable devices, including personal computers, tablets, or cell phones, except to the extent such devices are used and permanently stored or backed up at all times only in the continental United States of America.
 - 12.1.4. Vendor may permit Vendor Personnel to access Customer Data remotely only as required to provide technical support.
 - 12.1.5. Authentication Protocol Standards Compliance. Vendor shall align Deliverables with the State's preferred authentication protocol methodology or integrate with the State's preferred authentication protocol tool. DOM may authorize an exception to this obligation through prior written approval.

- 12.1.6. Vendor shall utilize a web application firewall (WAF) solution for the duration of the term of the applicable Purchasing Instrument.
- 12.1.7. Vendor shall provide its SOC 2 report prior to Go-Live to soc@iowa.gov. Thereafter, Vendor shall provide its SOC 2 report upon the State's request.

12.2. Personnel Safeguards.

12.2.1. Background Checks.

- 12.2.1.1. *Floor.* Vendor shall comply with its internal background check policies. Where Vendor does not have an internal background check policy, or in the event Vendor's background check policy is inadequate based on the nature of Customer Data stored or process by Vendor, Vendor agrees to comply with DOM background check policy.

- 12.2.1.2. If the criminal history check reveals a conviction, Vendor shall work with Governmental Entity to review the conviction and any additional information provided by the applicant. The existence of a conviction does not automatically disqualify an applicant or employee from performance on this performance or provision of Services or Deliverables under this Agreement. Decisions regarding assignment to this Agreement will be determined on a case-by-case basis and consideration will include but not be limited to:

- 12.2.1.2.1. The nature of the conviction.
- 12.2.1.2.2. The length of time between the offense and the employment decision.
- 12.2.1.2.3. Number of offenses.
- 12.2.1.2.4. Relatedness of the conviction to the duties and responsibilities of the position.
- 12.2.1.2.5. Efforts at rehabilitation.
- 12.2.1.2.6. Accuracy of the information that the applicant provided on the employment application.

- 12.2.2. Absent exigent circumstances, applicants and employees who have been convicted of crimes involving crimes of dishonesty, financial crimes, and crimes involving the misuse of confidential information shall be disqualified from designation as Vendor Personnel.

- 12.2.3. Deferred judgments shall be considered in all background investigations.

- 12.2.4. *Additional Screening.* The Governmental Entity reserves the right to subject Vendor Personnel to additional background checks at any time prior to or during any engagement. Such background checks may include a work history, request for criminal history data, or local or state criminal history check, national criminal history check through the Federal Bureau of Investigation ("FBI"), or other background check requirements imposed or permitted by law, rule, regulation, order, or policy. Vendor Personnel may be required to authorize the release of the results of criminal history checks, including those through the FBI, to one or more other Governmental Entities. Such background checks may be conducted by the Governmental Entity or its Authorized Contractors. The Governmental Entity may

also require Vendor to conduct a work history or financial review of Vendor Personnel. Vendor shall provide the Governmental Entity with these background check results in a mutually agreeable form and manner prior to the commencement of any engagement by Vendor Personnel. Additional screening will be solely at the Governmental Entity's cost.

- 12.2.5. *Right to Remove Individuals.* Should the Governmental Entity be dissatisfied with the performance, competence, responsiveness, capabilities, cooperativeness, or fitness for a particular task of any Vendor Personnel, the Governmental Entity may request the replacement of such Vendor Personnel ("**Replacement Request**"). The Replacement Request shall be in writing and upon receipt of the request, Vendor shall make reasonable efforts to furnish a qualified and acceptable replacement within fifteen (15) business days. If the Governmental Entity, in its sole discretion, determines Vendor Personnel pose a potential security risk and notifies Vendor of such security risk in its Replacement Request, Vendor shall immediately remove such individual; any replacement furnished by Vendor in connection with such a request may not perform or provide Services or Deliverables to the Governmental Entity unless and until the Governmental Entity gives its consent to Vendor's use of such replacement.
- 12.2.6. *Security Awareness Training.* Vendor shall promote and maintain an awareness of the importance of securing, safeguarding, and otherwise appropriately handling Customer Property, including Customer Data, among Vendor Personnel.
- 12.2.7. *Separation of Job Duties.* Vendor shall diligently monitor and enforce separation of job duties, require all Vendor Contractors and Vendor Personnel to execute non-disclosure agreements, and limit access to and knowledge of Customer Property and Customer Data to those Vendor Personnel to which such access and knowledge is absolutely necessary to provide Services or Deliverables hereunder.
- 12.2.8. *Non-disclosure/Confidentiality Agreements.* Vendor Personnel are required to sign a confidentiality or non-disclosure agreement(s), including as may be required by applicable law, rule, regulation, or policy.

12.3. **Security Breaches.**

- 12.3.1. *Reporting.* Vendor or Vendor Contractors will report to the Governmental Entity within two (2) hours of Vendor's or Vendor Contractor's discovery of any actual or suspected Security Breach. Such report must be given in the most expedient time possible and without unreasonable delay. Written confirmation must be sent to the Governmental Entity within forty-eight (48) hours of discovery or notification of the actual or suspected Security Breach. Such written confirmation shall include an explanation of the nature of and circumstances surrounding such actual or suspected Security Breach.
- 12.3.2. *Investigations in Response to Actual or Suspected Breach.* Vendor and Vendor Contractors agree, at their sole expense, to take all steps necessary to promptly remedy any actual or suspected Security Breach and to fully cooperate with the Governmental Entity in resolving and mitigating any damage from such actual or suspected Security Breach at Vendor's sole cost. At no additional cost to the Governmental Entity or the State of Iowa, Vendor and Vendor Contractor will fully cooperate with the Governmental Entity and its Authorized Contractors in

investigating such actual or suspected Security Breach, including reviewing and assisting in reviewing system, application, and access logs, conducting and assisting in conducting forensic audits of relevant systems, imaging and assisting in imaging relevant media, and making personnel available for interview. On notice of any actual or suspected Security Breach, Vendor and Vendor Contractor will immediately institute appropriate controls to maintain and preserve all electronic evidence relating to such actual or suspected Security Breach in accordance with industry best practices. Vendor and Vendor Contractor will deliver to the Governmental Entity a root cause assessment and future incident mitigation plan and deliver a preliminary assessment and plan as soon as practical and regularly maintain and update such assessment and plan throughout the course of any investigation. Vendor agrees that it will not notify any regulatory authority relating to any actual or suspected Security Breach unless the Governmental Entity specifically requests Vendor do so in writing.

- 12.3.3. *Additional Remedies in the Event of Actual Breach.* Upon the Governmental Entity's determination that a Security Breach involving or relating to Customer Data or related Deliverables has occurred, Vendor and Vendor Contractors shall fully cooperate with the Governmental Entity in fully rectifying and responding to such Security Breach. Notwithstanding any provision in this Agreement or any other related agreement to the contrary, Vendor will be solely responsible and liable for all costs, expenses, damages, fines, penalties, taxes, assessments, legal fees, claims, service fees, and any and all other amounts of any kind or nature whatsoever (including the reasonable value of time of the Iowa Attorney General's Office or the costs, expenses and attorney fees of other counsel retained by the State of Iowa or the Governmental Entity) related to, arising out of, or incurred by or on behalf of the Governmental Entity as a result of, any Security Breach caused directly or indirectly, in whole or in part, by any act, error or omission, negligence, or misconduct of Vendor, Vendor Contractors, or Vendor Personnel, including the cost of: notifying affected individuals and businesses or reporting to applicable regulators or Governmental Entities (including preparation, printing, mailing and delivery); opening and closing accounts, printing new checks, embossing new cards; forensic and other audits, investigations, public relations services, call center services, websites and toll-free numbers for assisting affected individuals; obtaining credit-monitoring services and identity-theft insurance for any person or entity whose information has or may have been acquired or compromised; and all other costs associated with corrective or other actions that are taken to mitigate or address the Security Breach. The Governmental Entity shall determine, in its sole discretion, the content and means of delivery of any such notifications or reports. Vendor will reimburse or pay to the Governmental Entity all such expenses, fees, damages, and all other amounts within fifteen (15) business days of the date of any written demand or request delivered to Vendor.

- 12.3.4. Notwithstanding other requirements in this Agreement, if there is a breach of any "personal information" as that term is defined and governed by Iowa Code chapter 715C, that has been provided to Vendor or Vendor Contractor pursuant to this Agreement, Vendor understands and agrees that Vendor, not the Governmental Entity, shall be responsible for complying with any applicable provisions of Iowa Code chapter 715C, including but not limited to any applicable consumer notification requirements.

12.4. Disaster Recovery and Business Continuity.

- 12.4.1. *Creation, Maintenance, and Testing.* Vendor shall maintain a Business Continuity and Disaster Recovery Plan for related Deliverables ("Plan"), and implement such plan in the event of any unplanned interruption. Upon the Governmental Entity's request, Vendor shall provide the Governmental Entity with a copy of Vendor's current Plan, revision history, and any reports or summaries relating to past testing of the Plan. Vendor shall actively test, review, and update the Plan on at least an annual basis using American Institute of Certified Public Accountants standards and other industry best practices as guidance. Upon request, Vendor shall promptly provide the Governmental Entity with copies of all reports and summaries resulting from any testing of the Plan and with copies of any updates to the Plan. All updates shall be subject to the requirements of this Section 12.4 (Disaster Recovery/Business Continuity). Throughout the Term, Vendor shall maintain disaster avoidance procedures designed to safeguard the Customer Data and the data processing capability and availability of the related Deliverables. Additional disaster recovery and business continuity requirements may be set forth in individual Purchasing Instruments.
- 12.4.2. *Activation of Plan.* Vendor shall immediately notify the Governmental Entity of any disaster or other event that results in the activation of the Plan. If Vendor fails to reinstate related Deliverables impacted by any such disaster within the periods of time set forth in the Plan, the Governmental Entity may, in addition to any other remedies available hereunder, immediately terminate this Agreement or applicable Purchasing Instrument as a non-curable default and without any penalty or liability. Without limiting Vendor's obligations under this Agreement, whenever a disaster causes Vendor to allocate limited resources between or among Vendor's customers, the Governmental Entity shall receive at least the same treatment as comparable Vendor customers with respect to such limited resources. The provisions of Section 13.26 (Force Majeure) shall not limit Vendor's obligations under this Section. Further, nothing in this shall be construed as in any way limiting Vendor's obligations elsewhere in this Agreement, including any applicable services levels and related remedies set forth in any Service-Level Agreement attached hereto as Special Terms and Conditions.
- 12.4.3. *Backup and Recovery.* Except as otherwise set forth in a Purchasing Instrument or Service Level Agreement attached hereto as Special Terms and Conditions, Vendor is responsible for maintaining a backup of Customer Data and shall maintain rolling thirty-day daily, off-site backups with High Availability SQL server instances with automatic failover. Vendor will use commercially reasonable efforts to ensure the reliability of backups; however, Vendor cannot guarantee or warrant any specific level of service as related to backups. In the event of a major disaster, recovery actions begin upon declaring a disaster and total recovery may take between twenty-four (24) and seventy-two (72) hours commensurate with the level of disaster. Additionally, unless otherwise provided in a Purchasing Instrument or Service Level Agreement attached hereto as Special Terms and Conditions, Vendor shall store a backup of Customer Data in an off-site "hardened" facility no less than daily, maintaining the security of Customer Data, consistent with the security requirements set forth in this Section. To the extent applicable in calculating the fees to be charged to the Governmental Entity under

this Agreement, any backups of Customer Data shall not be considered in calculating storage used by the Governmental Entity.

- 12.4.4. *Loss of Data.* In the event of any Security Breach or any other event that compromises the security, confidentiality, or integrity of Customer Data or the physical, technical, administrative, or organizational safeguards put in place by Vendor or Vendor Contractors related to the protection of the security, confidentiality, or integrity of Customer Data, Vendor shall, in addition to any other remedies available pursuant to this Agreement, or otherwise available at law or in equity, to the extent applicable: (a) notify the Governmental Entity as soon as practicable but no later than two (2) hours of becoming aware of such occurrence; (b) send the Governmental Entity written confirmation within forty-eight (48) hours of discovery or notification of the occurrence; (c) cooperate with Governmental Entity in investigating the occurrence, including, but not limited to providing to the Governmental Entity and assisting the Governmental Entity in reviewing system, application, and access logs, conducting forensic audits of relevant systems, imaging relevant media, and making personnel available for interview; (d) indemnify and hold harmless the Governmental Entity and its employees, officers, board members, agents, representatives, and officials from and against any and all claims, actions, suits, liabilities, damages, losses, settlements, demands, deficiencies, judgments, fines, penalties, taxes, costs and expenses (including the reasonable value of time of the Iowa Attorney General's Office and the costs, expenses and attorney fees of other counsel retained by any Indemnatee) directly or indirectly related to, resulting from, or arising out of such occurrence; (e) to the extent feasibly possible, be responsible for recreating lost Customer Data in the manner and on the schedule specified by the Governmental Entity without charge; and, (g) provide to the Governmental Entity a detailed plan within ten (10) calendar days of the occurrence describing the measures Vendor will undertake to prevent a future occurrence.
- 12.4.5. Survives Termination. Vendor's duties, obligations, and liabilities as set forth in this Section 12 (Security/Privacy, Business Continuity, and Disaster Recovery) shall survive termination of this Agreement and shall apply to all acts or omissions taken or made in connection with Vendor's, Vendor Contractor's, or Vendor Personnel's performance of this Agreement regardless of the date any potential claim or breach is made or discovered by the Governmental Entity or its Authorized Contractors.

13. Use of Artificial Intelligence

- 13.1. *Advance Approval for AI Usage.* Vendor shall obtain prior written approval from the Contracting Authority before utilizing artificial intelligence (AI) technologies in the provision of services under this Agreement and Purchasing Instruments entered into pursuant to this Agreement. The Vendor shall clearly identify in writing the specific AI technologies to be employed, their intended functions, and their potential impact on service delivery.
- 13.2. *Documentation of AI Utilization.* In cases where computer code is generated, written, or modified using AI technologies, the Vendor shall ensure that the sections of code influenced by AI are thoroughly documented with appropriate comments indicating that they are the result of AI utilization. This documentation shall be provided along with any deliverables that include AI-derived code.

- 13.3. **AI Training Data Usage.** The Vendor shall not employ Customer Data or Confidential Data to train AI systems without obtaining prior written approval from the Purchasing Entity. The intended usage of such data for AI training must align with existing data usage rights, and the Vendor shall ensure that data privacy and security are maintained throughout the process.
- 13.4. **Data Normalization to Prevent Discrimination.** The Vendor shall include within a submitted Plan of Action and Milestones (POAM) a detailed outline of the measures to be taken for data normalization in AI training. This normalization process shall be designed to prevent algorithmic discrimination and ensure fair and equitable outcomes.
- 13.5. **Evaluation of Third-Party AI Offerings.** Should the Vendor intend to employ third-party AI offerings in the execution of this Agreement or Purchasing Instruments entered into pursuant to this Agreement, the Vendor must provide a comprehensive explanation of how such AI technologies have been trained to avoid algorithmic discrimination, safeguard data privacy, and ensure system safety and effectiveness. The Vendor shall also provide advanced notice and clarification to any individuals whose data might be used for future AI training.
- 13.6. **Human Alternatives and Fail-Safe Mechanisms.** In instances where AI technologies fail to adequately fulfill the service requirements, the Vendor shall ensure the provision of human-operated alternatives that are capable of meeting the needs of the circumstance. These alternatives shall be readily available to ensure seamless service continuity.
- 13.7. **Human Vetting of AI Output.** Prior to finalizing any output generated by AI technologies, the Vendor shall subject such output to thorough human evaluation and interaction. This evaluation shall assess the accuracy, relevance, and appropriateness of AI-generated content, ensuring the delivery of high-quality and reliable results.
- 13.8. **Compliance and Reporting.** The Vendor shall adhere to all applicable laws, regulations, and standards governing the use of AI technologies in the context of the Agreement. The Vendor shall provide regular reports to the Purchasing Entity detailing the usage, performance, and outcomes of AI technologies as per the terms of this clause.

14. General Provisions

- 14.1. Reserved.
- 14.2. Immigration Status. Vendor and Vendor Contractors are responsible for ensuring Vendor Personnel possess and maintain valid Visas for any Vendor Personnel for whom a Visa is required. As outlined in section 12.2.1, the Governmental Entity requires Vendor or Vendor Contractors to conduct E-Verify employment-eligibility verifications of Vendor Personnel performing or providing Services or Deliverables hereunder, including any Vendor Personnel who may have access to Customer Property or Customer Data. Vendor shall be responsible for all costs associated with the E-Verify process and shall provide the Governmental Entity with the results of this process in a mutually agreeable form and manner at the time or in intervals as mutually agreed to by the Parties.
- 14.3. No Publicity. During the Term of this Agreement and at all times after the termination or expiration of this Agreement, Vendor, Vendor Contractors, and Vendor Personnel shall not make any media release or other public announcement relating to or referring to this

Agreement, a Purchasing Instrument, or the Services or Deliverables provided hereunder without the Governmental Entity's prior written consent. Vendor, Vendor Contractors, and Vendor Personnel shall acquire no right to use, and shall not use, without the Governmental Entity's written consent, the terms or existence of this Agreement, Purchasing Instrument, or the fact of providing Services or Deliverables to the Governmental Entity hereunder or the names, trade names, trademarks, service marks, artwork, designs, or copyrighted materials of the State of Iowa, its related entities, employees, assigns, successors or licensees: (a) in any advertising, publicity, press release, customer list, presentation or promotion; (b) to express or to imply any endorsement of Vendor or Vendor's Services or Deliverables by the State of Iowa; or (c) in any manner other than expressly in accordance with this Agreement.

- 14.4. Independent Contractor. Vendor is an independent contractor performing services for the Governmental Entity.
- 14.4.1. Vendor, Vendor Contractors, and Vendor Personnel shall not hold themselves out as an employee or agent of the State of Iowa or its related entities.
 - 14.4.2. Except as otherwise expressly provided herein or in a Purchasing Instrument, Vendor or Vendor Contractors shall be responsible for maintaining and furnishing a place of work, and any tools, supplies, apparel, facilities, equipment, and appropriate communications devices and services required for Vendor Personnel to perform and provide the Services, Deliverables hereunder.
 - 14.4.3. Vendor Personnel are not eligible for or otherwise entitled to, and Vendor shall ensure Vendor Personnel never claim they are eligible for or otherwise entitled to, any Governmental Entity employee benefits, including retirement benefits, insurance coverage, or the like.
 - 14.4.4. Vendor Personnel shall not be considered employees of the State of Iowa for any purpose, including for federal or Governmental Entity tax purposes. The State of Iowa will not withhold taxes on behalf of Vendor. Vendor shall be responsible for payment of all taxes in connection with any income earned in connection with its performance of this Agreement.
 - 14.4.5. The Governmental Entity shall have no right or authority to direct or control Vendor Personnel with respect to the performance or provisioning of Services or Deliverables under this Agreement, or with respect to any other matter, except as otherwise provided by this Agreement or a Purchasing Instrument. The Governmental Entity is interested only in the results to be achieved by Vendor under this Agreement and related Purchasing Instruments. The manner and method of performing and providing Services and Deliverables under this Agreement and related Purchasing Instruments shall be under the exclusive control of Vendor, in accordance with the terms and conditions of this Agreement and the applicable Purchasing Instrument(s).
 - 14.4.6. During any engagement under this Agreement, Vendor Personnel may perform work on behalf of, and provide deliverables to, Third Parties, and may market and advertise their services to Third Parties, so long as such activities do not: (a) violate any terms or conditions of this Agreement; (b) adversely affect the performance or provisioning of Services or Deliverables hereunder or satisfaction of any other duties, responsibilities, or obligations set forth herein; (c) create an actual or potential conflict of interest; (d) violate any intellectual property rights or interests

- of the Governmental Entity; (e) expose the Governmental Entity to an increased risk of experiencing a Security Breach or other cyber event.
- 14.4.7. Vendor and Vendor Contractors shall be free to hire employees as is necessary for their business purposes; provided, that such employees providing or provisioning Services or Deliverables hereunder shall satisfy the terms and conditions of this Agreement and any Purchasing Instrument(s) executed hereunder. The Parties acknowledge and agree that the Governmental Entity will not have the authority to hire, fire, supervise, control, or manage any Vendor Personnel.
 - 14.4.8. Vendor Personnel shall not receive performance reviews, vocational training, or business cards from the Governmental Entity; shall clearly state in any and all communications related to the performance or provisioning of Services or Deliverables hereunder that they are employees of Vendor or Vendor Contractor, as opposed to employees of the Governmental Entity; and shall not be subject to the Governmental Entity's standard disciplinary practices and procedures.
 - 14.5. Amendments. This Agreement may be amended, modified, or replaced from time to time by mutual consent of the Governmental Entity and Vendor. All amendments to this Agreement must be executed by both Parties in writing.
 - 14.6. No Third Party Beneficiaries. Except as otherwise expressly stated herein, there are no Third Party beneficiaries to this Agreement. This Agreement is intended only to benefit the Governmental Entity and Vendor and their respective successors and permitted assigns and the individuals whose Personal Data is stored, transmitted, or otherwise Processed by the related Deliverables.
 - 14.7. Choice of Law/Forum. Notwithstanding anything in the GSA Contract or any Related Agreement to the contrary, this purchase shall be governed in all respects by, and construed in accordance with, the laws of the State of Iowa, without giving effect to the choice of law principles thereof. Any and all litigation or actions commenced in connection with this purchase, including after expiration or termination of the same, shall be brought in Des Moines, Iowa, in Polk County District Court for the State of Iowa, if jurisdiction is proper. However, if jurisdiction is not proper in the Iowa District Court for Polk County, but is proper only in a United States District Court, the matter shall be commenced in the United States District Court for the Southern District of Iowa, Central Division. Vendor irrevocably: (i) consents and agrees that any legal or equitable action or proceeding arising under, in connection with, or arising out of the GSA Contract or any Related Agreements shall be brought and maintained exclusively in the aforesaid courts; (ii) submits to and accepts, with respect to any such action or proceeding, for it and in respect of its properties and assets regardless of the physical or legal situs thereof, generally and unconditionally, the jurisdiction of the aforesaid courts; and (iii) waives any objection to such jurisdiction based on forum non conveniens or otherwise.
 - 14.8. Assignment and Delegation. This Agreement may not be assigned, transferred, or conveyed in whole or in part without the prior written consent of the other Party, except that the Governmental Entity may assign, transfer, or convey this Agreement, in whole or in part, to any Governmental Entity that succeeds its duties hereunder or otherwise assumes responsibility for functions or duties currently assumed by the Governmental Entity. For purposes of construing this clause, a transfer of a controlling interest in Vendor, a merger, sale, or consolidation of Vendor, or a sale of substantially all of Vendor's assets shall be considered an assignment. Vendor agrees that it shall provide the Governmental Entity with the earliest possible advance notice of any proposed sale or transfer or any controlling

interest in or substantial assets of Vendor and of any proposed merger, sale, or consolidation of Vendor. Vendor agrees that it shall not use this Agreement, or any portion thereof, for collateral or to otherwise secure any financial obligation of Vendor or any affiliate thereof without the prior written consent of the Governmental Entity. Vendor further agrees that it 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 Vendor under this Agreement.

- 14.9. Use of Third Parties. No subcontract or other delegation of work shall relieve or discharge Vendor from any obligation, provision, or liability under this Agreement, the GSA Contract, or any Related Agreements. Vendor shall remain solely responsible for its performance under this Agreement, the GSA Contract, or any Related Agreements and for compliance with the terms, conditions, and requirements set forth in the same. Vendor shall be fully responsible and liable for all acts or omissions of any subcontractors, affiliates, subsidiaries, or any other third party, and any employees, agents, independent contractors, or any other staff or personnel of any of the foregoing ("**Vendor Agents**") acting on behalf of or at the direction of Vendor. Any action of a Vendor Agent, which, if done by Vendor, would constitute a breach of this Agreement, the GSA Contract, or any Related Agreements, shall be deemed a breach by Vendor and have the same legal effect. Vendor is solely liable for any and all payments that may be due to Vendor Agents pursuant to any subcontract or otherwise. Vendor shall indemnify and hold harmless the State, DOM, and the Participating Governmental Entity and their officers, directors, employees, officials, and agents from and against any and all claims, demands, liabilities, suits, actions, damages, losses, taxes, penalties, costs and expenses of every kind and nature whatsoever arising out of, resulting from, or in any way related to Vendor's breach of any subcontract or contract into which it enters, including Vendor's failure to pay any and all amounts due to any Vendor Agents. All subcontracts shall contain provisions which allow the Participating Governmental Entity or its designee to access the subcontractor's books, documents, and records and for inspections of work.
- 14.10. Integration. This Agreement represents the entire agreement between the Parties concerning the subject matter hereof, and neither Party is relying on any representation that may have been made which is not included in this Agreement. Thus, the Governmental Entity shall not be bound by any "shrink-wrap" agreement, "click-wrap" agreement, "browser-wrap" agreement, or "sneakwrap" agreement, or any other similar agreement that may accompany, relate to, or be embedded in any Deliverable(s). Vendor acknowledges that it has thoroughly read this Agreement and all related Special Terms and Conditions, Ancillary Agreements, Purchasing Instruments, schedules, exhibits, and other like documents that are executed or may be executed hereunder and has had the opportunity to receive competent advice and counsel necessary for it to form a complete understanding of all rights and obligations herein and to accept the same freely and without coercion of any kind. Accordingly, this Agreement shall not be construed or interpreted against the Governmental Entity on the basis of draftsmanship or preparation thereof.
- 14.11. Supersedes Former Agreements. This Agreement supersedes all prior Agreements between the Governmental Entity and Vendor for the Services or Deliverables provided in connection with this Agreement.
- 14.12. Waiver. Except as specifically provided for in a waiver signed by duly authorized representatives of the Governmental Entity and Vendor, failure by the Governmental Entity or Vendor at any time to require performance by the other Party or to claim a breach of any provision of this Agreement shall not be construed as affecting any subsequent breach or

the right to require performance with respect thereto or to claim a breach with respect thereto. No term or condition of this Agreement shall be held to be waived, modified, or deleted except by an instrument, in writing, signed by the Parties hereto.

- 14.13. Notices. Notices under this Agreement shall be in writing and delivered to the representative of the Party to receive notice as identified on the CD&E, or on the applicable Purchasing Instrument, as applicable, at the address of the Party to receive notice. The effective date for any notice under this Agreement shall be the date of delivery of such notice (not the date of mailing) which may be affected by certified U.S. Mail return receipt requested with postage prepaid thereon or by recognized overnight delivery service, such as Federal Express or UPS.
- 14.14. Cumulative Rights. The various rights, powers, options, elections, and remedies of the Governmental Entity provided for in this Agreement shall be construed as cumulative and no one of them is exclusive of the others or exclusive of any rights, remedies, or priorities allowed by law, and shall in no way affect or impair the right of the Governmental Entity to pursue any other contractual, equitable, or legal remedy to which they may be entitled. The election by the Governmental Entity of any one or more remedies shall not constitute a waiver of the right to pursue other available remedies.
- 14.15. Severability. If any provision of this Agreement 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 Agreement.
- 14.16. Time is of the Essence. Time is of the essence with respect to Vendor's performance of its obligations under this Agreement. Vendor shall ensure that all Vendor Personnel providing Services and Deliverables hereunder are responsive to the Governmental Entity's requirements and requests in all respects, including in accordance with any specific timelines identified in a duly executed Purchasing Instrument.
- 14.17. Authorization. Vendor represents and warrants that it has the right, power, and authority to enter into and perform its obligations under this Agreement and that it has taken all requisite action (corporate, statutory, or otherwise) to approve execution, delivery, and performance of this Agreement, and this Agreement constitutes a legal, valid, and binding obligation of Vendor, enforceable in accordance with its terms.
- 14.18. Successors in Interest. All terms, provisions, and conditions of the Agreement shall be binding upon and inure to the benefit of the Parties hereto and their respective successors, assigns, and legal representatives.
- 14.19. Records Retention and Access. Vendor shall maintain books, documents and records that sufficiently and properly document Vendor's performance under this Agreement, the GSA Contract, or any Related Agreements, including records that document all fees and other amounts charged during the term of this Agreement, the GSA Contract, or any Related Agreements, for a period of at least five (5) years following the later of the date of final payment, termination or expiration of the same, or the completion of any required audit. Vendor shall permit the Participating Governmental Entity or its designee, and where federal funds are involved, the Comptroller General of the United States or any other authorized representative of the United States government, at no charge, to access and examine, audit, excerpt and transcribe any pertinent books, documents, electronic or optically stored and created records or other records of Vendor relating directly or indirectly to Vendor's performance under the Purchasing Instrument, this Agreement, the

GSA Contract, or any Related Agreements. Vendor shall not impose a charge or seek payment for any fee, charge, or expense associated with any audit or examination of such books, documents and records.

- 14.20. Headings or Captions and Terms. The section headings or captions set forth in this Agreement are for identification purposes only and do not limit or construe the contents of the sections. Unless the context of this Agreement otherwise clearly requires, references to the plural include the singular, references to the singular include the plural, and the word "or" has the inclusive meaning represented by the phrase "and/or." The words "include" and "including" shall be deemed to be followed by the phrase "without limitation" or "but not limited to." The words "thereof," "herein," "hereunder," and similar terms in this Agreement refer to this Agreement as a whole and not to any particular provision of this Agreement.
- 14.21. Multiple Counterparts and Electronic Signatures. This Agreement and all related Special Terms and Conditions, Ancillary Agreements, Purchasing Instruments, schedules, exhibits, and other like documents that are executed or may be executed hereunder, including any amendments to any of the foregoing, may be executed in several counterparts, all of which when taken together shall constitute one contract binding on all Parties, notwithstanding that all Parties are not signatories to the same counterpart. Each such document(s) shall constitute an original. Signatures on such documents executed, scanned and transmitted electronically and electronic signatures shall be deemed original signatures, with such scanned and electronic signatures having the same legal effect as original signatures. Such documents may be accepted, executed, or agreed to through the use of an electronic signature in accordance with the Electronic Signatures in Global and National Commerce Act ("E-Sign Act"), Title 15, United States Code, Sections 7001 et seq., the Uniform Electronic Transaction Act, codified at Iowa Code chapter 554D ("UETA"), or any other applicable state law, rule, policy, standard, directive, or order. Any document accepted, executed, or agreed to in conformity with such laws, rules, policies, standards, directives, or orders will be binding on the signing Party as if it were physically executed. Vendor acknowledges and agrees it will not contest the validity or enforceability of any such document(s), including under any applicable statute of frauds, because they were accepted, signed, or transmitted in electronic form. Vendor further acknowledges and agrees that it will not contest the validity or enforceability of a signed scanned or facsimile copy of any such document(s) on the basis that it lacks an original handwritten signature, or on the basis that the Parties were not signatories to the same counterpart.
- 14.22. Not a Joint Venture. Nothing in this Agreement, the GSA Contract, or any Related Agreements shall be construed as creating or constituting the relationship of the partnership, joint venture (or other association of any kind or agent/principal relationship) between the Parties hereto. No Party, unless otherwise specifically provided for herein, has the authority to enter into any agreement or create an obligation or liability on behalf of, in the name of, or binding upon, another Party.
- 14.23. Attachments. The Parties agree that if an Addendum, Attachment, Rider, Schedule, Appendix, or Exhibit is attached hereto by the Parties, and referred to herein, then the same shall be deemed incorporated herein by reference as if fully set forth herein.
- 14.24. 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 supplements hereto and such further instruments as may reasonably be required for carrying out the expressed intention of this Agreement.

- 14.25. Obligations of Joint Entities. If Vendor 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 Agreement, and for any default of such activities and obligations.
- 14.26. Force Majeure. Neither Party shall be in default under this Agreement 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 Agreement 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 catastrophic events or 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 Vendor or Vendor Contractors; claims or court orders that restrict Vendor's or Vendor Contractor's ability to perform or deliver the Services or Deliverables, contemplated by this Agreement; strikes; labor unrest; supply chain disruptions; internet failure; power failures; hacker attacks; denial of service attacks; virus or other malicious software attacks or infections; or Security Breach. If delay results from a Vendor Contractor's conduct, negligence, or failure to perform, Vendor shall not be excused from compliance with the terms and obligations of Vendor unless the Vendor Contractor is prevented from timely performance by a "force majeure" as defined in this Agreement. If a "force majeure" delays or prevents Vendor's performance, Vendor 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 Governmental Entity. 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 Vendor's 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.
- 14.27. Material Breaches. The references in this Agreement to specific material breaches of this Agreement shall not be construed as implying that other breaches of this Agreement are not material.
- 14.28. Right of Inspection/Contract Compliance. Vendor shall allow the Governmental Entity making purchases or its designee to inspect Vendor's books and records at reasonable times in order to monitor and evaluate performance of this Agreement. All subcontracts shall contain provisions which allow the same. In addition, Vendor agrees that the Governmental Entity or its designee may conduct a complete contract compliance audit at least once annually during the Term of this Agreement and after termination or expiration of this Agreement to determine whether or not Vendor is complying with the terms of this Agreement and all related Special Terms and Conditions, Ancillary Agreements, Purchasing Instruments, schedules, exhibits, and other like documents. Vendor shall promptly comply with and correct any deficiencies noted in the audit report as audit exceptions and will promptly implement any recommendations requested by the Governmental Entity or its designee. Vendor shall not impose any charge or fee in connection with any contract compliance audit.

- 14.29. Taxes. Vendor shall be responsible for paying any taxes incurred by Vendor in the performance of this Agreement. The Governmental Entity is exempt from the payment of Governmental Entity sales and other taxes: https://das.iowa.gov/sites/default/files/acct_sae/man_for_ref/forms/sales_tax_exempt_letter.pdf.
- 14.30. Title to Property. Title to all property, including Customer Property, furnished by the Governmental Entity to Vendor to facilitate the performance of this Agreement and any Customer-Owned Deliverables shall remain the sole property of the Governmental Entity or applicable Third Party owning Customer Property that has been licensed to the Governmental Entity. All such property shall only be used by Vendor for purposes of fulfilling its obligations under this Agreement and shall be returned to the Governmental Entity upon the earliest of completion, termination, or cancellation of this Agreement or the applicable Purchasing Instrument, or at the Governmental Entity's request. Vendor acknowledges that it shall acquire no interest or rights in and to such property. Except as expressly provided for in this Agreement, Vendor shall not disclose or use such property for any of the following purposes, including pledging or encumbering it; selling or using it for monetary gain; using it to compile mailing lists; solicit business; or pursue other business activities. Title to all property purchased by Vendor, for which Vendor has been reimbursed or paid by the Governmental Entity under this Agreement, or for Customer Property or Customer-Owned Deliverables purchased and paid for by the Governmental Entity under this Agreement, shall pass to and vest in the Governmental Entity.
- 14.31. Exclusivity. This Agreement is not exclusive. The Governmental Entity may obtain similar or identical Services or Deliverables from other vendors.
- 14.32. Award of Related Agreements. The Governmental Entity may undertake or award supplemental or successor agreements for work related to this Agreement. Vendor shall cooperate fully with Authorized Contractors who may be engaged by the Governmental Entity in connection with this Agreement, including complying with any license terms, conditions, or restrictions imposed by such Authorized Contractors in connection with any systems, software, or other intellectual property owned by or licensed by or through such Authorized Contractors and to which Vendor, Vendor Contractors, or Vendor Personnel must use or access or with which the related Deliverables must interface, integrate, or connect. Any reference herein to the Governmental Entity's designee or other like reference shall be deemed to include its Authorized Contractors. Vendor will ensure that any Vendor Contractors or Vendor Personnel will abide by this provision.
- 14.33. Sovereign Immunity. The Governmental Entity, on its own behalf or on behalf of any of its officers, directors, employees, officials, and agents, does not waive sovereign immunity or any other immunity available to it by entering into this Agreement and specifically retains and reserves the defense of sovereign immunity or any other immunity and all defenses available under Governmental Entity and federal laws, rules, and regulations for any claim arising out of or related to this Agreement.
- 14.34. Reserved.
- 14.35. Care of Property. Vendor shall be responsible for the proper custody and care of any property, data, databases, software, interfaces, hardware, telecommunications lines and equipment, and intellectual property, including Customer Property, furnished by the Governmental Entity for Vendor's use in connection with the performance of the Agreement. Vendor shall exercise its best efforts to prevent damage to all such property

and shall, at the Governmental Entity's request, restore damaged property to its condition prior to the damage at the sole expense of Vendor. Such restoration shall be complete when judged satisfactory by the Governmental Entity. Vendor shall not take any action that would impair the value of, or goodwill associated with, the name, property, and intellectual property rights of the Governmental Entity or State of Iowa.

- 14.36. Survives Termination. The terms set forth in this agreement (General Provisions) shall survive termination or expiration of the Agreement.

