

**FIRST AMENDMENT TO
CONTRACT NUMBER PS69259**

BETWEEN

**THE NEW YORK STATE OFFICE OF GENERAL SERVICES
AND
KNIGHT HOLDINGS LLC**



THIS FIRST AMENDMENT is made by and between the State of New York, acting by and through the Office of General Services (hereinafter "OGS" or the "State"), with offices at 36th Floor, Corning Tower, The Governor Nelson A. Rockefeller Empire State Plaza, Albany, New York 12242, pursuant to authority granted under New York State Finance Law 163, and Knight Holdings, LLC, (hereinafter "Contractor" or "Vendor"), with its principal place of business at 1127 Wehrle Drive, Williamsville, New York 14221. The State and the Contractor are collectively referred to as the "Parties".

Contractor's Employer Identification Number is 201653737. Contractor is a disregarded entity of Stovroff and Taylor Travel, Ltd. (Parent/Owner) with an Employer Identification Number of 205538525. Parent/Owner's Employer Identification Number is used for payment purposes under the Contract.

WITNESSETH:

WHEREAS, the State and Contractor entered Contract PS69259 for Travel Management Services; and

WHEREAS, the Parties have agreed to amend the Contract to clarify the process for the transfer of Authorized User Travel Data;

NOW THEREFORE, in consideration of the mutual covenants herein contained, the Parties hereby agree as follows:

Section 1. Section 1.5 of the Contract is revised to include the following language:

Section 1.5 Definitions

"Travel Data" shall refer to the following data including, but not limited to, Traveler Profile, transactional ticket-level information, segment-level information, and traveler-level information, which may include, without limitation, traveler name and address, origination and destination, corporate credit card number, passport number, license, travel preferences, and other special needs or any other sensitive data as may be provided by or on behalf of Authorized User travelers.

Section 2. Section 4.16 of the Contract is deleted in its entirety and replaced with the following language:

Section 4.16 Contractor Cooperation

Upon expiration, cancellation, termination or other conclusion of the Contract, the Contractor has the affirmative obligation to extend appropriate and reasonable cooperation to assure the orderly transition of the Contract to the subsequent Contractor or, in the event there is no subsequent Contractor, to the Authorized User.

The State provides authorization to Contractor and Concur for Concur to access and use the Authorized User Travel Data that Concur reasonably deems necessary for Concur to exercise its rights and perform its obligations under this Agreement. The Contractor agrees that the State owns and retains all right, title, and interest in and to all Authorized User Travel Data that exists under this Contract.

Contractor shall within seven business days of OGS request transfer all Authorized User Travel Profiles and Concur sites through a Site Transfer coordinated with the State's Online Booking Tool, (Concur), to the subsequent Contractor or an Authorized User, as applicable, in coordination with the assigned Concur project manager and Concur outgoing agency form.

Statewide Travel Coordinator and Contractor will determine a "last ticket date" for Authorized Users, and Contractor will provide reporting as requested to indicate Travelers that are booked and traveling after the last ticketing date within seven business days or sooner when requested by OGS.

Contractor shall provide an unused ticket report (according to the Airline Report Corporation (ARC) rules and regulations traffic documents can only be exchanged by the agency location that originally issued the document) to the subsequent Contractor within five calendar days or sooner when requested by OGS.

Contractor shall provide an accounting of unused tickets by Authorized User as well as a Travel Management Summary identifying historic spend within seven business days or sooner when requested by OGS. The Travel Management Summary will be differentiated by Authorized User as well as a combined rollup. Such accounting shall indicate the passenger name, agency/organization, airline record number (PNR), ticket number, airline name, issue date, amount/value, invoice number and ticket expiration date.

Contractor shall provide a report listing all Authorized User accounts and contact information (minimum two contacts) associated with each account broken out by specific Concur site within seven business days or sooner when requested by OGS. The report must include agency/organization name along with associated contact names, business email address(es) and phone number(s).

Statewide Travel Coordinator and Contractor will confirm the final date for the Contractor to deliver any outstanding reporting requirements to the Statewide Travel Coordinator and Authorized Users. The final date will identify when all Account Numbers will be deactivated; with no further access to data available. Once the final date is determined, and any outstanding reports are delivered, the Contractor agrees to transfer and not retain any copies of any Authorized User Travel Data that is in its possession as a result of this Contract. Contractor must submit a statement signed by a partner, corporate officer, or other person authorized to bind the Contractor on company letterhead, certifying that all Authorized User Travel Data has been transferred and Contractor has not retained any Authorized User Travel Data.

Section 3. Except as herein modified all other terms and conditions of this Contract remain in full force and effect.

IN WITNESS WHEREOF, this Amendment is effective as of the date of the Office of the State Comptroller (OSC) approval below. The Parties further hereby certify that original copies of this executed and approved signature page will be affixed, upon final approval, to exact copies of this Amendment being executed simultaneously herewith. The acknowledgment must be fully and properly executed by an authorized person. By signing you certify your express authority to sign on behalf of yourself, your company, or other entity and full knowledge and acceptance of this agreement, Appendix A (Standard Clauses For New York State Contracts), Appendix B (General Specifications), and State Finance Law §139-j and §139-k (Procurement Lobbying), and that all information provided is complete, true and accurate. By signing, Contractor affirms that it understands and agrees to comply with the procedures relative to permissible contacts as required by State Finance Law §139-j (3) and §139-j (6) (b).

Knight Holdings, LLC**THE PEOPLE OF THE STATE OF NEW YORK ACTING BY AND THROUGH THE COMMISSIONER OF GENERAL SERVICES**

Signature: _____

Printed Name: _____

Title: _____

Federal ID: _____

Vendor ID: _____

Date: _____

Douglas Knight

DOUGLAS KNIGHT

CEO

205538525

1100254378

6/24/21

Signature: _____

Printed Name: _____

Title: _____

Date: _____

Anthony Montes

Anthony Montes

Contract Management Specialist 3

July 06, 2021

NYS OFFICE OF THE STATE COMPTROLLER**OSC Approval:**

Approved _____

Disapproved _____

Approved as Amended _____

Signature: _____

Name: _____

Title: _____

Date: _____

APPROVED

DEPT. OF AUDIT & CONTROL

Jul 16 2021

Mark DiFlore

FOR THE STATE COMPTROLLER

NOTICE: This First Amendment becomes effective once OSC approves. OGS will then post a notification to its website in the form of a Purchasing Memorandum.

INDIVIDUAL, CORPORATION, PARTNERSHIP, OR LLC ACKNOWLEDGMENT

STATE OF } Connecticut
 : SS.: Darien
 COUNTY OF } Fairfield

On the 24 day of June in the year 2021, before me personally appeared Douglas R. Knight, known to me to be the person who executed the foregoing instrument, who, being duly sworn by me did depose and say that they maintain an office at 1127 WEHRLE DR, City/Town of WILLIAMSVILLE, County of ERIC, State of NY; and further that:

[Check One]

☐ If an individual): executed the foregoing instrument in his/her name and on his/her own behalf.

☐ If a corporation): is the _____ of _____, the corporation described in said instrument; that, by authority of the Board of Directors of said corporation, he is authorized to execute the foregoing instrument on behalf of the corporation for purposes set forth therein; and that, pursuant to that authority, he executed the foregoing instrument in the name of and on behalf of said corporation as the act and deed of said corporation.

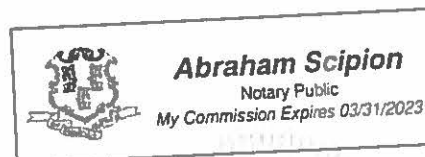
☐ If a partnership): is the _____ of _____, the partnership described in said instrument; that, by the terms of said partnership, he is authorized to execute the foregoing instrument on behalf of the partnership for purposes set forth therein; and that, pursuant to that authority, he executed the foregoing instrument in the name of and on behalf of said partnership as the act and deed of said partnership.

☒ If a limited liability company): is a duly authorized member of KNIGHT HOLDINGS, LLC, LLC, the limited liability company described in said instrument; is authorized to execute the foregoing instrument on behalf of the limited liability company for purposes set forth therein; and that, pursuant to that authority, executed the foregoing instrument in the name of and on behalf of said limited liability company as the act and deed of said limited liability company.

Sworn to me before this 24 day of June, 2021

[Signature]
 Notary Public Signature

175978
 Notary Public Registration No.



**CENTRALIZED CONTRACT FOR THE ACQUISITION OF
TRAVEL MANAGEMENT SERVICES (STATEWIDE)**

BETWEEN

NEW YORK STATE OFFICE OF GENERAL SERVICES

AND

**KNIGHT HOLDINGS, INC dba STOVROFF and TAYLOR TRAVEL
LTD.**

CONTRACT NUMBER PS69259

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APPENDICES

Appendix A – *Standard Clauses for NYS Contracts* (October 2019)

Appendix B – *General Specifications* (April 2016)

Appendix C – *Federal Emergency Management Agency (FEMA) Terms and Conditions*

ATTACHMENTS

Attachment 1 – *Contract Pricelist*

Attachment 2 – *Insurance Requirements*

Attachment 3 – *Contractor Information*

Attachment 4 – *Report of Contract Usage*

Attachment 5 – *Business Automobile Liability Insurance Attestation*

**STATE OF NEW YORK
OFFICE OF GENERAL SERVICES
CONTRACT #
CENTRALIZED CONTRACT FOR THE ACQUISITION OF
TRAVEL MANAGEMENT SERVICES (STATEWIDE)**

THIS CENTRALIZED CONTRACT ("Contract" or "Agreement") for the acquisition of Travel Management Services is made by and between the People of the State of New York, acting by and through the Commissioner of General Services ("OGS"), with offices at the 36th Floor, Corning Tower, Governor Nelson A. Rockefeller Empire State Plaza, Albany, New York 12242 ("OGS" or "State"), and Knight Holdings, LLC, dba Stovroff and Taylor Travel LTD., ("Contractor"), with its principal place of business at 1127 Wehrle Drive, Williamsville, NY 14221. The State and the Contractor shall also be individually referred to as "Party" and collectively as "Parties."

WHEREAS, OGS conducted a competitive procurement to identify the Bidder which could provide the Travel Management Services (Statewide) at the Best value, referred to as RFP # 23211 ("RFP") which was advertised on October 1, 2020 in the New York State Contract Reporter, as required by New York State Economic Development Law;

WHEREAS, the State has determined that the Contractor submitted the best-value responsive proposal (receiving the Highest Total Score) and that the Contractor is a responsible vendor; and

WHEREAS, the Contractor is willing to provide the Travel Management Services set forth in this Contract under the terms and conditions contained in this Contract.

NOW THEREFORE, in consideration of the terms hereinafter mentioned and also the mutual covenants and obligations moving to each Party hereto from the other, the Parties hereby agree as follows:

1. INTRODUCTION

1.1 Overview

OGS is a New York State Agency authorized by law to establish Centralized Contracts for use by NYS Agencies and other Authorized Users, as that term is defined by State Finance Law Section 163(1)(k). This Contract establishes a Centralized Contract for Travel Management Services (Statewide) for use by Authorized Users of NYS OGS Centralized Contracts (see Section 4.25, *Non-State Agencies Participation in Centralized Contracts*).

1.2 Scope

This Contract is for Travel Management Services for full reservation and ticketing services for all commercial modes of travel upon request by Authorized Users. Travel shall mean domestic and international commercial modes of transportation and lodging in the course of the individual's official business including, but not limited to, airline, rail, ferry and shuttle transportation; passenger vehicle, limousine and van rental; and hotel lodging. Full reservations and ticketing services will be provided through the Contractor's online travel reservation service system as well as Agent-assisted reservations for travel in accordance with Section 3, *Service Requirements*.

Contractor is required to utilize the travel related Contracts established by OGS listed below (and any amendments or replacements to such Contracts) for discounted airfare, discounted vehicle rentals, and discounted lodging and bank card services.

1. Group 79006-Award 22751: Air Travel Services
Contract with Southwest Airlines that provides Authorized Users with a percentage discount off various commercial fares. The Award is available at:
<https://online.ogs.ny.gov/purchase/snt/awardnotes/7900622751can.HTM>

2. Group 79006-Award 23015: Air Travel Services
Contracts with American Airlines and Delta Air Lines for discounted air passenger transportation service between designated city/airports for use by Authorized Users (for instance, New York to Buffalo). One Contract award is made to an airline for each city pair. The airline tickets are changeable and fully refundable and there are no minimum stay requirements or advance purchase requirements. The Award is available at: <https://online.ogs.ny.gov/purchase/snt/awardnotes/7900623015can.HTM>
3. Group 72001-Award 23174: Passenger Vehicle Rental
Contracts with Hertz and Enterprise Rent-A-Car/National Car Rental for short-term rental of passenger vehicles throughout New York State and the United States. The Award is available at: <https://online.ogs.ny.gov/purchase/snt/awardnotes/7200123174can.HTM>
4. Group 79008-Award 22712: Purchasing, Travel and NET Cards (Statewide)
The Contract is for providing purchase, travel card and non-employee travel (NET) card services. The Award is available at: <https://online.ogs.ny.gov/purchase/snt/awardnotes/7900822712can.HTM>
5. NASPO ValuePoint Lodging
OGS participates in the National Association of State Procurement Officials (NASPO) ValuePoint Nationwide Lodging Program that offers over one million hotel rooms at over 13,000 qualified lodging locations that will honor GSA per-diem rates or below for Authorized Users traveling on official business. More information can be found at: <https://us.travelctm.com/naspo/> and at: <https://www.naspovaluepoint.org/search/?term=lodging>
6. Amtrak
OGS has negotiated government rates for single-ride and multi-ride tickets with Amtrak. More information can be found at: <https://ogs.ny.gov/procurement/amtrak-single-ticket-rates-and-rules>.

All New York State travel contracts, including guidelines and policy information, are on the Office of General Services website at: <https://ogs.ny.gov/procurement/new-york-state-travel-contracts>.

The Contractor's Online Travel Reservation System shall prioritize and prominently display the travel options from these Contracts and the Contractor's travel agents shall ensure that these Contracts are the first options offered to Authorized Users.

Authorized Users will make payments for travel management services in accordance with Section 4.5, *Fees and Discounts*, of the Contract.

Service fee schedule for travel management services:

The required travel management services described in Section 1.2, *Scope*, and Section 3, *Service Requirements*, of this Contract have been summarized into the service fee schedule below. Contractor's Transaction Fee or Discount for each service listed below are listed on Attachment 1 – *Contract Pricelist*.

Service	Description of Service
Transaction Fees	
Online Airline Transaction Fee	Fee charged when an Authorized User purchases an airline ticket online using the Contractor's Online Travel Reservation System for one transaction.
Agent Assisted Airline Transaction Fee	Fee charged when an Authorized User utilizes the services of the Contractor's travel agent to purchase airline travel arrangements for one transaction.
Agent Assisted Group Airline Transaction Fee	Fee charged per ticket when an Authorized User utilizes the services of the Contractor's travel agent to purchase ten or more airline tickets on an identical itinerary.

Service	Description of Service
Online Rail Transaction Fee	Fee charged when an Authorized User purchases rail tickets online through the Contractor's Online Travel Reservation System for one transaction.
Agent Assisted Rail Transaction Fee	Fee charged when an Authorized User uses the services of the Contractor's travel agent to purchase rail arrangements for one transaction.
Online Airline Cancellation Transaction Fee	Fee charged when an Authorized User cancels an airline ticket online using the Contractor's Online Travel Reservation System for one transaction.
Agent Assisted Airline Cancellation Transaction Fee	Fee charged when an Authorized User utilizes the services of the Contractor's travel agent to cancel airline travel arrangements for one transaction.
Agent Assisted Group Airline Cancellation Transaction Fee	Fee charged per ticket when an Authorized User utilizes the services of the Contractor's travel agent to cancel ten or more airline tickets on an identical itinerary.
Online Rail Cancellation Transaction Fee	Fee charged when an Authorized User cancels rail tickets online through the Contractor's Online Travel Reservation System for one transaction.
Agent Assisted Rail Cancellation Transaction Fee	Fee charged when an Authorized User uses the services of the Contractor's travel agent to cancel rail arrangements for one transaction.
Exchange Transaction Fee	Fee charged when an Authorized User uses the services of the Contractor's travel agent to voluntarily exchange or reissue an unused or cancelled airline or rail ticket due to change of airline flight or rail ticket, dates, or routing.
Online Hotel Only Transaction Fee	Fee charged when an Authorized User reserves hotel online through the Contractor's Online Travel Reservation System for one transaction.
Agent Assisted Hotel Only Transaction Fee	Fee charged when an Authorized User uses the services of the Contractor's travel agent to reserve hotel arrangements for one transaction.
Online Car Rental Only Transaction Fee	Fee charged when an Authorized User reserves car rental online through the Contractor's Online Travel Reservation System for one transaction.
Agent Assisted Car Rental Only Transaction Fee	Fee charged when an Authorized User uses the services of the Contractor's travel agent to reserve car rental arrangements for one transaction.
Online Hotel and Car Rental Only Transaction Fee	Fee charged when an Authorized User reserves hotel and car rental online through the Contractor's Online Travel Reservation System for one transaction.
Agent Assisted Hotel and Car Rental Only Transaction Fee	Fee charged when an Authorized User uses the services of the Contractor's travel agent to reserve hotel arrangements and car rental arrangements for one transaction.
Emergency/After-Hours Call Transaction Fee	Fee charged when an Authorized User utilizes the services of the Contractor's nationwide toll-free telephone number for Emergency/After-Hours Travel Service.

Service	Description of Service
UATP Account Transaction Fee	Fee charged when an Authorized User utilizes the services of the Contractor's travel agent to reissue airline tickets from the bank of funds established through the airline's Universal Air Travel Plan (UATP) corporate charge card program. Contractor may charge Authorized Users one Transaction Fee per Trip for tickets issued through this account.
Other Fee	
Online Reservation System Set-up Fee	One-time set-up and implementation fee charged when an Authorized User requires an additional Concur site RFP Section 3.3 (26), Online Travel Reservation System Requirements).
Airline Discounts	
American Airlines Point of Sale Domestic Discount	Point of sale domestic discount (percentage) between Contractor and American Airline applied per ticket.
Delta Air Lines Point of Sale Domestic Discount	Point of sale domestic discount (percentage) between Contractor and Delta Air Lines applied per ticket.
JetBlue Airways Point of Sale Domestic Discount	Point of sale domestic discount (percentage) between Contractor and JetBlue Airways applied per ticket.
Southwest Airlines Point of Sale Domestic Discount	Point of sale domestic discount (percentage) between Contractor and Southwest Airlines applied per ticket.
United Airlines Point of Sale Domestic Discount	Point of sale domestic discount (percentage) between Contractor and United Airlines applied per ticket.

1.3 Estimated Quantities

This Contract is an estimated quantity Contract. No specific quantities are represented or guaranteed and the State provides no guarantee of individual Authorized User participation. The Contractor must furnish all quantities actually ordered at or below the Contract rate. The individual value of the resultant Contract is indeterminate and will depend upon the number of Contracts issued and the competitiveness of the pricing offered. Authorized Users will be encouraged to purchase from Contractors who offer the Services and pricing that best meet their needs in the most practical and economical manner. See Appendix B, Estimated/Specific Quantity Contracts and Participation in Centralized Contracts. All quantities or dollar values listed within the RFP were estimates. Numerous factors could cause the actual quantities of Services purchased under this Contract to vary substantially from the estimates in the RFP. Such factors include, but are not limited to, the following:

- There is no guarantee of quantities to be purchased, nor is there any guarantee that demand will continue in any manner consistent with previous purchases.
- The individual value of this Contract is indeterminate and will depend upon actual Authorized User demand and actual quantities ordered during the contract period. Authorized User demand may be impacted by the COVID-19 pandemic.
- The State reserves the right to terminate any Contract for cause or convenience prior to the end of the term pursuant to the terms and conditions of the Contract.
- Contract pricing that is lower than anticipated could result in a higher quantity of purchases by Authorized Users than anticipated.
- Contract pricing that is higher than anticipated could result in a lower quantity of purchases by Authorized Users than anticipated.

Contractor acknowledges the foregoing and agrees that actual good faith purchasing volumes during the term of this Contract could vary substantially from the estimates provided in the RFP.

1.4 New York State Comptroller Approval

Pursuant to the Memorandum of Understanding ("MOU") dated August 15, 2019 between the Offices of the New York State Governor Andrew M. Cuomo ("Executive"), New York State Comptroller Thomas P. DiNapoli ("OSC"), the State University of New York ("SUNY"), the State University of New York Construction Fund ("SUCF"), the City University of New York ("CUNY"), and the City University of New York Construction Fund ("CUCF"), procurement documents and contracts awarded under the RFP shall have no force and effect and the State bears no liability unless such procurement documents and contracts awarded under the RFP are approved by OSC or the pertinent pre-audit review period under the MOU has elapsed.

1.5 Definitions

Capitalized terms used in this Contract shall be defined in accordance with Appendix B, Definitions, or as below.

"Additional Collection or Add Collect" shall refer to the difference in fares collected when exchanging a ticket.

"Agent(s)" shall refer to Contractor-provided personnel, including travel agents and other contract-related staff.

"Agent Assisted Airline Cancellation Transaction Fee" shall refer to a fee charged when an Authorized User utilizes the services of the Contractor's travel agent to cancel airline travel arrangements for one transaction.

"Agent Assisted Airline Transaction Fee" shall refer to the fee charged by the Contractor when an Authorized User utilizes the services of the Contractor's travel agent to purchase airline travel arrangements for one transaction. The Agent Assisted Airline Transaction Fee includes the costs associated with air, hotel and car rental transaction fees. Therefore, hotel and car rental only arrangements are not charged a separate transaction fee. In an agent assisted transaction, the Authorized User and/or Travel Coordinator has granted the Contractor responsibility for making or completing the reservation purchase. The use of Contractor's customer support services for technical support or assistance in completing the otherwise self-service online travel reservation action does not, and shall not, constitute an Agent-Assisted Airline Transaction Fee.

"Agent Assisted Car Rental Only Transaction Fee" shall refer to the fee charged when an Authorized User uses the services of the Contractor's travel agent to reserve car rental arrangements for one transaction.

"Agent Assisted Group Airline Cancellation Transaction Fee" shall refer to the fee charged per ticket when an Authorized User utilizes the services of the Contractor's travel agent to cancel ten or more airline tickets on an identical itinerary.

"Agent Assisted Group Airline Transaction Fee" shall refer to the fee charged per ticket when an Authorized User utilizes the services of the Contractor's travel agent to purchase ten or more airline tickets on an identical itinerary.

"Agent Assisted Hotel and Car Rental Only Transaction Fee" shall refer to the fee charged when an Authorized User uses the services of the Contractor's travel agent to reserve hotel arrangements and car rental arrangements for one transaction.

"Agent Assisted Hotel Only Transaction Fee" shall refer to the fee charged when an Authorized User uses the services of the Contractor's travel agent to reserve hotel arrangements for one transaction.

"Agent Assisted Rail Cancellation Transaction Fee" shall refer to a fee charged when an Authorized User uses the services of the Contractor's travel agent to cancel rail arrangements for one transaction.

"Agent Assisted Rail Transaction Fee" shall refer to a fee charged when an Authorized User uses the services of the Contractor's travel agent to purchase rail arrangements for one transaction. The Agent Assisted Rail

Transaction Fee includes the costs associated with air, hotel and car rental transaction fees. Therefore, hotel and car rental only arrangements are not charged a separate transaction fee. In an agent assisted transaction, the Authorized User and/or Travel Coordinator has granted the Contractor responsibility for making or completing the reservation purchase. The use of customer support services for technical support or assistance in completing the otherwise self-service online travel reservation action does not, and shall not, constitute an Agent Assisted Rail Transaction Fee.

“Airline Reporting Corporation (ARC)” shall refer to an airline-owned company serving the travel industry with financial services, data products and services, ticket distribution, and settlement.

“Authorized User(s)” As defined in Appendix B.

“Best Value” shall refer to the basis for awarding a contract for services to the Bidder which best optimizes quality, cost and efficiency among Responsive and Responsible Bidders. See State Finance Law § 163(1)(j).

“Bidder” shall refer to any business entity who submits a response to this RFP. At the time that the Bidder executes a Contract with the State for their services a Bidder shall become a “Contractor.” See also “Contractor.”

“Business Day” shall refer to Monday through Friday from 8:00 AM – 5:00 PM ET, excluding NYS and federal holidays.

“Contractor” shall refer to a responsive and responsible Bidder who is working under an executed contract with New York State. Contractor is a general term.

“Custom Trips” shall refer to travel reservations which require the Authorized User, Traveler, or Travel Coordinator to enter specific information (such as cost center, travel authorization number, etc.) prior to making a travel reservation through the Online Travel Reservation System or a travel agent.

“E-Ticket” shall refer to an electronic record confirming the purchase of an airline or rail ticket.

“Emergency/After-Hours Travel Service” shall refer to reservation and ticketing support for travel needs meeting the following criteria: 1) the call occurs before/after the Business Day and 2) the travel will commence within the following twenty-four (24) hours or the need to travel arises outside the Business Day for travel that will commence over the weekend or on the next Business Day, and the Traveler cannot wait until the next Business Day to process reservations.

“Emergency/After-Hours Call Transaction Fee” shall refer to a fee charged when an Authorized User utilizes the services of the Contractor’s nationwide toll-free telephone number for Emergency/After-Hours Travel Service.

“Exchange Transaction Fee” shall refer to a fee charged when an Authorized User uses the services of the Contractor’s travel agent to voluntarily exchange or reissue an unused or cancelled airline or rail ticket due to change of airline flight or rail ticket, dates, or routing.

“Global Distribution System (GDS)” shall refer to a system containing information about availability, prices, and related services for airlines, car rental companies, hotel companies, rail companies and suppliers, and through which reservations can be made and tickets can be issued. A GDS also makes some or all of these functions available to subscribing travel agents, booking engines, and airlines.

“International Airlines Travel Agent Network (IATAN)” shall refer to the non-profit organization that appoints travel agencies and travel agents on behalf of its customer airlines.

“MWBE” shall refer to businesses certified as such by Empire State Development’s Division of Minority and Women’s Business Development. NOTE: Businesses eligible to participate in the program must be owned and operated by women and/or minority group members who are citizens of the United States or permanent resident aliens. Generally, they must have been in operation for at least one year.

“Miscellaneous Charge Order (MCO) for Residual Value” shall refer to an accountable document issued by a travel agency or airline as residual amount of exchange (higher priced ticket exchange for a lower priced ticket) to be used on a future purchase.

“n/a” shall refer to the common abbreviation for *not applicable* or *not available*, used to indicate when information in a certain field on a table is not provided, either because it does not apply to a particular case in question or because it is not available.

“NYS Holidays” shall refer to the legal holidays for State employees in the classified service of the executive branch, as more particularly specified on the website of the NYS Department of Civil Service. This includes the following: New Year’s Day; Martin Luther King Day; Washington’s Birthday (observed); Memorial Day; Juneteenth (if applicable); Independence Day; Labor Day; Columbus Day; Veteran’s Day; Thanksgiving Day; and Christmas Day.

“NYS Vendor ID” shall refer to the unique ten-character identifier issued by the NYS Office of the State Comptroller (OSC) when the vendor is registered on the Vendor File System.

“Online Airline Cancellation Transaction Fee” shall refer to a fee charged when an Authorized User cancels an airline ticket online using the Contractor’s Online Travel Reservation System for one transaction.

“Online Airline Transaction Fee” shall refer to a fee charged when an Authorized User purchases an airline ticket online using the Contractor’s Online Travel Reservation System for one transaction. The Online Airline Transaction Fee includes the costs associated with air, hotel and car rental transaction fees. Therefore, hotel and car rental only arrangements are not charged a separate transaction fee.

“Online Car Rental Only Transaction Fee” shall refer to the fee charged when an Authorized User reserves car rental online through the Contractor’s Online Travel Reservation System for one transaction.

“Online Hotel and Car Rental Transaction Fee” shall refer to the fee charged when an Authorized User reserves hotel and car rental online through the Contractor’s Online Travel Reservation System for one transaction.

“Online Hotel Only Transaction Fee” shall refer to the fee charged when an Authorized User reserves hotel online through the Contractor’s Online Travel Reservation System for one transaction.

“Online Rail Cancellation Transaction Fee” shall refer to a fee charged when an Authorized User cancels rail tickets online using the Contractor’s Online Travel Reservation System for one transaction.

“Online Rail Transaction Fee” shall refer to a fee charged when an Authorized User purchases rail tickets online through the Contractor’s Online Travel Reservation System for one transaction. The Online Rail Transaction Fee includes the costs associated with air, hotel and car rental transaction fees. Therefore, hotel and car rental only arrangements are not charged a separate transaction fee.

“Online Travel Reservation System” shall refer to the online travel reservation service provided by the Contractor and used for online booking of travel.

“Pass-Through Fees” shall refer to fees that are set by travel suppliers and passed on to Authorized Users, without mark-up or any additional fees assessed by the Contractor (examples include hotel cancellation fees, airline change/cancel fees, no-show fees, visa/passport processing fees, etc.)

“Passenger Name Record (PNR)” shall refer to a record in a database of the Global Distribution System (GDS) that includes the passenger name, itinerary and form of payment, and the ticket number.

“Preferred Source Products” shall refer to those Products that have been approved in accordance with New York State Finance Law § 162.

"Preferred Source Program" shall refer to the special social and economic goals set by New York State in State Finance Law § 162 that require a governmental entity purchase select Products from designated organizations when the Products meet the "form, function and utility" requirements of the governmental entity. Under State Finance Law § 163, purchases of Products from Preferred Sources are given the highest priority and are exempt from the competitive bidding requirements. The New York State Preferred Sources include: The Correctional Industries Program of the Department of Corrections and Community Supervision ("Corcraft"); New York State Preferred Source Program for People Who Are Blind ("NYSPSP"); and the New York State Industries for the Disabled ("NYSID"). These requirements apply to a state agencies, political subdivisions and public benefit corporations (including most public authorities).

"Procurement Services" shall refer to a business unit of OGS, formerly known as New York State Procurement ("NYSPRO") and Procurement Services Group ("PSG").

"SDVOB" shall refer to a NYS-certified Service-Disabled Veteran-Owned Business

"Statewide Travel Coordinator" shall refer to the Procurement Services contract manager responsible for the development and administration of the centralized travel management contracts.

"SWABIZ" shall refer to the Southwest Airlines corporate booking tool that allows corporate and government accounts to manage and track their travel program. Features include access to exclusive offers, no transaction charges, tracks reusable funds, reporting capabilities, allows Traveler bookings and expense integration.

"Transaction Fee" shall refer to the following: Agent Assisted Airline Transaction Fee or Online Airline Transaction Fee; Agent Assisted Group Airline Transaction Fee; Agent Assisted Car Rental Only Transaction Fee or Online Car Rental Only Transaction Fee; Agent Assisted Hotel Only Transaction Fee or Online Hotel Only Transaction Fee; Agent Assisted Hotel and Car Rental Only Transaction Fee or Online Hotel and Car Rental Only Transaction Fee; Agent Assisted Rail Transaction Fee or Online Rail Transaction Fee; Exchange Transaction Fee; Agent Assisted Airline Cancellation Fee or Online Airline Cancellation Fee; Agent Assisted Group Airline Cancellation Fee; Agent Assisted Rail Cancellation Fee or Online Rail Cancellation Fee; UATP Account Transaction Fee and Emergency/After-Hours Travel Service Fee. See Section 6.3, *Fees and Discounts*, of the RFP, for further detail.

"Travel Coordinator" shall refer to the individual or individuals designated by an Authorized User to coordinate all travel activity for that Authorized User. Not all Authorized Users will have a designated Travel Coordinator.

"Traveler" shall refer to the person authorized (for official business) to travel using the services included under this Contract.

"Traveler Profile" shall refer to a record of information provided by the Traveler and/or employees that contains basic identifying elements, including but not limited to the Traveler's full name, middle/second name or initial, e-mail address, Authorized User name, date of birth, gender, work address, phone numbers, charge card information, including name(s), number(s), and expiration date(s), of cards, accounting information, travel preferences, passport and/or visa numbers and associated dates, and frequent Traveler memberships.

"Trip" shall refer to all segments of travel booked for an individual at one time for one itinerary.

"UATP Account Transaction Fee" shall refer to the fee charged when an Authorized User utilizes the services of the Contractor's travel agent to reissue airline tickets from the bank of funds established through the airline's Universal Air Travel Plan (UATP) corporate charge card program. Contractor may charge Authorized Users one Transaction Fee per Trip for tickets issued through this account.

"Universal Air Travel Plan, Inc. (UATP)" shall refer to the airline owned payment network accepted by thousands of merchants for air, rail, hotel, and travel agency payments.

1.6 Appendices and Attachments

The following appendices and attachments, attached hereto, are hereby expressly made a part of this Contract as fully as if set forth at length herein.

Appendix A – Standard Clauses for New York State Contracts (October 2019)

Appendix B – General Specifications (April 2016)

Appendix C – Federal Emergency Management Agency (FEMA) Terms and Conditions

Attachment 1 – *Contract Pricelist*

Attachment 2 – *Insurance Requirements*

Attachment 3 – *Contractor Information*

Attachment 4 – *Report of Contract Usage*

Attachment 5 – *Business Automobile Liability Insurance Attestation*

1.7 Conflict of Terms

Only documents expressly enumerated below shall be deemed a part of this Contract. In case of any conflict or inconsistency among the documents of this Contract, such conflict or inconsistency shall be resolved in the following order of precedence:

1. Appendix A, Standard Clauses for New York State Contracts;
2. This Contract;
3. Appendix B, General Specifications;
4. Appendix C, Federal Emergency Management Agency (FEMA) Terms and Conditions
5. Attachment 1 – *Contract Pricelist*;
6. Attachment 2 – *Insurance Requirements*
7. Attachment 3 – *Contractor Information*
8. Attachment 5 – *Business Automobile Liability Insurance Attestation*
9. Attachment 4 – *Report of Contract Usage*

2. CONTRACTOR QUALIFICATIONS

For the term of the Contract Contractor must be certified by:

- (a) the Airline Reporting Corporation (ARC) to meet the standards of the ARC Ticket Reporting Agency (TRA) program; and
- (b) the International Airlines Travel Agency Network (IATAN) as an airline appointed ticketing location.

3. SERVICE REQUIREMENTS

This Section provides the specifications for the travel management services that are required to be provided by the Contractor. The Contractor must be able to provide these services throughout the contract term.

3.1 Reservation and Fee Requirements

The Contractor shall:

1. Provide travel agents to arrange reservations and issue tickets for airlines and rail along with reservations for passenger vehicle rentals and lodging. These services must include international travel, with travel agency assistance in obtaining passports and visas.

2. Provide at no cost to the Authorized User, guidance and applications for passports, visas, tourist cards and other documents necessary for foreign travel upon request. Any processing fees may be handled as a Pass-Through Fee to the Authorized User.
3. Offer to Authorized Users the lowest available rates on travel (excluding airfare) and the lowest available airfare in compliance with Authorized User travel policy.
4. Ensure that the travel options delivered under the Agent Assisted Airline Transaction Fee and Agent Assisted Rail Transaction Fee are identical to those delivered via the Online Travel Reservation System.
5. Book preferred seating, request special meals and other services as governed by Traveler Profiles and document itinerary.
6. Comply with all state travel policy and trip approval requirements. The New York State Office of the State Comptroller Travel Manual is at: <http://www.osc.state.ny.us/agencies/travel/manual.pdf>.
7. Obtain approval from Authorized User/Traveler before booking any fare which requires a penalty for change or is non-refundable.
8. Document Passenger Name Record (PNR) with exception documentation, reason codes and low fare comparison.
9. Provide continuous low fare search through Global Distribution System (GDS) for both online and agent-assisted reservations.
10. Provide international rate desk support to fare and apply international tariff for both online and agent-assisted reservations.
11. Provide lodging reservations, including initiating and confirming the reservation rate.
12. Book lodging at the lowest applicable and available rate, including, but not limited to, government, commercial, corporate or other discounted rate, including any rates negotiated by the State of New York.
13. Include confirmation numbers and other pertinent reservation data on the Traveler's itinerary.
14. Reserve rental vehicles for all Authorized Users using the New York State Passenger Vehicle Rental Award (located at: <https://online.ogs.ny.gov/purchase/snt/awardnotes/7200123174can.HTM>). Confirm rate and include confirmation information on Traveler itinerary.
15. Provide information on the airports' terminal shuttle transportation, mass transit, and parking service availability. If applicable, Contractor will provide their negotiated airport parking services rates to the State but shall use a future state negotiated rate if lower.
16. Verify fare rates and schedules before Traveler's departure date for all tickets issued. In the event carriers reduce fares, or the State is able to negotiate a lower rate, the Contractor will search out affected tickets and reissue them at the lower rates.
17. Notify travel suppliers of the individual Traveler's frequent flyer or reward number if provided by Authorized User. Frequent Flyer mileage points may be accrued to the individual Traveler.
18. Void tickets within the 24-hour window while following the requirements of the Airline Reporting Corporation (ARC).
19. Promptly process the refund of the unused refundable ticket less the Transaction Fee when the ticket is submitted for refund. Under no circumstances shall the Contractor provide any Authorized User with a cash refund on tickets for travel. All refunds must be credited back to the original credit card or other payment means originally charged for the ticket. Each ticket shall be coded "refundable only to travel agency," to preclude a cash refund.
20. Non-refundable or unused tickets: At the time of ticketing ensure credits are used toward new reservations, and if the Traveler is booking online their profile will prompt them that a credit is available. Airline fees (including penalty fees if applicable) may apply to the Authorized Users with using these tickets.
21. In cases where the Governor of the State of New York or the President of the United States has declared a disaster or emergency for the location where the travel is to be made, any Transaction Fees associated with cancellations, refunds, voids and/or exchanges must be requested in writing by the Contractor for consideration to the Authorized User and Statewide Travel Coordinator for approval. The Contractor is required to demonstrate that any additional associated Transaction Fees are reasonable to the satisfaction of the Authorized User and Statewide Travel Coordinator.
22. Identify Travelers who either may be in high risk locations (security or natural disaster threat), have travel booked to high risk locations, or may be requesting travel to high risk locations within 2 hours upon request from an Authorized User or the Statewide Travel Coordinator. Use systems to support duty of care through automated messaging and Traveler tracking. These services may include:
 - a. Global risk analysis, including pre-trip, while away, and post trip analysis;
 - b. Traveler tracking and automated warnings and alerts;
 - c. Travel and risk policy development;

- d. Designation-based training strategy;
 - e. IT security and compliance testing;
 - f. Mobile messaging and connectivity;
 - g. Accommodations of Traveler's special needs;
 - h. In-house 24/7 agent services;
 - i. Business continuity planning and testing; and
 - j. Integration with third-party extraction providers.
23. Notify passengers via text message confirmation of any itinerary changes in flight, rail, or other travel schedules as soon as the Contractor receives the information from the travel supplier, and in no event longer than one hour from Contractor's receipt of the information. Any tickets, itineraries, and billings shall be modified or reissued to reflect changes, as necessary. The Contractor will make adjustments for any airline schedule changes in travel. If Travelers do not wish to provide a mobile number, agents must actively advise passengers that they may not receive information from the airline during flight disruption(s) via text message.
24. Audit fares within 24 hours of ticketing to ensure compliance to the applicable OGS Air Travel Services contracts or, if no State contract is present, for the lowest available fare. The Contractor shall offer non-refundable or state contract fares if applicable to travel needs.
25. Confirm seat assignment or note on invoice if seats are not available for assignment. In addition, Contractor shall enter in the Passenger Name Record (PNR) any appropriate information unique to Traveler and available in the Traveler's profile (i.e., frequent flyer number, special service requirements).
26. Provide an automated quality control process for all reservations. The quality control process must include modules that automate the processing and quality control of all aspects of travel management service including: constant lower fare searches for already booked tickets, pre-ticketing quality control checks that include; New York State travel policy compliance, unused E-ticket usage tracking; preferred vendor agreements; and Traveler preferences which include preferred seat assignments using live seat maps.,
27. Provide pre-travel reports as applicable and subject to desired frequency allowing Authorized Users or the Statewide Travel Coordinator to review any travel plans made outside of the State's travel policy before travel begins, allowing time for adjustments if necessary. Contractor will establish access to reporting platform which will deliver on demand reports to any Authorized User or the Statewide Travel Coordinator. Contractor is responsible for the accurate distribution of all electronic tickets, itineraries and invoices. The Contractor shall remain responsible for tickets until they are received and receipted by the designated Traveler.

3.2 Travel Documentation Requirements

The Contractor shall provide each Traveler and, upon request, the Authorized User, a complete electronic or printed invoice containing, the following information:

- 1. Airline carrier or rail information.
- 2. Departure and arrival times for each segment of the trip.
- 3. Ground transportation facilities (examples include shuttle) at destinations.
- 4. Name, phone number, confirmation number and location of hotels/motels and room rates booked along with cancellation requirements and where applicable, tax exemption information booked by the Contractor at each destination.
- 5. Name, phone number, confirmation number and location of rental car booked by the Contractor at each destination.
- 6. The Contractor's nationwide toll-free number and after-hour emergency services toll-free number shall be included, along with the nationwide toll-free number of any airline present in the itinerary.
- 7. A statement of all charges associated with the transportation ticket, including the ticket number, price, fees charged, and a description of those fees. All fees shall be listed as separate line items.
- 8. Any credit card number used as a form of payment must be removed or truncated down to the last four digits.
- 9. Provide duplicate copy of the invoice to the Traveler and/or Authorized User.

3.3 Online Travel Reservation System Requirements

The Contractor shall utilize Concur Travel to meet the requirements of this section for the Online Travel Reservation System. At a minimum, the Contractor shall provide six Concur sites to cover these categories of Authorized Users:

- 1. State Agencies

2. The State University of New York (SUNY)
3. The City University of New York (CUNY)
4. New York City Department of Education
5. New York City Emergency Management Department
6. Other (New York State political subdivisions and others authorized by New York State law may participate in Centralized Contracts as referenced in Section 4.25, *Non-State Agencies Participation in Centralized Contracts*).

The Online Travel Reservation System as administered by the Contractor shall:

1. Have fare searching capability.
2. Display the contracted "city-pair" and point of sale discount fares from Procurement Services Group 79006 – Air Travel Services Awards 22751 and 23015 and any amendments or subsequent awards, and also regular published domestic and international fares and shall identify whether the fare is a contracted fare or published fare.
3. Offer the lowest airfares in compliance with Authorized User travel policy with ability of the State to dictate parameters (i.e., using State travel contracts, size of rental car, etc.).
4. Be capable of displaying contracted rental car rates from Procurement Services Group 72001 – Passenger Vehicle Rental Award 23174 and any amendments or subsequent awards from the NASPO ValuePoint Lodging rates at: <https://us.travelctm.com/naspo/>.
5. Have the ability to book car rentals, air fares and hotels at State contracted rates with travel vendors.
6. Accept and load New York State awarded travel contract data into the Online Travel Reservation System no later than two business days after notification by the State Travel Coordinator to ensure up-to-date rates are provided to the Authorized Users for first consideration.
7. Permit the booking of one-way trips, round trips, multi-segments, and Custom Trips.
8. Provide the ability to cancel and modify existing reservations.
9. Permit booking of vehicle and hotel rooms either with a flight or separately.
10. Provide the ability to modify existing hotel and car reservation dates.
11. Permit the booking of rail (e.g. Amtrak) tickets.
12. Maintain Traveler Profiles, with the capability of adding, changing or deleting profiles by Contractor's agents and/or Authorized User Travel Coordinators.
13. Have the capability of saving trips or cloning/copying trips.
14. Offer online user support and training (on-site, webinar, video online) including a printable user guide.
15. Be on a secure website, be password protected and contain a ticket and payment authorization system.
16. Have the ability for Travelers or representatives of Authorized Users to create unique passwords which must be used to access the Online Travel Reservation System.
17. Have the ability of allowing Authorized User Travel Coordinators to book trips for Travelers.
18. Be available 24 hours per day 365 days a year with 98% uptime annually. During any downtime Authorized Users shall be allowed to call the Contractors' online support team and will be assessed the Online Airline or Online Rail Transaction Fee instead of the Agent Assisted Airline Transaction Fee or Agent Assisted Rail Transaction Fee.
19. Be able to provide booking and other relevant travel information via a mobile application to Authorized Users' mobile devices upon request.
20. Have the capability to hold travel reservations for twenty-four (24) hours according to the airline carrier's rules.
21. If requested, be able to integrate information with the State of New York online Statewide Financial System (SFS). Contractor agrees to coordinate with SFS, OGS and/or a third-party host, for integration, if OGS exercises its right to do so. Technical Requirements shall be provided by SFS, OGS and/or a third-party host during integration. For more information on SFS, its use, and its capabilities please visit the SFS website here: <http://www.sfs.ny.gov/>. Please refer to Section 6.8, *NYS Financial System (SFS)*.
22. Be an industry-wide recognized, non-proprietary tool with access to GDS fares as well as Southwest Airlines and SWABIZ fares.
23. Have the ability to be audited by the Contractor prior to ticketing for compliance to NYS Travel Policy and Guidelines. Any reservations not complying shall be forwarded to the appropriate Authorized User contact or, in lieu of a contact, to the Statewide Travel Coordinator.
24. Provide information on general Traveler news and provide links to the following websites including, but not limited to, Procurement Services travel contracts, OSC Travel Manual, NASPO ValuePoint Lodging Program, GSA Per Diem rates, U.S. State Department's website for traveling abroad and international travel

- requirements, and the U.S. Centers for Disease Control and Prevention, and special insurance for foreign destinations (e.g. MEDEX Assistance Corp., International SOS Assistance, Worldwide Assistance, Europe Assistance) and information on English-speaking physicians (e.g. IAMAT).
25. Prioritize and prominently display the travel options from the Procurement Services Contracts to Authorized Users as listed in Section 1.2, *Scope*.
 26. Authorized Users that require unique reporting data elements and/or automated travel policies shall have the capability to purchase their own individual Concur Travel site through the Contractor. Contractor shall charge Authorized User a one-time set-up subscription fee without any mark-up or additional fees for each site, the cost of providing the Online Travel Reservation System, dedicated website development for maintenance costs shall be the sole responsibility of the Contractor. The Online Travel Reservation System shall be administered by the Contractor and shall provide the Authorized User with the requirements listed in Section 3.3, Online Travel Reservation System Requirements. Contractor shall charge the same transaction fees to Authorized Users with their own individual Concur Travel site as the State site(s).
 27. Be operational within sixty (60) /calendar days or sooner of notification of Contract award by Procurement Services. The cost of providing an Online Travel Reservation System, dedicated website development and maintenance costs shall be the sole responsibility of the Contractor.

3.4 Staffing and Travel Services Requirements

The Contractor shall:

1. Provide travel agents to answer the phones during business hours. New York State Employee holidays are available on the New York State Civil Service website and are updated annually:
http://www.cs.ny.gov/attendance_leave/2014_legal_holidays.cfm.
2. Answer 80% of telephone calls within 20 seconds. The abandoned rate shall be less than 3%. The State reserves the right to require Automated Call Distribution (ACD) Management reports indicating agent productivity and to measure real time agent/call statistics (processing time and number of calls) at no cost to the State.
3. Provide a toll-free telephone reservation number and email address for Authorized Users to call or email Contractor during normal business hours at no cost to the State, within sixty (60) calendar days or sooner of being notified of Contract Award.
4. Provide a twenty-four (24) hour, seven (7) day a week nationwide toll-free telephone number for emergency services. The emergency/after-hours travel service may be sub-contracted by the Contractor from an emergency/after-hours travel services provider located within the United States. If the emergency/after-hours travel service is sub-contracted, the Contractor must provide the name of the emergency/after hour service in writing to Procurement Services. If the emergency/after-hours travel service provider changes during the term of the contract, the Contractor must provide written notification to Procurement Services or the Statewide Travel Coordinator within two (2) business days for review.
 - a. All travel agents providing service at this number must have full access to Contractor's reservation records and reservation system.
 - b. The emergency/after-hours travel service provides reservation and ticketing support for travel needs meeting the following criteria: 1) the call occurs before/after business hours and 2) the travel will commence within the following twenty-four (24) hours or the need to travel arises over the weekend or during a holiday for travel that will commence over the weekend or on the next business day, and the Traveler cannot wait until the next business day to process reservations.
 - c. Calls made to the emergency/after-hours travel service provider during business hours shall be referred back to the travel agent or to the Online Travel Reservation System and Authorized Users shall not be assessed the emergency/after-hours travel service Transaction Fee. Requests for past date (archived) travel documents and information shall be referred to the travel agency location which originally confirmed the travel or, if applicable, to the Online Travel Reservation System.
 - d. The following requests do not meet the definition of Emergency/After-Hours Travel Services even if made outside of business hours and will be referred to the travel Contractor's toll-free telephone number to be handled during regular business hours: 1) requests for flight schedule information; 2) Transaction Fee questions; 3) technical assistance; 4) requests for invoice copies; 5) requests to update Traveler Profiles; 6) requests to add frequent flyer information to reservations; and 7) requests to change seat assignments.

5. Provide an e-mail address for questions or requests from Authorized Users which shall be monitored periodically throughout the day and a response to all inquiries returned no later than the end of the next business day after the request is received.
6. Provide the following Travel Agent standards:
 - a. Productivity standards for front line travel agent(s).
 - b. Agent performance standards. The Agents shall be monitored to ensure productivity standards are met.
 - c. Staffing support shall be provided for scheduled and unscheduled absences for the travel agents(s).
 - d. Adequate staffing shall be provided to ensure timely response to Authorized Users in accordance with subparagraph (b) of this paragraph.
 - e. The manager shall have a minimum of three years' experience handling domestic and international corporate or government travel accounts and two years of supervisory experience.
 - f. Travel agents shall have a minimum of three years' experience handling domestic and international travel services for corporate or government travel accounts. The State reserves the right to request resumes for travel agents at any time during the Contract.
7. Perform the following performance reviews and meetings:
 - a. The Contractor and the Statewide Travel Coordinator shall participate in monthly meetings onsite or conference calls to review performance during the term of the Contract. The travel costs associated with onsite meetings shall be the sole responsibility of the Contractor.
 - b. Contractor shall at all times allow the Statewide Travel Coordinator or a duly authorized representative of Procurement Services to monitor the performance of the services. In addition, Procurement Services retains the right to review audio phone tapes if provided specific information of the call and the individual agent within a 30 day period and monitor the online self-service reservation tool to ensure receipt of all applicable discounts and benefits from various vendors are being provided to the Travelers.
 - c. Contractor shall report on staff performance, including phone performance, phone monitoring, agent productivity, and customer comments/issues to the Statewide Travel Coordinator.
 - d. Contractor shall investigate each Authorized User's service complaint received and provide an update within 48 hours to the Authorized User.
 - e. Communicate any travel industry policy changes monthly to Travel Coordinators and Travelers of Authorized Users via e-mail and post this information on the Online Travel Reservation System.
8. Contractor shall provide an Account Manager(s) to support the State of New York Travel Program. The account manager will be responsible for implementation, setting-up the Online Travel Reservation System, providing comprehensive reporting and benchmarking, conducting monthly reviews, creating travel program seminars and training, resolving client service and reservation issues with Travelers and/or Travel Coordinators.
9. Contractor shall be responsible for providing Traveler Profiles through the Automatic Profile Synch technology which allows the Traveler to maintain their own profile information that syncs with all major global distribution systems and the Online Travel Reservation System instantly.
10. Provide training and management tools:
 - a. At the request of the Statewide Travel Coordinator, the Contractor shall provide GDS reservation, reporting tool and Online Travel Reservation System periodic training as requested to the Statewide Travel Coordinator.
 - b. At the request of the Authorized Users, Contractor shall provide a reasonable number of travel workshops or training presentations to Authorized Users. These workshops may be presented to multiple Authorized Users at the same time.
 - c. The Contractor shall provide the Statewide Travel Coordinator with direct access to GDS reservation system and the Online Travel Reservation System.
11. Reporting:
 - a. Upon request from any Authorized User, Contractor shall provide the Authorized User with a detailed series of travel activity reports for all travel purchased during the previous calendar month. Which includes, at a minimum, the following:
 1. Invoice Number
 2. Traveler's Name
 3. Origin
 4. Destination
 5. Total Fare
 6. Applicable Airline /Rail Code
 7. If requested, car rental and lodging information
 8. Or any other travel activity information

9. The report shall clearly state the total purchased for the previous calendar month, followed by an accumulative total for the calendar year.
- b. Contractor shall provide the Statewide Travel Coordinator with a monthly volume report which includes the origin and destination city pair code, the number of passengers ticketed and the dollar amount by city pair. A trip out and back shall count as two trips (e.g., a trip from Albany to Philadelphia and return shall count as two trips on the Albany – Philadelphia city pair) for purposes of reporting only and does not constitute two trips for Transaction Fee purposes. In addition, the Contractor shall provide an accumulative report each month of the above information for the calendar year to date. This report is subject to change if a different version is required by the airline contractors during the term of the contract.
- c. Contractor shall submit an un-used ticket report monthly to the Traveler or Authorized User's finance officer, including passenger name, ticket number, total fare and ticket expiration date. In addition, Contractor must secure unused ticket data in Traveler's profile and provide periodic reminders in advance to the Traveler of its existence prior to the unused ticket expiration date.
- d. Contractor shall provide the Statewide Travel Coordinator a monthly list of hotel reservations confirmed during the month, including the hotel name, location of hotel (city name), number of nights and the hotel rate. The report for the Authorized User's finance officer or Statewide Travel Coordinator shall include the Traveler's name and date of reservation.
- e. The Contractor shall provide and maintain, at no additional cost to the State, a fully automated online travel management reporting tool integrated with the GDS to collect and report specific data elements. It shall also be capable of producing standard and customized travel management reports. Customization and development of additional reports will be provided to the State at no additional cost. The Contractor shall provide the Statewide Travel Coordinator with direct access to an online travel management reporting tool. The tool must have the ability to run reports at scheduled intervals as well as on demand in real time and are in excel, PDF or other printable formats. Reports should be electronically delivered to the Statewide Travel Coordinator or Authorized User's finance officer, as specified. Reports should be comprehensive and shall include all arrangements made both online and via agent to effectively and efficiently monitor the State's travel program. The Contractor will work with Statewide Travel Coordinator to define/finalize reports. Types of reports include, but not limited to:
1. Billing reconciliation;
 2. Traveler usage;
 3. Vendor usage
 4. Spending analysis;
 5. Policy management;
 6. Quality management;
 7. Hotel usage report;
 8. Car rental usage report;
 9. Unused ticket report; and
 10. Ad-hoc reports.
- f. Contractor shall provide to the State, upon the State's request, report(s) verifying Contractor's compliance with any of the Service Requirements under the Contract.
- g. Unless otherwise specified for a particular report, Monthly reports shall be submitted by the 15th calendar day of the month immediately following the month for which the report is being submitted. If a time is not otherwise specified for the submission of a report, the report shall be submitted within ten business days of the request for the report. If a format is not otherwise specified for a report, the report shall be submitted in the format requested.

3.5 Travel Manual

The Contractor shall be familiar with the New York State Office of the State Comptroller Travel Manual, as may be amended general guidelines and responsibilities relating to transportation. The Office of the State Comptroller Travel Manual is located at: <http://www.osc.state.ny.us/agencies/travel/manual.pdf>.

3.6 Conflicts of Interest

When arranging travel needs for Authorized Users, the Contractor shall ensure that the incentives offered to Contractor's agents do not interfere with the Contractor's agent's responsibility to comply with the Contractor's obligations under this Contract.

4. TERMS AND CONDITIONS

4.1 Performance and Bid Bonds

There are no bonds for this Contract. The Commissioner of OGS has determined that no performance, payment or Bid bond, or negotiable irrevocable letter of credit or other form of security for the faithful performance of the Contract is required at any time during the term of this Contract.

4.2 NYS Reserved Rights

New York State reserves the right, in its sole discretion, to unilaterally make revisions, changes and/or updates to any templates, Appendices (excluding Appendices A and B) and/or Attachments to the Contract without processing a formal amendment and/or modification.

4.3 Contract Term and Extensions

The Contract will be in effect for a term of five (5) years. The Contract term shall commence after all necessary approvals and shall become effective upon the date of OSC approval of the final executed documents. Any purchases issued against this Contract may survive up to one year from the date of expiration of the Contract, the terms and conditions of which will apply throughout the extended term.

The Contract term provided for in this section shall extend 6 months beyond its termination date only for Authorized Users whose contracts must be registered with the Office of the New York City Comptroller. During the 6-month period the definition of Authorized User shall be deemed to refer only to Authorized Users whose contracts must be registered with the Office of the New York City Comptroller. This extension is in addition to any other extensions available under the Contract. The extension provided for in this paragraph shall be upon the then-existing terms and conditions; provided, however, during such extension an Authorized User, as defined in this paragraph, may agree to amend such terms and conditions solely to comply with changes in statutory requirements (e.g. changes in minimum, prevailing or living wages, or regulated services).

4.4 Short term Extension

This section shall apply in addition to any rights set forth in Appendix B, *Contract Term – Extension*. In the event a replacement Contract has not been issued, any Contract let and awarded hereunder by the State may be extended unilaterally by the State for an additional period of up to 30 calendar days upon notice to the Contractor with the same terms and conditions as the original Contract and any approved modifications. With the concurrence of the Contractor, the extension may be for a period of up to 90 calendar days in lieu of 30 calendar days. However, this extension automatically terminates should a replacement Contract be issued in the interim.

4.5 Fees and Discounts

The Contractor's fees for all services herein and airline discounts for air travel are listed on Attachment 1 –*Contract Pricelist*.

All fees listed on Attachment 1 – *Contract Pricelist* shall be maximum not-to-exceed fees. All fees apply to both domestic and international travel; separate fees cannot be charged for either domestic or international travel. All airline discounts listed on Attachment 1 – *Contract Pricelist* shall be the minimum percentage discount Contractor applies to an airline ticket. Contractor may offer lower fees and/or higher airline percentage travel request.

All fees and airline discounts listed on Attachment 1 – Cost Proposal shall include overhead, profit, and labor. Fees not included in the cost proposal cannot be charged under the Contract unless they are Pass-Through Fees as stated in Section 4.8, *Reimbursable Services*.

4.6 Transaction Fees

1. The Contractor shall only be allowed to charge the following types of Transaction Fees for both domestic and international travel:

Service	Description of Service
Transaction Fees	
Online Airline Transaction Fee	Fee charged when an Authorized User purchases an airline ticket online using the Contractor's Online Travel Reservation System for one transaction.
Agent Assisted Airline Transaction Fee	Fee charged when an Authorized User utilizes the services of the Contractor's travel agent to purchase airline travel arrangements for one transaction.
Agent Assisted Group Airline Transaction Fee	Fee charged per ticket when an Authorized User utilizes the services of the Contractor's travel agent to purchase ten or more airline tickets on an identical itinerary.
Online Rail Transaction Fee	Fee charged when an Authorized User purchases rail tickets online through the Contractor's Online Travel Reservation System for one transaction.
Agent Assisted Rail Transaction Fee	Fee charged when an Authorized User uses the services of the Contractor's travel agent to purchase rail arrangements for one transaction.
Online Airline Cancellation Transaction Fee	Fee charged when an Authorized User cancels an airline ticket online using the Contractor's Online Travel Reservation System for one transaction.
Agent Assisted Airline Cancellation Transaction Fee	Fee charged when an Authorized User utilizes the services of the Contractor's travel agent to cancel airline travel arrangements for one transaction.
Agent Assisted Group Airline Cancellation Transaction Fee	Fee charged per ticket when an Authorized User utilizes the services of the Contractor's travel agent to cancel ten or more airline tickets on an identical itinerary.
Online Rail Cancellation Transaction Fee	Fee charged when an Authorized User cancels rail tickets online through the Contractor's Online Travel Reservation System for one transaction.
Agent Assisted Rail Cancellation Transaction Fee	Fee charged when an Authorized User uses the services of the Contractor's travel agent to cancel rail arrangements for one transaction.
Exchange Transaction Fee	Fee charged when an Authorized User uses the services of the Contractor's travel agent to voluntarily exchange or reissue an unused or cancelled airline or rail ticket due to change of airline flight or rail ticket, dates, or routing.

Service	Description of Service
Online Hotel Only Transaction Fee	Fee charged when an Authorized User reserves hotel online through the Contractor's Online Travel Reservation System for one transaction.
Agent Assisted Hotel Only Transaction Fee	Fee charged when an Authorized User uses the services of the Contractor's travel agent to reserve hotel arrangements for one transaction.
Online Car Rental Only Transaction Fee	Fee charged when an Authorized User reserves car rental online through the Contractor's Online Travel Reservation System for one transaction.
Agent Assisted Car Rental Only Transaction Fee	Fee charged when an Authorized User uses the services of the Contractor's travel agent to reserve car rental arrangements for one transaction.
Online Hotel and Car Rental Only Transaction Fee	Fee charged when an Authorized User reserves hotel and car rental online through the Contractor's Online Travel Reservation System for one transaction.
Agent Assisted Hotel and Car Rental Only Transaction Fee	Fee charged when an Authorized User uses the services of the Contractor's travel agent to reserve hotel arrangements and car rental arrangements for one transaction.
Emergency/After-Hours Call Transaction Fee	Fee charged when an Authorized User utilizes the services of the Contractor's nationwide toll-free telephone number for Emergency/After-Hours Travel Service.
UATP Account Transaction Fee	Fee charged when an Authorized User utilizes the services of the Contractor's travel agent to reissue airline tickets from the bank of funds established through the airline's Universal Air Travel Plan (UATP) corporate charge card program. Contractor may charge Authorized Users one Transaction Fee per Trip for tickets issued through this account.
Other Fee	
Online Reservation System Set-up Fee	One-time set-up and implementation fee charged when an Authorized User requires an additional Concur site RFP Section 3.3 (26), Online Travel Reservation System Requirements).
Airline Discounts	
American Airlines Point of Sale Domestic Discount	Point of sale domestic discount (percentage) between Contractor and American Airline applied per ticket.
Delta Air Lines Point of Sale Domestic Discount	Point of sale domestic discount (percentage) between Contractor and Delta Air Lines applied per ticket.
JetBlue Airways Point of Sale Domestic Discount	Point of sale domestic discount (percentage) between Contractor and JetBlue Airways applied per ticket.
Southwest Airlines Point of Sale Domestic Discount	Point of sale domestic discount (percentage) between Contractor and Southwest Airlines applied per ticket.

Service	Description of Service
United Airlines Point of Sale Domestic Discount	Point of sale domestic discount (percentage) between Contractor and United Airlines applied per ticket.

2. The Transaction Fees shall include overhead, profit, and labor. All other travel management services provided by Contractor shall be provided at no additional cost to the State.
3. A Transaction Fee applies for all reservations related to one itinerary for which an air or rail ticket is issued. One Transaction Fee may be charged per Trip, for booking and ticketing air or rail travel. For purposes of Airline and Rail Transaction Fees, a Trip means all segments of travel booked for one individual at one time for one itinerary (See Section 1.5, *Definitions*). For example, a Trip out and back (e.g., a trip from Albany to Philadelphia and return) booked at one time shall count as one Trip for Transaction Fee purposes.
4. If itinerary changes are made by the travel supplier, and not the Authorized User, resulting in ticket reissue, Contractor cannot charge a Transaction Fee and the ticket reissue shall be done at no cost to the Authorized User.
5. If changes in the itinerary at the request of the Authorized User require the reissuance of a ticket, an Exchange Transaction Fee may be charged to the Authorized User.
6. A Transaction Fee shall not be charged for activities that do not result in the issuance of a ticket (e.g., research of travel arrangements, use of customer support services for technical support or assistance with the Online Travel Reservation System, completing changes to existing arrangements prior to ticket issuance, air and/or rail reservations for which tickets are not issued, changes to a reservation which do not result in the issuance of a new ticket, voids, refunds or credits for unused tickets, etc.).
7. The Transaction Fee may only be charged at time of ticket issuance or exchange of a ticket. The fee is non-refundable if the travel is subsequently cancelled and a Cancellation Transaction Fee (Airline or Rail) may apply.
8. The Contractor shall not charge a Transaction Fee for cancellations made by Authorized User prior to issuance of tickets. All air and rail travel, both domestic and international, shall have the same Transaction Fee. The Contractor cannot charge a different fee for domestic and international air and rail travel. This applies to both agent assisted and online reservations for air and rail travel.
9. The Contractor shall not charge a separate Hotel Only, Car Rental Only, and or Hotel and Car Rental Only Transaction Fee for hotel and or car reservations if an Airline or Rail Transaction Fee (Online or Agent-Assisted) is charged. The Airline and Rail Transaction Fee (Online or Agent-Assisted) includes the costs associated with air, hotel and car rental transaction fees.
10. Exchange transactions:
 - a. All exchange transactions for air or rail travel must be made through the Contractor's travel agent whether the original ticket was issued through the Online Travel Reservation System or with the Contractor's travel agent, ticket exchanges are not allowed through the Online Travel Reservation System.
 - b. An exchange transaction is the process used to issue new document(s), i.e. ticket(s) using an old document or documents as either full or partial payment. There are two types of exchanges: 1. full exchange; a wholly unused original document with no usage of value coupons is presented for exchange for a new document or; 2. partial exchange; a partially used original document where all remaining value coupons are being returned for exchange for a new document. Both full and partial exchanges include non-ARC documents presented for exchange (such as a Type B voucher or carrier non-transport document) if allowed by air carrier.
 - c. Either type of exchange will result in one of the following exchange form of payment types: 1. an Additional Collection; 2. exchange with miscellaneous charge order (MCO) with residual value; or 3. an even exchange. Contractor shall comply with any additional rules or instructions regarding exchange transactions provided by the carrier or the ARC. Contractor shall provide a monthly ticket exchange report and unused Ticket Report to the Statewide Travel Coordinator and, if requested, the applicable Authorized User. The monthly ticket exchange report shall include the following with respect to the exchange:
 1. Type of exchange (Additional Collection, even exchange or miscellaneous charge order (MCO) with residual value);
 2. Passenger name;
 3. Airline record number (PNR);
 4. Original ticket number;

5. Airline name;
6. Issue date;
7. Original ticket amount/value;
8. Original invoice number;
9. Exchange Transaction Fee charged;
10. New ticket number;
11. New issue date;
12. New ticket amount;
13. New Additional Collection amount, residual value amount or even exchange amount;
14. New invoice number; and
15. If applicable, new passenger name.

4.7 Emergency/After-Hours Call Transaction Fees

One Emergency/After-Hours Call Transaction Fee may be charged per call to the Emergency/After-Hours Travel Service.

If a call to the Emergency/After-Hours Travel Service results in the issuance of a ticket for air or rail travel the Contractor may, in addition to the Emergency/After-Hours Call Transaction Fee, also charge the Agent Assisted Airline and/or Rail Transaction Fee(s) for such travel.

4.8 Reimbursable Services

The Contractor shall not be allowed to charge Authorized Users any fees for travel services except the Transaction Fees set forth in Section 4.6 and certain travel supplier Pass-Through Fees. The Authorized User is responsible for payment of the travel suppliers' fees, which the Contractor passes through to such Authorized User, without any mark-up or additional fee assessed by the Contractor. Examples of potential Pass-Through Fees include hotel cancellation fees, airline change fees, no-show fees, visa/passport processing fees, etc. The Authorized User shall reimburse the Contractor for Pass Through Fees after receipt of documented costs from third-party in accordance with Section 4.15, *Invoicing and Payment*.

4.9 UATP Account Transaction Fees

1. Universal Air Travel Plan (UATP) corporate charge cards for unused airline tickets are issued by individual airlines to permit the consolidation of unused ticket values from previously purchased unused tickets to be deposited into an established UATP corporate credit card account for airline purchases only. This process allows Authorized User Travelers to utilize the funds from the established UATP credit card account without expending new funds to purchase tickets.
2. The UATP account is restricted to airline ticket purchases only, travel agent transaction fees are not permitted through this account. Any transaction fees for UATP issued airline tickets must be made through the contractor's travel agent. The Contractor shall charge an UATP Account Transaction Fee to Authorized Users for airline tickets issued from the UATP corporate charge card program. Contractor shall receive payments only through the Travel Cards, Non-Employee Travel Cards (NET) and Procurement Cards provided in the OGS Bank Card Services Contract with Citibank (Group 79008, Award 22712) or such other replacement credit cards the State obtains. If the original UATP issued airline ticket results in an exchange or cancellation of the airline ticket additional agent-assisted transaction fees may be charged by the Contractor to Authorized Users under this Section.
3. Contractor shall submit an unused ticket report monthly to the Traveler and Authorized User's finance officer, including passenger name, ticket number and total fare. The Contractor shall review unused ticket balances of all Authorized Users and identify those balances that may qualify for any air carrier offered program such as a Universal Air Travel Plan (UATP) corporate charge card. The Statewide Travel Coordinator and Authorized User shall determine if the program is reasonable and the best interest of the State and the Authorized User.
4. Authorized Users shall manage and administer the UATP card programs based on the unused ticket report provided by the Contractor and the UATP monthly statement report issued by the air carrier. At times Authorized Users may have specific ad hoc internal project or employee fields that are not captured, i.e. employee numbers; requiring any reconciliation to be completed by the Authorized User. The Contractor will

support Authorized Users with reporting that can include ticket activity, and the above exchange report provided in Section 6.3.2(8c). The Contractor shall notify the Statewide Travel Coordinator of any future UATP program or reporting enhancements.

4.10 Other Fee

Authorized Users that require unique reporting data elements and/or automated travel policies shall have the capability to purchase their own individual Concur Travel site through the Contractor. Contractor shall charge Authorized User an Online Reservation System set-up fee which is a one-time subscription fee without any mark-up or additional fees for each site for the cost of providing the Online Travel Reservation System. Dedicated website development for maintenance costs shall be the sole responsibility of the Contractor.

4.11 Maximum Fee Increase

In a single year of the Contract, the maximum price increase for each fee on Contract shall not exceed the percent increase in the latest available National Consumer Price Index - All Urban Consumers (CPIU), Not Seasonally Adjusted, Northeast Region, All Items (Series Id: CUUR0100SA0); as published by the Department of Labor, Bureau of Labor Statistics, Washington, D.C. 20212. CPI-U data may be obtained at www.bls.gov. Airline discounts are not subject to this section.

On each annual anniversary date of the Bid opening, being November 12, 2020, the Contractor may request a rate change (increase or decrease) based upon fluctuations in the latest published copy of the Consumer Price Index for all urban consumers as published by the U.S. Department of Labor, Bureau of Labor Statistics, Washington, D.C. 20212.

The index is also available through the Internet at the Bureau of Labor Statistics web site at <https://stats.bls.gov/>. Go to "Subjects" > "Inflation and Prices Overview" > "Consumer Price Index" > "CPI Tables" and then refer to "Table Containing History of CPI-U U.S. All Items Indexes and Annual Percent Changes From 1913 to Present is now available in the CPI Detailed Report as Table 24".

The Contractor is solely responsible for notifying OGS Procurement Services that the Contractor wishes to receive the CPI fee change and to submit a request for the adjusted fees on the applicable Bid Opening anniversary date; and Contractor shall provide a copy of the index and other supporting documentation necessary to support the increase or decrease to OGS Procurement Services and the Authorized User(s), as appropriate. Should the Contractor fail to make a request and submit supporting documentation to OGS Procurement Services within ninety (90) days after the applicable anniversary date, the Contractor shall be deemed to have waived its right to any increase in price for that year, but the State shall not be barred from making the appropriate adjustment in the case of a decrease determined in accordance with the above methodology.

Fee adjustments using the CPI involve changing the base payment by the percent change in the level of the CPI for the current year compared to the previous year. This is calculated by first determining the index point change between the two readings and then the percent change. The price adjustment shall be calculated as follows: Take the CPI value for 3 months prior to the current Bid Opening anniversary date and subtract the CPI value for same month as above prior to the previous Bid Opening anniversary date. The difference is then divided by the previous period CPI value and this result is then multiplied by 100 to equal the percent change which is the price adjustment value. This percentage change (increase or decrease) shall be applied to the next Contract year, upon release of a Contract Addendum from OGS Procurement Services. Fee adjustments for any given year shall be rounded to two decimal places to the nearest whole cent.

The following example illustrates the computation of percent change for a hypothetical November 2020 Bid Opening anniversary date calculation:

CPI for current period (August 2020)	185.2
Less CPI for previous period (August 2019)	181.7
Equals index point change	3.5
Divided by previous period CPI	181.7

Equals	0.0192
Result multiplied by 100	<u>0.019 x 100</u>
Equals percent change/ price adjustment value	1.9

4.12 Price Structure

If, during the Contract Term, the Contractor is unable or unwilling to meet contractual requirements in whole or in part based on the price structure of the Contract, it shall immediately notify the Office of General Services, Procurement Services in writing. Such notification shall not relieve the Contractor of its responsibilities under the Contract. The State may, but is not required to, consider an equitable adjustment in the Contract terms and/or pricing in the circumstances outlined in Appendix B, *Savings/Force Majeure*.

Should the Commissioner in his or her sole discretion determine during the Contract Term that (i) the Contract price structure is unworkable, detrimental, or injurious to the State, or (ii) the Contract price structure results in prices which are unreasonable, excessive, or not truly reflective of current market conditions, and no adjustment in the Contract terms and/or pricing is mutually agreeable, the State may terminate the Contract upon 10 business days written notice mailed to the Contractor.

4.13 Ordering

Authorized Users may submit orders over the phone via the Contractor's travel agents during normal business hours or online via the Online Travel Reservation System at any time. Orders submitted shall be deemed received by Contractor on the date submitted.

Upon Contractor's receipt of an order, confirmation is to be provided to the Authorized User electronically. Order confirmation should be sufficiently detailed on the invoice/itinerary as referenced in Section 3.2, *Travel Documentation Requirements*.

4.14 Minimum Order

There is no minimum order for this Contract.

4.15 Invoicing and Payment

All purchases by Authorized Users under this Contract must be made using a method of payment provided under the Procurement Services Purchasing, Travel, and NET Cards (Statewide) contract (Group 79008-Award 22712). The use of personal credit cards or other means of payment is prohibited. State agencies may purchase travel services using either the Travel Card or Non-Employee Travel Card (NET). Non-state agencies may purchase travel services using either the Travel Card, NET Card or a Procurement Card.

Contractor shall provide to the Authorized User any and all information necessary to verify the accuracy of the charges. Such information shall be provided in the format requested by the Authorized User.

Contractor must provide travel or procurement card reconciliation reports at the request from Authorized User or the Statewide Travel Coordinator.

To the extent applicable, Contractor agrees to comply with all current Payment Card Industry Data Security Standards (PCI DSS). The PCI DSS, as set forth by the Payment Card Industry Standards Council, are available at: <https://www.pcisecuritystandards.org>.

4.16 Contractor Cooperation

Upon the expiration or termination of the Contract, the Contractor has the affirmative obligation to extend appropriate and reasonable cooperation to assure the orderly transition of Contract services to the subsequent Contractor. Travel Profiles will be transferred through a Site Transfer coordinated with the State's Online Booking Tool, (Concur),

and the new/ subsequent Contractor. Statewide Travel Coordinator and Contractor will determine a “last ticket date” for Authorized Users, and Contractor will provide reporting as requested to indicate Travelers that are booked and traveling after the last ticketing date. Contractor shall provide an unused ticket report (according to the Airline Report Corporation (ARC) rules and regulations traffic documents can only be exchanged by the agency location that originally issued the document) to the new/subsequent Contractor within five calendar days or sooner when requested by OGS Procurement Services. At the expiration of the Contract, Contractor shall provide an accounting of unused tickets by Authorized User as well as a Travel Management Summary identifying historic spend. The Travel Management Summary will be differentiated by Authorized User as well as a combined rollup. Such accounting shall indicate the passenger name, agency/organization, airline record number (PNR), ticket number, airline name, issue date, amount/value, invoice number and ticket expiration date. The Contractor will confirm the final date for the Contractor to deliver any outstanding reporting requirements to the Statewide Travel Coordinator and Authorized Users. The final date will identify when all Account Numbers will be deactivated; with no further access to data available.

4.17 NYS Financial System (SFS)

New York State is currently operating on an Enterprise Resource Planning system, Oracle PeopleSoft software, referred to as the Statewide Financial System (SFS). SFS is currently on PeopleSoft Financials version 9.2. SFS supports requisition-to-payment processing and financial management functions.

The State is also implementing an eProcurement application that supports the requisitioning process for State agencies to procure Products in SFS. This application provides catalog capabilities. Contractors with Centralized Contracts have the ability to provide a “hosted” or “punch-out” catalog that integrates with SFS and is available to Authorized Users via a centralized eMarketplace website. Additional information may be found at:

<https://ogs.ny.gov/procurement/emarketplace>.

There are no fees required for a Contractor’s participation in the catalog site development or management. Upon completion and activation of an on-line catalog, State agencies will process their orders through the SFS functionality and other Authorized Users can access the catalog site to fulfill orders directly.

The State is also implementing the PeopleSoft Inventory module in the near future to track inventory items within the item master table. Further information regarding business processes, interfaces, and file layouts may be found at: <http://sfs.ny.gov> and <http://www.osc.state.ny.us/agencies/guide/MyWebHelp/>.

4.18 Contract Administration

The Contractor shall provide a sufficient number of Customer Service employees who are knowledgeable and responsive to Authorized User needs and who can effectively service the Contract. Contractor shall also provide an Emergency Contact in the event of an emergency occurring after business hours or on weekend/holidays.

Contractor shall provide a dedicated Contract Administrator to support the updating and management of the Contract on a timely basis. Information regarding the Customer Service, Emergency Contact, and Contract Administrator shall be set forth in Attachment 3 – *Contractor Information*. Contractor must notify OGS within five Business Days if its Contract Administrator, Emergency Contact, or Customer Service employees change, and provide an interim contact person until the position is filled. Changes shall be submitted electronically via e-mail to the OGS Statewide Travel Coordinator.

4.19 Accessibility of Web-Based Information and Applications Policy

Contractor is solely responsible for administration, content, intellectual property rights and all materials at Contractor’s website. Contractor is solely responsible for its actions and those of its agents, employees, resellers, Subcontractors or assigns, and agrees that neither Contractor nor any of the foregoing has any authority to act or speak on behalf of the State. As applicable, Contractor agrees to comply with the Office of Information Technology Services policy NYS-P08-005 Accessibility of Web-Based Information and Applications, as may be amended, the stated purpose of which is to make State Agency web-based intranet and internet information accessible for persons with disabilities. The following language is incorporated into this Contract:

Any web-based information and applications development, or programming delivered pursuant to the Contract or procurement, will comply with New York State Enterprise IT Policy NYS-P08-005, Accessibility of Web-Based Information and Applications as such policy may be amended, modified or superseded, which requires that State Agency web-based information and applications are accessible to persons with disabilities. Web-based information and applications must conform to New York State Enterprise IT Policy NYS-P08-005. Quality assurance testing may be conducted by the State and the results of such testing, if performed, must be satisfactory to the State before web-based information and applications will be considered a qualified deliverable under the Contract or procurement.

4.20 Insurance

Contractor shall procure at its sole cost and expense all required insurance as detailed in Attachment 2 - *Insurance Requirements* and shall maintain in force at all times during the terms of the Contract, policies of insurance pursuant to the requirements outlined in Attachment 2 – *Insurance Requirements*.

4.21 Report of Contract Usage

Contractor shall submit Attachment 4 – *Report of Contract Usage* including any transaction fees billed to each Authorized User of this Contract, no later than 10 days after the close of each calendar quarter. If the Contract period begins or ends in a fractional portion of a reporting period, only the actual transaction fees billed for this fractional period should be included in the quarterly report.

The report must also be submitted electronically via email in Microsoft Excel to OGS Procurement Services, to the attention of the individual listed on the front page of the Contract Award Notification and shall reference the Contract Group Number, Award Number, Contract Number, Sales Period, and Contractor's name.

The report in Attachment 4 – *Report of Contract Usage* contains the minimum information required. Additional related sales information, such as detailed user purchases may be required by OGS and must be supplied upon request. Failure to submit reports on a timely basis may result in Contract cancellation and designation of Contractor as non-responsible.

4.22 Contractor Requirements and Procedures for Business Participation Opportunities for NYS Certified Minority- and Women-Owned Business Enterprises and Equal Employment Opportunities for Minority Group Members and Women

I. New York State Law

Pursuant to New York State Executive Law Article 15-A and Parts 140-145 of Title 5 of the New York Codes, Rules and Regulations ("NYCRR"), the New York State Office of General Services ("OGS") is required to promote opportunities for the maximum feasible participation of New York State-certified Minority- and Women-owned Business Enterprises ("MWBEs") and the employment of minority group members and women in the performance of OGS contracts.

II. General Provisions

- A. OGS is required to implement the provisions of New York State Executive Law Article 15-A and 5 NYCRR Parts 140-145 ("MWBE Regulations") for all State contracts as defined therein, with a value (1) in excess of \$25,000 for labor, services, equipment, materials, or any combination of the foregoing or (2) in excess of \$100,000 for real property renovations and construction.
- B. The Contractor agrees, in addition to any other nondiscrimination provision of the Contract and at no additional cost to OGS, to fully comply and cooperate with OGS in the implementation of New York State Executive Law Article 15-A. These requirements include equal employment opportunities for minority group members and women ("EEO") and contracting opportunities for New York State Certified minority-

and women-owned business enterprises ("MWBEs"). Contractor's demonstration of "good faith efforts" pursuant to 5 NYCRR §142.8 shall be a part of these requirements. These provisions shall be deemed supplementary to, and not in lieu of, the nondiscrimination provisions required by New York State Executive Law Article 15 (the "Human Rights Law") or other applicable federal, State or local laws.

- C. Failure to comply with all of the requirements herein may result in a finding of non-responsiveness, a finding of non-responsibility, breach of contract, withholding of funds, suspension or termination of the Contract, and/or such other actions or enforcement proceedings as allowed by the Contract and applicable law.

III. Equal Employment Opportunity (EEO)

- A. The provisions of Article 15-A of the Executive Law and the rules and regulations promulgated thereunder pertaining to equal employment opportunities for minority group members and women shall apply to all Contractors, and any subcontractors, awarded a subcontract over \$25,000 for labor, services, including legal, financial and other professional services, travel, supplies, equipment, materials, or any combination of the foregoing, to be performed for, or rendered or furnished to, the contracting State agency (the "Work") except where the Work is for the beneficial use of the Contractor.

1. Contractor and subcontractors shall undertake or continue existing EEO programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status. For these purposes, EEO shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, or termination and rates of pay or other forms of compensation. This requirement does not apply to: (i) the performance of work or the provision of services or any other activity that is unrelated, separate or distinct from the Contract; or (ii) employment outside New York State.
2. By entering into this Contract, Contractor certifies that the text set forth in clause 12 of Appendix A, attached hereto and made a part hereof, is Contractor's equal employment opportunity policy. In addition, Contractor agrees to comply with the Non-Discrimination Requirements set forth in clause 5 of Appendix A.

- B. Form EEO 100 - Staffing Plan

To ensure compliance with this section, the Contractor agrees to submit or has submitted with the Bid a staffing plan on Form EEO 100 to OGS to document the composition of the proposed workforce to be utilized in the performance of the Contract by the specified categories listed, including ethnic background, gender, and federal occupational categories.

- C. Form EEO 101 - Workforce Utilization Reporting Form (Commodities and Services) ("Form EEO-101-Commodities and Services")

1. The Contractor shall submit, and shall require each of its subcontractors to submit, a Form EEO-101-Commodities and Services to OGS to report the actual workforce utilized in the performance of the Contract by the specified categories listed including ethnic background, gender, and Federal occupational categories. The Form EEO-101-Commodities and Services must be submitted electronically to OGS at EEO_CentCon@ogs.ny.gov on a quarterly basis during the term of the Contract by the 10th day of April, July, October, and January.
2. Separate forms shall be completed by Contractor and any subcontractor.
3. In limited instances, the Contractor or subcontractor may not be able to separate out the workforce utilized in the performance of the Contract from its total workforce. When a separation can be made, the Contractor or subcontractor shall submit the Form EEO-101-Commodities and Services and indicate that the information provided relates to the actual workforce utilized on the Contract. When the workforce to be utilized on the Contract cannot be separated out from the Contractor's or

subcontractor's total workforce, the Contractor or subcontractor shall submit the Form EEO-101-Commodities and Services and indicate that the information provided is the Contractor's or subcontractor's total workforce during the subject time frame, not limited to work specifically performed under the Contract.

- D. Contractor shall comply with the provisions of the Human Rights Law, all other State and federal statutory and constitutional non-discrimination provisions. Contractor and subcontractors shall not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.

IV. Contract Goals

- A. For purposes of this procurement, OGS conducted a comprehensive search and determined that the Contract does not offer sufficient opportunities to set goals for participation by MWBEs as subcontractors, service providers, or suppliers to Contractor. Contractor is, however, encouraged to make every good faith effort to promote and assist the participation of MWBEs on this Contract for the provision of services and materials. The directory of New York State Certified MWBEs can be viewed at: <https://ny.newnycontracts.com/FrontEnd/VendorSearchPublic.asp?TN=ny&XID=2528>. Additionally, following Contract execution, Contractor is encouraged to contact the Division of Minority and Women's Business Development ((518) 292-5250; (212) 803-2414; or (716) 846-8200) to discuss additional methods of maximizing participation by MWBEs on the Contract.

B. Good Faith Efforts

Pursuant to 5 NYCRR § 142.8, evidence of good faith efforts shall include, but not be limited to, the following:

1. A list of the general circulation, trade, and MWBE-oriented publications and dates of publications in which the Contractor solicited the participation of certified MWBEs as subcontractors/suppliers, copies of such solicitations, and any responses thereto.
2. A list of the certified MWBEs appearing in the Empire State Development ("ESD") MWBE directory that were solicited for this Contract. Provide proof of dates or copies of the solicitations and copies of the responses made by the certified MWBEs. Describe specific reasons that responding certified MWBEs were not selected.
3. Descriptions of the Contract documents/plans/specifications made available to certified MWBEs by the Contractor when soliciting their participation and steps taken to structure the scope of work for the purpose of subcontracting with, or obtaining supplies from, certified MWBEs.
4. A description of the negotiations between the Contractor and certified MWBEs for the purposes of complying with the MWBE goals of this Contract.
5. Dates of any pre-bid, pre-award, or other meetings attended by Contractor, if any, scheduled by OGS with certified MWBEs whom OGS determined were capable of fulfilling the MWBE goals set in the Contract.
6. Other information deemed relevant to the request.

V. Fraud

Any suspicion of fraud, waste, or abuse involving the contracting or certification of MWBEs shall be immediately reported to ESD's Division of Minority and Women's Business Development at (855) 373-4692.

ALL FORMS ARE AVAILABLE AT: <https://ogs.ny.gov/MWBE>

4.23 Participation Opportunities For New York State Certified Service-Disabled Veteran Owned Businesses

Article 17-B of the New York State Executive Law provides for more meaningful participation in public procurement by certified Service-Disabled Veteran-Owned Businesses ("SDVOBs"), thereby further integrating such businesses into New York State's economy. OGS recognizes the need to promote the employment of service-disabled veterans

and to ensure that certified service-disabled veteran-owned businesses have opportunities for maximum feasible participation in the performance of OGS contracts.

In recognition of the service and sacrifices made by service-disabled veterans and in recognition of their economic activity in doing business in New York State, Contractors are strongly encouraged and expected to consider SDVOBs in the fulfillment of the requirements of the Contract. Such participation may be as subcontractors or suppliers, as protégés, or in other partnering or supporting roles.

For purposes of this procurement, OGS conducted a comprehensive search and determined that the Contract does not offer sufficient opportunities to set specific goals for participation by SDVOBs as subcontractors, service providers, and suppliers to Contractor. Nevertheless, Contractor is encouraged to make good faith efforts to promote and assist in the participation of SDVOBs on the Contract for the provision of services and materials. The directory of New York State Certified SDVOBs can be viewed at: <https://ogs.ny.gov/veterans>.

Contractor is encouraged to contact the Office of General Services' Division of Service-Disabled Veteran's Business Development at 518-474-2015 or VeteranDevelopment@ogs.ny.gov to discuss methods of maximizing participation by SDVOBs on the Contract.

ALL FORMS ARE AVAILABLE AT: <https://ogs.ny.gov/veterans>

4.24 NYS Vendor Responsibility

The Contractor shall at all times during the Contract term remain responsible. The Contractor agrees, if requested by the Commissioner of OGS, to present evidence of its continuing legal authority to do business in New York State, integrity, experience, ability, prior performance, and organizational and financial capacity.

The Commissioner of OGS, in his or her sole discretion, reserves the right to suspend any or all activities under this Contract, at any time, when he or she discovers information that calls into question the responsibility of the Contractor. In the event of such suspension, the Contractor will be given written notice outlining the particulars of such suspension. Upon issuance of such notice, the Contractor must comply with the terms of the suspension order. Contract activity may resume at such time as the Commissioner of OGS issues a written notice authorizing a resumption of performance under the Contract.

The Contractor agrees that if it is found by the State that Contractor's responses to the Questionnaire were intentionally false or intentionally incomplete, on such finding, the Commissioner may terminate the Contract.

Upon written notice to the Contractor, and a reasonable opportunity to be heard with appropriate OGS officials or staff, the Contract may be terminated by the Commissioner of OGS at the Contractor's expense where the Contractor is determined by the Commissioner of OGS to be non-responsible. In such event, the Commissioner of OGS may complete the contractual requirements in any manner he or she may deem advisable and pursue available legal or equitable remedies for breach.

In no case shall such termination of the Contract by the State be deemed a breach thereof, nor shall the State be liable for any damages for lost profits or otherwise, which may be sustained by the Contractor as a result of such termination.

4.25 Non-State Agencies Participation in Centralized Contracts

New York State political subdivisions and others authorized by New York State law may participate in Centralized Contracts. These include, but are not limited to, local governments, public authorities, public school and fire districts, public and nonprofit libraries, and certain other nonpublic/nonprofit organizations. See Appendix B, *Participation in Centralized Contracts*. For Purchase Orders issued by the Port Authority of New York and New Jersey (or any other authorized entity that may have delivery locations adjacent to New York State), the terms of the Price clause shall be modified to include delivery to locations adjacent to New York State.

Upon request, all eligible non-State agencies must furnish Contractors with the proper tax exemption certificates and documentation certifying eligibility to use State contracts. A list of categories of eligible entities is available on the OGS web site (<https://www.ogs.ny.gov/purchase/snt/othersuse.asp>). Questions regarding an organization's eligibility to purchase from New York State Contracts may also be directed to NYS Procurement Services Customer Services at (518) 474-6717.

4.26 Extension of Use

This Contract may be extended to additional States or governmental jurisdictions upon mutual written agreement between New York State and the Contractor. Political subdivisions and other authorized entities within each participating state or governmental jurisdiction may also participate in any resultant Contract if such state normally allows participation by such entities. New York State reserves the right to negotiate additional discounts based on any increased volume generated by such extensions.

4.27 New Accounts

Contractor may ask State agencies and other Authorized Users to provide information in order to facilitate the opening of a customer account, including documentation of eligibility to use New York State Contracts, agency code, name, address, and contact person. State agencies shall not be required to provide credit references.

4.28 Drug and Alcohol Use Prohibited

For reasons of safety and public policy, in this Contract, the use of alcoholic beverages or illegal drugs by the Contractor's personnel shall not be permitted in performance of the Contract.

4.29 Traffic Infractions

Neither the State nor Authorized Users shall be liable for any expense incurred by the Contractor's personnel for any parking fees or as a consequence of any traffic infraction or parking violation attributable to employees of the Contractor in performance of the Contract.

4.30 Formal Disputes Related to Travel

Formal disputes relating to any travel under this Contract shall be decided in accordance with the Authorized User's dispute resolution procedures.

4.31 Notices

Any notice or communication by any Party to the other required or permitted hereunder shall be in writing and shall be deemed duly served as of (a) the date it is delivered by hand or by fax (with appropriate acknowledgement of receipt), (b) three Business Days after having been mailed by certified mail, postage prepaid, return receipt requested, or (c) the next Business Day after having been sent for delivery on the next Business Day, shipping prepaid, by a nationally recognized overnight courier, in each case to the receiving Party and addressed to the Party's address identified on the contract landing page at www.ogs.ny.gov or such other address as a Party may designate by written notice to the other Party sent in the manner set forth herein.

4.32 Captions

The captions contained in this Contract are intended for convenience and reference purposes only and shall in no way be deemed to define or limit any provision thereof.

4.33 Severability

In the event that any one or more of the provisions of this Contract shall for any reason be declared unenforceable under the laws or regulations in force, such provision will have no effect on the validity of the remainder of this Contract, which shall then be construed as if such unenforceable provision had never been written or was never contained in this Contract.

4.34 Counterparts

This Contract may be executed in one or more counterparts, each of which shall be deemed to be an original, but all of which together shall constitute the same Contract. Any signature page of any such counterpart may be attached or appended to any counterpart to complete a fully executed counterpart of this Contract and shall bind such Party.

4.35 Entire Agreement

This Contract and any referenced appendices and attachments constitute the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior agreements and understandings of the Parties, whether written or oral, with respect to the subject matter hereof. No statement, promise, condition, understanding, inducement or representation, oral or written, express or implied, which is not contained herein shall be binding or valid and the Contract may not be changed, modified or altered in any manner except by an instrument in writing executed by the State and the Contractor.

[Signatures appear on next page]

Contract #PS69259

SIGNATURE PAGE

IN WITNESS WHEREOF, this Contract is effective as of the date of the Office of the State Comptroller (OSC) approval below. The Parties further hereby certify that original copies of this executed and approved signature page will be affixed, upon final approval, to exact copies of this Contract being executed simultaneously herewith. The acknowledgment must be fully and properly executed by an authorized person. By signing you certify your express authority to sign on behalf of yourself, your company, or other entity and full knowledge and acceptance of this agreement, Appendix A (Standard Clauses For New York State Contracts), Appendix B (General Specifications), and State Finance Law §139-j and §139-k (Procurement Lobbying), and that all information provided is complete, true and accurate. By signing, Contractor affirms that it understands and agrees to comply with the procedures relative to permissible contacts as required by State Finance Law §139-j (3) and §139-j (6) (b).

Knight Holdings, LLC, dba Stovroff and Taylor Travel LTD

THE PEOPLE OF THE STATE OF NEW YORK
ACTING BY AND THROUGH THE COMMISSIONER
OF GENERAL SERVICES

Signature: _____

Printed Name: DOUGLAS KNIGHTTitle: CEOFederal ID: 20-1653737NYS Vendor ID: 1100254378Date: 2/5/2021

Signature: _____

Printed Name: Anthony MontesTitle: Contract Management Specialist 3Date: 02/08/2021

APPROVED

DEPT. OF AUDIT & CONTROL

Mar 03 2021

Mark DiFiore

FOR THE STATE COMPTROLLER

NYS OFFICE OF THE STATE COMPTROLLER

OSC Approval:

Approved _____

Disapproved _____

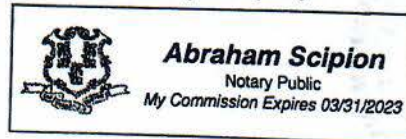
Approved as Amended _____

Signature: _____

Name: _____

Title: _____

Date: _____

INDIVIDUAL, CORPORATION, PARTNERSHIP, OR LLC ACKNOWLEDGMENTSTATE OF Connecticut }
: ss: DarienCOUNTY OF Fairfield }On the 6th day of February in the year 2021, before me personally appeared Douglas R. Knight, known to me to be the person who executed the foregoing instrument, who, being duly sworn by me did depose and say that he maintains an office atTown of WilliamsvilleCounty of Erie, State of NY; and further that:**[Check One]**☐ If an individual): he executed the foregoing instrument in his/her name and on his/her own behalf.☐ If a corporation): he is the _____ of _____, the corporation described in said instrument; that, by authority of the Board of Directors of said corporation, he is authorized to execute the foregoing instrument on behalf of the corporation for purposes set forth therein; and that, pursuant to that authority, he executed the foregoing instrument in the name of and on behalf of said corporation as the act and deed of said corporation.☐ If a partnership): he is the _____ of _____, the partnership described in said instrument; that, by the terms of said partnership, he is authorized to execute the foregoing instrument on behalf of the partnership for purposes set forth therein; and that, pursuant to that authority, he executed the foregoing instrument in the name of and on behalf of said partnership as the act and deed of said partnership.☒ If a limited liability company): he is a duly authorized member of KNIGHT HOLDINGS, LLC, LLC, the limited liability company described in said instrument; that, he is authorized to execute the foregoing instrument on behalf of the limited liability company for purposes set forth therein; and that, pursuant to that authority, he executed the foregoing instrument in the name of and on behalf of said limited liability company as the act and deed of said limited liability company.

Signature of Notary Public

Notary Public Registration No. 175978State Connecticut

APPENDIX A

STANDARD CLAUSES FOR NEW YORK STATE CONTRACTS

**PLEASE RETAIN THIS DOCUMENT
FOR FUTURE REFERENCE.**

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STANDARD CLAUSES FOR NYS CONTRACTS

The parties to the attached contract, license, lease, amendment or other agreement of any kind (hereinafter, "the contract" or "this contract") agree to be bound by the following clauses which are hereby made a part of the contract (the word "Contractor" herein refers to any party other than the State, whether a contractor, licensor, licensee, lessor, lessee or any other party):

1. EXECUTORY CLAUSE. In accordance with Section 41 of the State Finance Law, the State shall have no liability under this contract to the Contractor or to anyone else beyond funds appropriated and available for this contract.

2. NON-ASSIGNMENT CLAUSE. In accordance with Section 138 of the State Finance Law, this contract may not be assigned by the Contractor or its right, title or interest therein assigned, transferred, conveyed, sublet or otherwise disposed of without the State's previous written consent, and attempts to do so are null and void. Notwithstanding the foregoing, such prior written consent of an assignment of a contract let pursuant to Article XI of the State Finance Law may be waived at the discretion of the contracting agency and with the concurrence of the State Comptroller where the original contract was subject to the State Comptroller's approval, where the assignment is due to a reorganization, merger or consolidation of the Contractor's business entity or enterprise. The State retains its right to approve an assignment and to require that any Contractor demonstrate its responsibility to do business with the State. The Contractor may, however, assign its right to receive payments without the State's prior written consent unless this contract concerns Certificates of Participation pursuant to Article 5-A of the State Finance Law.

3. COMPTROLLER'S APPROVAL. In accordance with Section 112 of the State Finance Law (or, if this contract is with the State University or City University of New York, Section 355 or Section 6218 of the Education Law), if this contract exceeds \$50,000 (or the minimum thresholds agreed to by the Office of the State Comptroller for certain S.U.N.Y. and C.U.N.Y. contracts), or if this is an amendment for any amount to a contract which, as so amended, exceeds said statutory amount, or if, by this contract, the State agrees to give something other than money when the value or reasonably estimated value of such consideration exceeds \$25,000, it shall not be valid, effective or binding upon the State until it has been approved by the State Comptroller and filed in his office. Comptroller's approval of contracts let by the Office of General Services is required when such contracts exceed \$85,000 (State Finance Law § 163.6-a). However, such pre-approval shall not be required for any contract established as a centralized contract through the Office of General Services or for a purchase order or other transaction issued under such centralized contract.

4. WORKERS' COMPENSATION BENEFITS. In accordance with Section 142 of the State Finance Law, this contract shall be void and of no force and effect unless the

Contractor shall provide and maintain coverage during the life of this contract for the benefit of such employees as are required to be covered by the provisions of the Workers' Compensation Law.

5. NON-DISCRIMINATION REQUIREMENTS. To the extent required by Article 15 of the Executive Law (also known as the Human Rights Law) and all other State and Federal statutory and constitutional non-discrimination provisions, the Contractor will not discriminate against any employee or applicant for employment, nor subject any individual to harassment, because of age, race, creed, color, national origin, sexual orientation, gender identity or expression, military status, sex, disability, predisposing genetic characteristics, familial status, marital status, or domestic violence victim status or because the individual has opposed any practices forbidden under the Human Rights Law or has filed a complaint, testified, or assisted in any proceeding under the Human Rights Law. Furthermore, in accordance with Section 220-e of the Labor Law, if this is a contract for the construction, alteration or repair of any public building or public work or for the manufacture, sale or distribution of materials, equipment or supplies, and to the extent that this contract shall be performed within the State of New York, Contractor agrees that neither it nor its subcontractors shall, by reason of race, creed, color, disability, sex, or national origin: (a) discriminate in hiring against any New York State citizen who is qualified and available to perform the work; or (b) discriminate against or intimidate any employee hired for the performance of work under this contract. If this is a building service contract as defined in Section 230 of the Labor Law, then, in accordance with Section 239 thereof, Contractor agrees that neither it nor its subcontractors shall by reason of race, creed, color, national origin, age, sex or disability: (a) discriminate in hiring against any New York State citizen who is qualified and available to perform the work; or (b) discriminate against or intimidate any employee hired for the performance of work under this contract. Contractor is subject to fines of \$50.00 per person per day for any violation of Section 220-e or Section 239 as well as possible termination of this contract and forfeiture of all moneys due hereunder for a second or subsequent violation.

6. WAGE AND HOURS PROVISIONS. If this is a public work contract covered by Article 8 of the Labor Law or a building service contract covered by Article 9 thereof, neither Contractor's employees nor the employees of its subcontractors may be required or permitted to work more than the number of hours or days stated in said statutes, except as otherwise provided in the Labor Law and as set forth in prevailing wage and supplement schedules issued by the State Labor Department. Furthermore, Contractor and its subcontractors must pay at least the prevailing wage rate and pay or provide the prevailing supplements, including the premium rates for overtime pay, as determined by the State Labor Department in accordance with the Labor Law. Additionally, effective April 28, 2008, if this is a public work contract covered by Article 8 of the Labor Law, the Contractor understands and agrees that the filing of payrolls in a manner consistent with Subdivision 3-

a of Section 220 of the Labor Law shall be a condition precedent to payment by the State of any State approved sums due and owing for work done upon the project.

7. NON-COLLUSIVE BIDDING CERTIFICATION. In accordance with Section 139-d of the State Finance Law, if this contract was awarded based upon the submission of bids, Contractor affirms, under penalty of perjury, that its bid was arrived at independently and without collusion aimed at restricting competition. Contractor further affirms that, at the time Contractor submitted its bid, an authorized and responsible person executed and delivered to the State a non-collusive bidding certification on Contractor's behalf.

8. INTERNATIONAL BOYCOTT PROHIBITION. In accordance with Section 220-f of the Labor Law and Section 139-h of the State Finance Law, if this contract exceeds \$5,000, the Contractor agrees, as a material condition of the contract, that neither the Contractor nor any substantially owned or affiliated person, firm, partnership or corporation has participated, is participating, or shall participate in an international boycott in violation of the federal Export Administration Act of 1979 (50 USC App. Sections 2401 et seq.) or regulations thereunder. If such Contractor, or any of the aforesaid affiliates of Contractor, is convicted or is otherwise found to have violated said laws or regulations upon the final determination of the United States Commerce Department or any other appropriate agency of the United States subsequent to the contract's execution, such contract, amendment or modification thereto shall be rendered forfeit and void. The Contractor shall so notify the State Comptroller within five (5) business days of such conviction, determination or disposition of appeal (2 NYCRR § 105.4).

9. SET-OFF RIGHTS. The State shall have all of its common law, equitable and statutory rights of set-off. These rights shall include, but not be limited to, the State's option to withhold for the purposes of set-off any moneys due to the Contractor under this contract up to any amounts due and owing to the State with regard to this contract, any other contract with any State department or agency, including any contract for a term commencing prior to the term of this contract, plus any amounts due and owing to the State for any other reason including, without limitation, tax delinquencies, fee delinquencies or monetary penalties relative thereto. The State shall exercise its set-off rights in accordance with normal State practices including, in cases of set-off pursuant to an audit, the finalization of such audit by the State agency, its representatives, or the State Comptroller.

10. RECORDS. The Contractor shall establish and maintain complete and accurate books, records, documents, accounts and other evidence directly pertinent to performance under this contract (hereinafter, collectively, the "Records"). The Records must be kept for the balance of the calendar year in which they were made and for six (6) additional years thereafter. The State Comptroller, the Attorney General and any other person or entity authorized to conduct an examination, as well as the

agency or agencies involved in this contract, shall have access to the Records during normal business hours at an office of the Contractor within the State of New York or, if no such office is available, at a mutually agreeable and reasonable venue within the State, for the term specified above for the purposes of inspection, auditing and copying. The State shall take reasonable steps to protect from public disclosure any of the Records which are exempt from disclosure under Section 87 of the Public Officers Law (the "Statute") provided that: (i) the Contractor shall timely inform an appropriate State official, in writing, that said records should not be disclosed; and (ii) said records shall be sufficiently identified; and (iii) designation of said records as exempt under the Statute is reasonable. Nothing contained herein shall diminish, or in any way adversely affect, the State's right to discovery in any pending or future litigation.

11. IDENTIFYING INFORMATION AND PRIVACY NOTIFICATION. (a) Identification Number(s). Every invoice or New York State Claim for Payment submitted to a New York State agency by a payee, for payment for the sale of goods or services or for transactions (e.g., leases, easements, licenses, etc.) related to real or personal property must include the payee's identification number. The number is any or all of the following: (i) the payee's Federal employer identification number, (ii) the payee's Federal social security number, and/or (iii) the payee's Vendor Identification Number assigned by the Statewide Financial System. Failure to include such number or numbers may delay payment. Where the payee does not have such number or numbers, the payee, on its invoice or Claim for Payment, must give the reason or reasons why the payee does not have such number or numbers.

(b) Privacy Notification. (1) The authority to request the above personal information from a seller of goods or services or a lessor of real or personal property, and the authority to maintain such information, is found in Section 5 of the State Tax Law. Disclosure of this information by the seller or lessor to the State is mandatory. The principal purpose for which the information is collected is to enable the State to identify individuals, businesses and others who have been delinquent in filing tax returns or may have understated their tax liabilities and to generally identify persons affected by the taxes administered by the Commissioner of Taxation and Finance. The information will be used for tax administration purposes and for any other purpose authorized by law. (2) The personal information is requested by the purchasing unit of the agency contracting to purchase the goods or services or lease the real or personal property covered by this contract or lease. The information is maintained in the Statewide Financial System by the Vendor Management Unit within the Bureau of State Expenditures, Office of the State Comptroller, 110 State Street, Albany, New York 12236.

12. EQUAL EMPLOYMENT OPPORTUNITIES FOR MINORITIES AND WOMEN. In accordance with Section 312 of the Executive Law and 5 NYCRR Part 143, if this contract is: (i) a written agreement or purchase order instrument, providing for a total expenditure in excess of

\$25,000.00, whereby a contracting agency is committed to expend or does expend funds in return for labor, services, supplies, equipment, materials or any combination of the foregoing, to be performed for, or rendered or furnished to the contracting agency; or (ii) a written agreement in excess of \$100,000.00 whereby a contracting agency is committed to expend or does expend funds for the acquisition, construction, demolition, replacement, major repair or renovation of real property and improvements thereon; or (iii) a written agreement in excess of \$100,000.00 whereby the owner of a State assisted housing project is committed to expend or does expend funds for the acquisition, construction, demolition, replacement, major repair or renovation of real property and improvements thereon for such project, then the following shall apply and by signing this agreement the Contractor certifies and affirms that it is Contractor's equal employment opportunity policy that:

(a) The Contractor will not discriminate against employees or applicants for employment because of race, creed, color, national origin, sex, age, disability or marital status, shall make and document its conscientious and active efforts to employ and utilize minority group members and women in its work force on State contracts and will undertake or continue existing programs of affirmative action to ensure that minority group members and women are afforded equal employment opportunities without discrimination. Affirmative action shall mean recruitment, employment, job assignment, promotion, upgradings, demotion, transfer, layoff, or termination and rates of pay or other forms of compensation;

(b) at the request of the contracting agency, the Contractor shall request each employment agency, labor union, or authorized representative of workers with which it has a collective bargaining or other agreement or understanding, to furnish a written statement that such employment agency, labor union or representative will not discriminate on the basis of race, creed, color, national origin, sex, age, disability or marital status and that such union or representative will affirmatively cooperate in the implementation of the Contractor's obligations herein; and

(c) the Contractor shall state, in all solicitations or advertisements for employees, that, in the performance of the State contract, all qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Contractor will include the provisions of "a," "b," and "c" above, in every subcontract over \$25,000.00 for the construction, demolition, replacement, major repair, renovation, planning or design of real property and improvements thereon (the "Work") except where the Work is for the beneficial use of the Contractor. Section 312 does not apply to: (i) work, goods or services unrelated to this contract; or (ii) employment outside New York State. The State shall consider compliance by a contractor or subcontractor with the requirements of any federal law concerning equal employment opportunity which effectuates the purpose of this clause. The

contracting agency shall determine whether the imposition of the requirements of the provisions hereof duplicate or conflict with any such federal law and if such duplication or conflict exists, the contracting agency shall waive the applicability of Section 312 to the extent of such duplication or conflict. Contractor will comply with all duly promulgated and lawful rules and regulations of the Department of Economic Development's Division of Minority and Women's Business Development pertaining hereto.

13. CONFLICTING TERMS. In the event of a conflict between the terms of the contract (including any and all attachments thereto and amendments thereof) and the terms of this Appendix A, the terms of this Appendix A shall control.

14. GOVERNING LAW. This contract shall be governed by the laws of the State of New York except where the Federal supremacy clause requires otherwise.

15. LATE PAYMENT. Timeliness of payment and any interest to be paid to Contractor for late payment shall be governed by Article 11-A of the State Finance Law to the extent required by law.

16. NO ARBITRATION. Disputes involving this contract, including the breach or alleged breach thereof, may not be submitted to binding arbitration (except where statutorily authorized), but must, instead, be heard in a court of competent jurisdiction of the State of New York.

17. SERVICE OF PROCESS. In addition to the methods of service allowed by the State Civil Practice Law & Rules ("CPLR"), Contractor hereby consents to service of process upon it by registered or certified mail, return receipt requested. Service hereunder shall be complete upon Contractor's actual receipt of process or upon the State's receipt of the return thereof by the United States Postal Service as refused or undeliverable. Contractor must promptly notify the State, in writing, of each and every change of address to which service of process can be made. Service by the State to the last known address shall be sufficient. Contractor will have thirty (30) calendar days after service hereunder is complete in which to respond.

18. PROHIBITION ON PURCHASE OF TROPICAL HARDWOODS. The Contractor certifies and warrants that all wood products to be used under this contract award will be in accordance with, but not limited to, the specifications and provisions of Section 165 of the State Finance Law, (Use of Tropical Hardwoods) which prohibits purchase and use of tropical hardwoods, unless specifically exempted, by the State or any governmental agency or political subdivision or public benefit corporation. Qualification for an exemption under this law will be the responsibility of the contractor to establish to meet with the approval of the State.

In addition, when any portion of this contract involving the use of woods, whether supply or installation, is to be performed by

any subcontractor, the prime Contractor will indicate and certify in the submitted bid proposal that the subcontractor has been informed and is in compliance with specifications and provisions regarding use of tropical hardwoods as detailed in § 165 State Finance Law. Any such use must meet with the approval of the State; otherwise, the bid may not be considered responsive. Under bidder certifications, proof of qualification for exemption will be the responsibility of the Contractor to meet with the approval of the State.

19. MACBRIDE FAIR EMPLOYMENT PRINCIPLES. In accordance with the MacBride Fair Employment Principles (Chapter 807 of the Laws of 1992), the Contractor hereby stipulates that the Contractor either (a) has no business operations in Northern Ireland, or (b) shall take lawful steps in good faith to conduct any business operations in Northern Ireland in accordance with the MacBride Fair Employment Principles (as described in Section 165 of the New York State Finance Law), and shall permit independent monitoring of compliance with such principles.

20. OMNIBUS PROCUREMENT ACT OF 1992. It is the policy of New York State to maximize opportunities for the participation of New York State business enterprises, including minority- and women-owned business enterprises as bidders, subcontractors and suppliers on its procurement contracts.

Information on the availability of New York State subcontractors and suppliers is available from:

NYS Department of Economic Development
Division for Small Business
Albany, New York 12245
Telephone: 518-292-5100
Fax: 518-292-5884
email: opa@esd.ny.gov

A directory of certified minority- and women-owned business enterprises is available from:

NYS Department of Economic Development
Division of Minority and Women's Business Development
633 Third Avenue
New York, NY 10017
212-803-2414
email: mwbecertification@esd.ny.gov
<https://ny.newnycontracts.com/FrontEnd/VendorSearchPublic.asp>

The Omnibus Procurement Act of 1992 (Chapter 844 of the Laws of 1992, codified in State Finance Law § 139-i and Public Authorities Law § 2879(3)(n)-(p)) requires that by signing this bid proposal or contract, as applicable, Contractors certify that whenever the total bid amount is greater than \$1 million:

(a) The Contractor has made reasonable efforts to encourage the participation of New York State Business Enterprises as suppliers and subcontractors, including certified minority- and

women-owned business enterprises, on this project, and has retained the documentation of these efforts to be provided upon request to the State;

(b) The Contractor has complied with the Federal Equal Opportunity Act of 1972 (P.L. 92-261), as amended;

(c) The Contractor agrees to make reasonable efforts to provide notification to New York State residents of employment opportunities on this project through listing any such positions with the Job Service Division of the New York State Department of Labor, or providing such notification in such manner as is consistent with existing collective bargaining contracts or agreements. The Contractor agrees to document these efforts and to provide said documentation to the State upon request; and

(d) The Contractor acknowledges notice that the State may seek to obtain offset credits from foreign countries as a result of this contract and agrees to cooperate with the State in these efforts.

21. RECIPROCITY AND SANCTIONS PROVISIONS. Bidders are hereby notified that if their principal place of business is located in a country, nation, province, state or political subdivision that penalizes New York State vendors, and if the goods or services they offer will be substantially produced or performed outside New York State, the Omnibus Procurement Act 1994 and 2000 amendments (Chapter 684 and Chapter 383, respectively, codified in State Finance Law § 165(6) and Public Authorities Law § 2879(5))) require that they be denied contracts which they would otherwise obtain. NOTE: As of October 2019, the list of discriminatory jurisdictions subject to this provision includes the states of South Carolina, Alaska, West Virginia, Wyoming, Louisiana and Hawaii.

22. COMPLIANCE WITH BREACH NOTIFICATION AND DATA SECURITY LAWS. Contractor shall comply with the provisions of the New York State Information Security Breach and Notification Act (General Business Law § 899-aa and State Technology Law § 208) and commencing March 21, 2020 shall also comply with General Business Law § 899-bb.

23. COMPLIANCE WITH CONSULTANT DISCLOSURE LAW. If this is a contract for consulting services, defined for purposes of this requirement to include analysis, evaluation, research, training, data processing, computer programming, engineering, environmental, health, and mental health services, accounting, auditing, paralegal, legal or similar services, then, in accordance with Section 163 (4)(g) of the State Finance Law (as amended by Chapter 10 of the Laws of 2006), the Contractor shall timely, accurately and properly comply with the requirement to submit an annual employment report for the contract to the agency that awarded the contract, the Department of Civil Service and the State Comptroller.

24. PROCUREMENT LOBBYING. To the extent this agreement is a "procurement contract" as defined by State Finance Law §§ 139-j and 139-k, by signing this agreement the contractor certifies and affirms that all disclosures made in accordance with State Finance Law §§ 139-j and 139-k are complete, true and accurate. In the event such certification is found to be intentionally false or intentionally incomplete, the State may terminate the agreement by providing written notification to the Contractor in accordance with the terms of the agreement.

25. CERTIFICATION OF REGISTRATION TO COLLECT SALES AND COMPENSATING USE TAX BY CERTAIN STATE CONTRACTORS, AFFILIATES AND SUBCONTRACTORS.

To the extent this agreement is a contract as defined by Tax Law § 5-a, if the contractor fails to make the certification required by Tax Law § 5-a or if during the term of the contract, the Department of Taxation and Finance or the covered agency, as defined by Tax Law § 5-a, discovers that the certification, made under penalty of perjury, is false, then such failure to file or false certification shall be a material breach of this contract and this contract may be terminated, by providing written notification to the Contractor in accordance with the terms of the agreement, if the covered agency determines that such action is in the best interest of the State.

26. IRAN DIVESTMENT ACT. By entering into this Agreement, Contractor certifies in accordance with State Finance Law § 165-a that it is not on the "Entities Determined to be Non-Responsive Bidders/Offerers pursuant to the New York State Iran Divestment Act of 2012" ("Prohibited Entities List") posted at: <https://ogs.ny.gov/list-entities-determined-be-non-responsive-biddersofferers-pursuant-nys-iran-divestment-act-2012>

Contractor further certifies that it will not utilize on this Contract any subcontractor that is identified on the Prohibited Entities List. Contractor agrees that should it seek to renew or extend this Contract, it must provide the same certification at the time the Contract is renewed or extended. Contractor also agrees that any proposed Assignee of this Contract will be required to certify that it is not on the Prohibited Entities List before the contract assignment will be approved by the State.

During the term of the Contract, should the state agency receive information that a person (as defined in State Finance Law § 165-a) is in violation of the above-referenced certifications, the state agency will review such information and offer the person an opportunity to respond. If the person fails to demonstrate that it has ceased its engagement in the investment activity which is in violation of the Act within 90 days after the determination of such violation, then the state agency shall take such action as may be appropriate and provided for by law, rule, or contract, including, but not limited to, imposing sanctions, seeking compliance, recovering damages, or declaring the Contractor in default.

The state agency reserves the right to reject any bid, request for assignment, renewal or extension for an entity that appears on the Prohibited Entities List prior to the award, assignment, renewal or extension of a contract, and to pursue a responsibility review with respect to any entity that is awarded a contract and appears on the Prohibited Entities list after contract award.

27. ADMISSIBILITY OF REPRODUCTION OF CONTRACT. Notwithstanding the best evidence rule or any other legal principle or rule of evidence to the contrary, the Contractor acknowledges and agrees that it waives any and all objections to the admissibility into evidence at any court proceeding or to the use at any examination before trial of an electronic reproduction of this contract, in the form approved by the State Comptroller, if such approval was required, regardless of whether the original of said contract is in existence.

APPENDIX B

GENERAL SPECIFICATIONS

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GENERAL

1. ETHICS COMPLIANCE All Bidders/Contractors and their employees must comply with the requirements of Sections 73 and 74 of the Public Officers Law, other State codes, rules, regulations and executive orders establishing ethical standards for the conduct of business with New York State. In signing the Bid, Bidder certifies full compliance with those provisions for any present or future dealings, transactions, sales, contracts, services, offers, relationships, etc., involving New York State and/or its employees. Failure to comply with those provisions may result in disqualification from the bidding process, termination of contract, and/or other civil or criminal proceedings as required by law.

2. DEFINITIONS Terms used herein shall have the following meanings:

a. AUTHORIZED USER Authorized User shall have the meaning set forth in State Finance Law Section 163(1)(k) and includes, but is not limited to, New York State Agencies, political subdivisions, local governments, public authorities, public school and fire districts, public and nonprofit libraries, and certain other nonpublic/nonprofit organizations.

b. BID A response to the Solicitation submitted by a Bidder to provide Products.

c. BIDDER Any person or entity who submits a response to the Solicitation. At the time that a Bidder executes a Contract with the State, the Bidder shall become a "Contractor." See also "Contractor."

d. BID SPECIFICATIONS A written description drafted by OGS or an Authorized User setting forth the specific terms of the intended procurement, which may include: physical or functional characteristics, the nature of a Product, any description of the work to be performed, Products to be provided, the necessary qualifications of the Bidder, the capacity and capability of the Bidder to successfully carry out the proposed Contract, or the process for achieving specific results and/or anticipated outcomes or any other requirement necessary to perform work. Where this Appendix B is incorporated in negotiated Contracts that have not been competitively solicited, the term "Bid Specifications" shall be deemed to refer to the terms and conditions set forth in the negotiated Contract and associated documentation.

e. COMMISSIONER The Commissioner of OGS or his or her designee, or, in the case of Bid Specifications issued by an Authorized User, the head of such Authorized User or his or her authorized representative.

f. CONTRACT The writings that contain the agreement of the Commissioner and the Contractor setting forth the total legal obligation between the parties as determined by applicable rules of law, and which most typically include the following classifications of public procurements:

- 1. Agency Specific Contracts** Contracts where the written description for a Product or a particular scope of work is described and defined to meet the needs of one or more Authorized Users.
- 2. Centralized Contracts** Single- or multiple-award Contracts where the written description for a Product or general scope of work is described and defined by OGS to meet the needs of Authorized Users. Centralized Contracts may be awarded through multiple awards or through adoption of another

jurisdiction's contract or on a sole source, single source, emergency, or competitive basis. Once established, procurements may be made from the selected Contractors without further competition or Mini-Bid unless otherwise required by the Contract.

3. Back-Drop Contracts Multiple-award Centralized Contracts where OGS provides a written description for a Product or general scope of work to meet the needs of Authorized Users. Bids may be submitted either at a date and time certain or may be accepted on a continuous or periodic recruitment basis, as set forth in the Solicitation. Selection of a Contractor from among Back-Drop contract holders for an actual Product, project or particular scope of work may be subsequently made as set forth in the Contract.

4. Piggyback Contract A Contract let by any department, agency or instrumentality of the United States government, or any department, agency, office, political subdivision or instrumentality of any state or group of states that is adopted and extended for use by OGS in accordance with the requirements of the State Finance Law.

5. Contract Award Letter A letter to the successful Bidder indicating acceptance of its Bid in response to a Solicitation. Unless otherwise specified, the issuance of a letter of acceptance forms a Contract but is not an order for Product, and the Contractor should not take any action with respect to actual Contract deliveries except on the basis of Purchase Orders sent from Authorized Users.

g. CONTRACT AWARD NOTIFICATION An announcement to Authorized Users that a Contract has been established.

h. CONTRACTOR Any successful Bidder to whom a Contract has been awarded by the Commissioner.

i. DOCUMENTATION The complete set of manuals (e.g., user, installation, instruction or diagnostic manuals) in either hard or electronic copy, that are necessary to enable an Authorized User to properly test, install, operate and enjoy full use of the Product.

j. ENTERPRISE The total business operations in the United States of an Authorized User without regard to geographic location where such operations are performed or the entity actually performing such operations on behalf of the Authorized User.

k. ENTERPRISE LICENSE A license grant of unlimited rights to deploy, access, use and execute Product anywhere within the Enterprise up to the maximum capacity stated on the Purchase Order or in the Contract.

l. ERROR CORRECTIONS Machine executable software code furnished by Contractor which corrects the Product so as to conform to the applicable warranties, performance standards and/or obligations of the Contractor.

m. GROUP A classification of a Product that is designated by OGS.

n. INVITATION FOR BIDS (IFB) A type of Solicitation that is most typically used for procurements where requirements can be stated and award will be made based on lowest price to the responsive and responsible Bidder or Bidders.

o. LICENSED SOFTWARE Software transferred upon the terms and conditions set forth in the Contract. "Licensed Software" includes Error Corrections, upgrades, or enhancements, and any deliverables due under a technical support/maintenance or service contract (e.g., Patches, programs, code or data conversion, or custom programming).

p. LICENSEE An Authorized User who acquires Product from Contractor by issuing a Purchase Order in accordance with the terms and conditions of the Contract; provided that, for purposes of compliance with an individual license, the term "Licensee" shall be deemed to refer separately to the individual Authorized User who took receipt of and who is executing the Product, and who shall be solely responsible for performance and liabilities incurred. In the case of acquisitions by State Agencies, the Licensee shall be the State of New York.

q. LICENSE EFFECTIVE DATE The date Product is delivered to an Authorized User. Where a License involves Licensee's right to copy a previously licensed and delivered master copy of a program, the License Effective Date for additional copies shall be deemed to be the date on which the Purchase Order is executed.

r. LICENSOR A Contractor who transfers rights in proprietary Product to Authorized Users in accordance with the rights and obligations specified in the Contract.

s. MINI-BID A document used by an Authorized User containing transaction-specific requirements soliciting responses from Contractors previously qualified under a Centralized Contract for such Products.

t. OGS The New York State Office of General Services.

u. PATCH Software designed to update, fix, or improve the Product or its supporting data. This includes fixing security vulnerabilities and other bugs, including hot fixes, to improve usability or performance.

v. PRODUCTS Items or deliverables under any Solicitation or Contract and may include commodities, services and/or technology.

w. PURCHASE ORDER The Authorized User's fiscal form or format that is used when making a purchase (e.g., formal written Purchase Order, Purchasing Card, electronic Purchase Order, or other authorized instrument).

x. REQUEST FOR PROPOSALS (RFP) A type of Solicitation that is used for procurements where factors in addition to cost are considered and weighted in awarding the contract and where the award will be made based on "best value," as defined by the State Finance Law, to one or more responsive and responsible Bidders.

y. REQUEST FOR QUOTATION (RFQ) A procurement method that can be used in situations such as discretionary, sole source, single source, or emergency purchases and certain Centralized Contracts.

z. RESPONSIBLE BIDDER A Bidder that is determined to have financial and organizational capacity, legal authority, satisfactory previous performance, skill, judgment and integrity, and that is found to be competent, reliable and experienced, as determined by the Commissioner. For purposes of being deemed responsible, a Bidder must also be determined to be in compliance with Sections 139-j and 139-k of the State Finance Law relative to restrictions on contacts during the procurement process and disclosure of contacts and prior findings of non-responsibility under these statutes.

aa. RESPONSIVE BIDDER A Bidder meeting the specifications or requirements prescribed in the Solicitation, as determined by the OGS Commissioner.

bb. SINGLE SOURCE A procurement where two or more Bidders can supply the required Product, and the Commissioner may award the contract to one Bidder over the other.

cc. SITE The location (street address) where Product will be delivered or executed.

dd. SOLE SOURCE A procurement where only one Bidder is capable of supplying the required Product.

ee. SOLICITATION Writings by the State setting forth the scope, terms, conditions and technical specifications for a procurement of Product. The procurement may be undertaken on a competitive or non-competitive basis. Such writings typically include, but are not limited to: Invitation for Bids (IFB), Request for Quotations (RFQ), Request for Proposals (RFP), addenda or amendments thereto, and terms and conditions that are incorporated by reference, including but not limited to Appendix A (Standard Clauses for NYS Contracts), Appendix B (General Specifications), and identified attachments. Where the procurement is undertaken on a non-competitive basis, the term "Solicitation" shall be deemed to refer to all the terms and conditions identified by the State.

ff. SOURCE CODE The programming statements or instructions written and expressed in any language understandable by a human being skilled in the art which are translated by a language compiler to produce executable machine object code.

gg. STATE State of New York.

hh. STATE AGENCY OR AGENCIES The State of New York, acting by or through one or more departments, boards, commissions, offices or institutions of the State of New York.

ii. SUBCONTRACTOR Any individual or legal entity (including but not limited to sole proprietor, partnership, limited liability company, firm or corporation) who has entered into a contract, express or implied, for the performance of a portion of a Contract with a Contractor.

jj. TERMS OF LICENSE The terms and conditions set forth in the Contract that are in effect and applicable to a Purchase Order at the time of order placement.

kk. THIRD-PARTY SOFTWARE Any software that is developed independently of Contractor and which may be governed by a separate license.

ll. VIRUS Any computer code, whether or not written or conceived by Contractor, that disrupts, disables, harms, or otherwise impedes in any manner the operation of the Product, or any other associated software, firmware, hardware, or computer system (such as local area or wide-area networks), including aesthetic disruptions or distortions, but does not include security keys or other such devices installed by Product manufacturer. Virus shall also include any malware, adware, or other computer code, whether or not written or conceived by Contractor, that allows data or metrics to be copied, redirected, or modified without the express consent of the Authorized User.

BID SUBMISSION

3. INTERNATIONAL BIDDING All Bids, including all information and Product required by the Solicitation or provided as explanation thereof, shall be submitted in English. All prices shall be expressed, and all payments shall be made, in United States Dollars (US\$). Any Bids submitted which do not meet the above criteria will be rejected.

4. BID OPENING Bids may, as applicable, be opened publicly. The Commissioner reserves the right at any time to postpone or cancel a scheduled Bid opening.

5. LATE BIDS Bids must be received at the location designated in the Solicitation at or before the date and time established in the Solicitation for the Bid opening or receipt of Bids.

Any Bid received at the designated location after the established time will be considered a Late Bid. A Late Bid may be rejected and disqualified from award. Notwithstanding the foregoing, a Late Bid may be accepted in the Commissioner's sole discretion where (i) no timely Bids meeting the requirements of the Solicitation are received, (ii) in the case of a multiple award, an insufficient number of timely Bids are received to satisfy the multiple award, or (iii) the Bidder has demonstrated to the satisfaction of the Commissioner that the Late Bid was caused solely by factors outside the control of the Bidder. However, in no event shall the Commissioner be under any obligation to accept a Late Bid.

The basis for any determination to accept a Late Bid shall be documented in the procurement record.

6. CONFIDENTIAL/TRADE SECRET MATERIALS

a. BIDDER/CONTRACTOR Confidential, trade secret or proprietary materials as defined by the laws of the State of New York must be clearly marked and identified as such upon submission by the Bidder/Contractor. Marking the Bid as "confidential" or "proprietary" on its face or in the document header or footer shall not be considered by the Commissioner or Authorized User to be sufficient without specific justification as to why disclosure of particular information in the Bid would cause substantial injury to the competitive position of the Bidder/Contractor. Bidders/Contractors intending to seek an exemption from disclosure of these materials under the Freedom of Information Law must request the exemption in writing, setting forth the reasons for the claimed exemption. The Commissioner's or Authorized User's receipt/acceptance of the claimed materials does not constitute a determination on the exemption request, which determination will be made in accordance with statutory procedures. Properly identified information that has been designated confidential, trade secret, or proprietary by the Bidder/Contractor will not be disclosed except as may be required by the Freedom of Information Law or other applicable State and federal laws.

b. COMMISSIONER OR AUTHORIZED USER Contractor warrants, covenants and represents that any confidential information obtained by Contractor, its agents, Subcontractors, officers, distributors, resellers or employees in the course of performing its obligations, including without limitation, security procedures, business operations information, or commercial proprietary information in the possession of the State or any Authorized User hereunder or received from another third party, will not be divulged to any third parties without the written consent of the Commissioner or Authorized User. Contractor shall not be required to keep confidential any such material that is publicly available through no fault of Contractor, independently developed by Contractor without reliance on confidential information

of the Authorized User, or otherwise obtained under the Freedom of Information Law or other applicable New York State laws and regulations. This warranty shall survive termination of this Contract. Contractor further agrees to take commercially reasonable steps to inform its agents, Subcontractors, officers, distributors, resellers or employees of the obligations arising under this clause to ensure such confidentiality.

7. PREVAILING WAGE RATES - PUBLIC WORKS AND BUILDING SERVICES CONTRACTS If any portion of work being solicited is subject to the prevailing wage rate provisions of the Labor Law, the following shall apply:

a. PREVAILING WAGE RATE APPLICABLE TO BIDS A copy of the applicable prevailing wage rate schedule is incorporated into the Solicitation and may also be obtained by visiting www.labor.ny.gov and typing in the search box: Prevailing Wage Schedule Request. Bidders must submit Bids which are based upon the prevailing hourly wages, and supplements in cash or equivalent benefits (e.g., fringe benefits and any cash or non-cash compensation which are not wages, as defined by law) that equal or exceed the applicable prevailing wage rates for the location where the work is to be performed. Bidders may not submit Bids based upon hourly wage rates and supplements below the applicable prevailing wage rates as established by the New York State Department of Labor. Bids that fail to comply with this requirement will be disqualified.

b. WAGE RATE PAYMENTS/CHANGES DURING CONTRACT TERM The wages to be paid under any resulting Contract shall not be less than the prevailing rate of wages and supplements as set forth by law. It is required that the Contractor keep informed of all changes in the prevailing wage rates during the Contract term that apply to the classes of individuals supplied by the Contractor on any projects resulting from this Contract, subject to the provisions of the Labor Law. Contractor is solely liable for and must pay such required prevailing wage adjustments during the Contract term for its employees as required by law and is responsible for ensuring any Subcontractors utilized on the Contract also comply with the prevailing wage provisions of the New York State Labor Law.

c. ARTICLE 8 CONSTRUCTION/PUBLIC WORKS CONTRACTS In compliance with Article 8, Section 220 of the New York State Labor Law:

i. Posting The Contractor must publicly post on the work Site, in a prominent and accessible place, a legible schedule of the prevailing wage rates and supplements.

ii. Payroll Records Contractors and Subcontractors must keep original payrolls or transcripts subscribed and affirmed as true under the penalties of perjury as required by law. For public works contracts over \$25,000 where the Contractor maintains no regular place of business in the State, such records must be kept at the work Site. For building services contracts, such records must be kept at the work Site while work is being performed.

iii. Submission of Certified Payroll Transcripts for Public Works Contracts Only Contractors and Subcontractors on public works Contracts must submit monthly payroll transcripts to the Authorized User issuing the Purchase Order for the work. This provision does not apply to Article 9 of the Labor Law building services contracts.

iv. Day's Labor No laborers, workmen or mechanics in the employ of the Contractor, Subcontractor or other person doing or

contracting to do all or part of the work contemplated by the Contract shall be permitted or required to work more than eight hours in any one calendar day or more than five calendar days in any one week except in cases of extraordinary emergency including fire, flood or danger to life or property. "Extraordinary emergency" shall be deemed to include situations in which sufficient laborers, workers and mechanics cannot be employed to carry on public work expeditiously as a result of such restrictions upon the number of hours and days of labor and the immediate commencement or prosecution or completion without undue delay of the public work is necessary in the judgment of the NYS Commissioner of Labor for the preservation of the Contract Site or for the protection of the life and limb of the persons using the Contract Site.

d. ARTICLE 9 BUILDING SERVICES CONTRACTS In compliance with Article 9, Section 230 of the New York State Labor Law:

i. Payroll Records Contractors and Subcontractors must keep original payrolls or transcripts subscribed and affirmed as true under the penalties of perjury as required by law. Where the Contractor or Subcontractor maintains no regular place of business in New York State, such records must be kept at the work Site while work is being performed.

ii. Overtime Employees of Contractors and Subcontractors who work in excess of eight hours in a day or forty hours in a week shall be paid at the overtime rate identified by the New York State Department of Labor.

8. TAXES

a. Unless otherwise specified in the Solicitation, Bid Specifications or Contract, the quoted Bid price includes all taxes applicable to the transaction.

b. Purchases made by the State of New York and certain non-State Authorized Users are exempt from New York State and local sales taxes and, with certain exceptions, federal excise taxes. To satisfy the requirements of the New York State sales tax exemption, either the Purchase Order issued by a State Agency or the invoice forwarded to authorize payment for such purchases will be sufficient evidence that the sale by the Contractor was made to the State, an exempt organization under Section 1116(a)(1) of the Tax Law. Non-State Authorized Users must offer their own proof of exemption upon request. No person, firm or corporation is, however, exempt from paying the State Truck Mileage and Unemployment Insurance or Federal Social Security taxes, which remain the sole responsibility of the Bidder/Contractor.

c. Purchases by Authorized Users other than the State of New York may be subject to certain taxes which were not included in the Bid price, and in those instances the tax should be computed based on the Contract price and added to the invoice submitted to such entity for payment.

9. EXPENSES PRIOR TO CONTRACT EXECUTION The Commissioner and any Authorized Users are not liable for any costs incurred by a Bidder or Contractor in the preparation and production of a Bid, Mini-Bid, cost proposal revision, or for any work performed prior to Contract execution.

10. PRODUCT REFERENCES

a. "Or Equal" In all Solicitations or Bid Specifications, the words "or equal" are understood to apply where a copyrighted, brand name, trade name, catalog reference, or patented Product is referenced.

References to such specific Product are intended as descriptive, not restrictive, unless otherwise stated. Comparable Product will be considered if proof of compatibility is provided, including appropriate catalog excerpts, descriptive literature, specifications and test data, etc. The Commissioner's decision as to acceptance of the Product as equal shall be final.

b. Discrepancies in References In the event of a discrepancy between the model number referenced in the Solicitation or Bid Specifications and the written description of the Products that cannot be reconciled, then the written description shall prevail.

11. REMANUFACTURED, RECYCLED, RECYCLABLE, OR RECOVERED MATERIALS Upon the conditions specified in the Solicitation and in accordance with the laws of the State of New York, Contractors are encouraged to use recycled, recyclable, or recovered materials in the manufacture of Products and packaging to the maximum extent practicable without jeopardizing the performance or intended end use of the Product or packaging unless such use is precluded due to health, welfare, safety requirements, or in the Solicitation. Contractors are further encouraged to offer remanufactured Products to the maximum extent practicable without jeopardizing the performance or intended end use of the Product unless such use is precluded due to health, welfare, safety requirements, or by the Solicitation. Where such use is not practical, suitable, or permitted by the Solicitation, Contractor shall deliver new materials in accordance with the "Warranties" set forth below.

Items with recycled, recyclable, recovered, refurbished, or remanufactured content must be identified in the Bid or Bidder will be deemed to be offering new Product.

12. PRODUCTS MANUFACTURED IN PUBLIC INSTITUTIONS

Bids offering Products that are manufactured or produced in public institutions will be rejected.

13. PRICING

a. Unit Pricing If required by the Solicitation, the Bidder should insert the price per unit specified and the price extensions in decimals, not to exceed four places, for each item unless otherwise specified in the Solicitation. In the event of a discrepancy between the unit price and the extension, the unit price shall govern unless, in the sole judgment of the Commissioner, such unit pricing is obviously erroneous.

b. Net Pricing Unless otherwise required by the Solicitation, prices shall be net, including transportation, customs, tariff, delivery and other charges fully prepaid by the Contractor to the destination indicated in the Solicitation or Purchase Order.

c. "No Charge" Bid When Bids are requested on a number of Products as a Group or lot, a Bidder desiring to Bid "no charge" on a Product in the Group or lot must clearly indicate such. Otherwise, such Bid may be considered incomplete and be rejected, in whole or in part, at the discretion of the Commissioner.

d. Educational Pricing All Products to be supplied for educational purposes that are subject to educational discounts shall be identified in the Bid and such discounts shall be made available to qualifying institutions.

e. Third Party Financing If Product acquisitions are financed through any third party financing, Contractor may be required as a condition of Contract award to agree to the terms and conditions of a

“Consent & Acknowledgment Agreement” in a form acceptable to the Commissioner.

f. Specific price decreases:

(i) **GSA Changes:** Where net pricing under the Contract is based on an approved GSA schedule, price decreases shall take effect automatically during the Contract term and apply to Purchase Orders submitted on or after the date the approved GSA schedule pricing decreases during the Contract term; or

(ii) **Commercial Price List Reductions:** Where net pricing under the Contract is based on a discount from Contractor’s list prices, price decreases shall take effect automatically during the Contract term and apply to Purchase Orders submitted on or after the date Contractor lowers its pricing on its commercial price lists during the Contract term; or

(iii) **Special Offers/Promotions Generally:** Where Contractor generally offers more advantageous special price promotions or special discount pricing to other customers during the Contract term for a similar quantity, and the maximum price or discount associated with such offer or promotion is better than the discount or net pricing otherwise available under this Contract, such better price or discount shall apply for similar quantity transactions under this Contract for the life of such general offer or promotion; and

(iv) **Special Offers/Promotions to Authorized Users:** Contractor may offer Authorized Users, under either this Contract or any other contracting vehicle, competitive pricing which is lower than the net pricing set forth herein at any time during the Contract term and such lower pricing shall not be applied as a global price reduction under the Contract pursuant to the foregoing paragraph (iii).

Unless otherwise specified in the Solicitation, Contractor may offer lower prices or better terms (see Modification of Contract Terms) on any specific Purchase Order from any Authorized User without being in conflict with, or having any obligation to comply on a global basis with, the terms of this clause.

g. Cost Proposal Revisions A Contractor may be solicited prior to Contract award to propose the best possible offer for the Product being bid on, in accordance with State Finance Law Section 163(9)(c). A cost proposal revision must be a lower price than the initial price.

14. SITE INSPECTION Where a Site inspection is required, Bidder shall be required to inspect the Site, including environmental or other conditions, for pre-existing deficiencies that may affect the installed Product or that may affect Bidder’s ability to properly deliver, install or otherwise provide the required Product. All inquiries regarding such conditions shall be made in writing. Bidder shall be deemed to have knowledge of any deficiencies or conditions that such inspection or inquiry might have disclosed. Bidder must provide a detailed explanation with its Bid if additional work is required under this clause in order to properly provide the required Product.

15. PURCHASING CARD The State’s Purchasing Card program is designed to be an efficient and cost effective way to expedite purchases. The Purchasing Card (also referred to as the Procurement Card) is a credit card that enables Authorized Users to make authorized purchases directly from a Contractor without processing formal Purchase Orders. Purchasing Cards are issued to selected employees who are authorized to make purchases for the Authorized

User. Cardholders can make purchases directly from any Contractor that accepts the Purchasing Card.

BID EVALUATION

16. BID EVALUATION The Commissioner reserves the right to accept or reject any and all Bids, or separable portions of Bids, and waive technicalities, irregularities, and omissions if the Commissioner determines the best interests of the State will be served. The Commissioner, in his or her sole discretion, may accept or reject illegible, incomplete or vague Bids, and the Commissioner’s decision shall be final. A conditional or revocable Bid which clearly communicates the terms or limitations of acceptance may be considered, and Contract award may be made in compliance with the Bidder’s conditional or revocable terms in the Bid.

17. TIE BIDS In the event two Bids are found to be substantially equivalent, price shall be the basis for determining the award recipient. While prompt payment discounts will not be considered in determining the low Bid, the Commissioner may consider any prompt payment discount in resolving Bids which are otherwise tied. If two or more Bidders submit substantially equivalent Bids as to pricing or other factors, the decision of the Commissioner to award a Contract to one or more of such Bidders shall be final.

18. QUANTITY CHANGES PRIOR TO AWARD The Commissioner reserves the right, at any time prior to the award of a specific quantity Contract, to alter in good faith the quantities listed in the Solicitation. In the event such right is exercised, the lowest responsible Bidder meeting the Solicitation requirements will be advised of the revised quantities and afforded an opportunity to extend or reduce its Bid price in relation to the changed quantities. Refusal by the low Bidder to so extend or reduce its Bid price may result in the rejection of its Bid and the award of such Contract to the lowest responsible Bidder who accepts the revised qualifications.

19. TIMEFRAME FOR OFFERS The Commissioner reserves the right to make awards within 60 days after the date of the Bid opening or such other period of time as set forth in the Solicitation. The Bids must remain firm until a Contract is awarded, but if a Contract is not awarded within 60 days or other time period set forth in the Solicitation, the Bidder may withdraw its Bid any time thereafter by delivering to the Commissioner written notice of the withdrawal of its Bid.

20. DEBRIEFINGS Pursuant to Section 163(9)(c) of the State Finance Law, any unsuccessful Bidder may request a debriefing regarding the reasons that the Bid submitted by the Bidder was not selected for award. Requests for a debriefing must be made within 15 calendar days of notification by OGS that the Bid submitted by the Bidder was not selected for award. Requests should be submitted in writing to a designated contact identified in the Solicitation.

21. CONTRACT PUBLICITY Any Contractor press or media releases, advertisements, or promotional literature, regardless of the medium, referring to an awarded Contract must be reviewed and approved by the Commissioner prior to issuance. In addition, Contractor shall not use, for any purpose, the New York State of Opportunity registered trademark or the New York State coat of arms without prior written approval from the State.

TERMS & CONDITIONS

22. CONTRACT CREATION/EXECUTION Except for contracts governed by Article 11-B of the State Finance Law, subject to and upon receipt of all required approvals as set forth in the Solicitation, a Contract shall be deemed executed and created with the successful Bidders upon the Commissioner's mailing or electronic communication to the address on the Bid/Contract of: (i) the final Contract Award Notice; (ii) a fully executed Contract; or (iii) a Purchase Order authorized by the Commissioner.

23. CONTRACT TERM - EXTENSION In addition to any stated extension periods in the Contract, any Contract or portion thereof awarded by the Commissioner may be extended by mutual agreement of the Commissioner and the Contractor for an additional period of up to one year. Such extension for up to an additional one-year period may be exercised on a month-to-month basis or in other stated periods of time.

24. OFFICIAL USE ONLY/NO PERSONAL USE The Contract is only for official use by Authorized Users. Use of the Contract for personal or private purposes is strictly prohibited.

25. PARTICIPATION IN CENTRALIZED CONTRACTS

a. State Agencies All State Agencies may utilize and purchase under any Centralized Contract let by the Commissioner, unless the Solicitation limits purchases to specific State Agencies.

b. Non-State Agency Authorized Users Authorized Users other than State Agencies are permitted to make purchases through Centralized Contracts where permitted by law, the Contract or the Commissioner.

c. Voluntary Extension Purchase Orders issued against a Centralized Contract by any Authorized User not provided for in the Contract shall be honored by the Contractor at its discretion and only with the approval of the OGS Commissioner and any other approvals required by law.

d. Responsibility for Performance Participation in Centralized Contracts by Authorized Users is permitted upon the following conditions: (i) the responsibility with regard to performance of any contractual obligation, covenant, condition or term thereunder by any Authorized User other than State Agencies shall be borne and is expressly assumed by such Authorized User and not by the State; (ii) a breach of the Contract by any particular Authorized User shall neither constitute nor be deemed a breach of the Contract as a whole which shall remain in full force and effect, and shall not affect the validity of the Contract nor the obligations of the Contractor thereunder respecting non-breaching Authorized Users, whether State or otherwise; (iii) for a breach by an Authorized User other than a State Agency, the State specifically and expressly disclaims any and all liability for such breach; and (iv) each non-State Agency Authorized User and Contractor guarantees to hold the State, its officers, agents and employees harmless from any liability that may be or is imposed by the non-State Agency Authorized User's or Contractor's failure to perform in accordance with its obligations under the Contract.

e. Contract Migration Authorized Users holding individual Contracts with a Contractor at the time that Contractor is awarded a Centralized Contract for the same Products shall be permitted to migrate to that Centralized Contract effective with its commencement date. Such migration shall not operate to diminish, alter or eliminate

any right that the Authorized User otherwise had under the terms and conditions of their individual Contract.

26. MODIFICATION OF CONTRACT TERMS The terms and conditions set forth in the Contract shall govern all transactions by Authorized Users under this Contract. The Contract may only be modified or amended upon mutual written agreement of the Commissioner and Contractor.

The Contractor may, however, offer any Authorized User more advantageous pricing, payment, or other terms and conditions than those set forth in the Contract. In such event, a copy of such terms shall be furnished to the Authorized User and Commissioner by the Contractor at the time of such offer.

Other than where such terms are more advantageous for the Authorized User than those set forth in the Contract, no alteration or modification of the terms of the Contract, including substitution of Product, shall be valid or binding against an Authorized User unless authorized by the Commissioner or specified in the Contract Award Notification. No such alteration or modification shall be made by unilaterally affixing such terms to Product upon delivery (including, but not limited to, attachment or inclusion of standard pre-printed order forms, product literature, "shrink wrap" terms accompanying software upon delivery, or other documents) or by incorporating such terms onto order forms, Purchase Orders or other documents forwarded by the Contractor for payment, notwithstanding Authorized User's subsequent acceptance of Product, or that Authorized User has subsequently processed such document for approval or payment.

27. SCOPE CHANGES The Commissioner reserves the right to require, by written order, changes to the scope of the Contract, provided that such changes do not materially alter the general scope of the Contract. If any such change causes an increase or decrease in the cost of, or the time required for, performance of any part of the work under the Contract, whether or not changed by the order, the Commissioner shall, upon notice from Contractor as hereafter stated, make an equitable adjustment in the Contract price, the delivery schedule or both and shall modify the Contract. The Contractor must assert its right to an adjustment under this clause within 30 days from the date of receipt of the written order. However, if the Commissioner decides that the facts justify it, the Commissioner may provide an adjustment without receipt of a notice from Contractor. In the event of a dispute between the Contractor and the Commissioner, such dispute shall be resolved in accordance with the OGS Dispute Resolution Procedures; provided, however, that nothing in this clause shall excuse the Contractor from proceeding with the Contract as changed.

28. ESTIMATED/SPECIFIC QUANTITY CONTRACTS

Estimated quantity contracts, also referred to as indefinite delivery/indefinite quantity contracts, are expressly agreed and understood to be made for only the quantities, if any, actually ordered during the Contract term. No guarantee of any quantity is implied or given.

With respect to any specific quantity stated in the Contract, the Commissioner reserves the right after award to order up to 20% more or less (rounded to the next highest whole number) than the specific quantities called for in the Contract. Notwithstanding the foregoing, the Commissioner may purchase greater or lesser percentages of Contract quantities should the Commissioner and Contractor so agree. Such agreement may include an equitable price adjustment.

29. EMERGENCY CONTRACTS In the event that a disaster emergency is declared by Executive Order under Section 28 of Article

2-B of the Executive Law, or the Commissioner determines pursuant to his or her authority under Section 163(10)(b) of the State Finance Law that an emergency exists requiring the prompt and immediate delivery of Product, the Commissioner reserves the right to obtain such Product from any source, including but not limited to this Contract, as the Commissioner in his or her sole discretion determines will meet the needs of such emergency. Contractor shall not be entitled to any claim for lost profits for Product procured from other sources pursuant to this clause. The reasons underlying the finding that an emergency exists shall be included in the procurement record.

30. PURCHASE ORDERS Unless otherwise authorized in writing by the Commissioner, no Product is to be delivered or furnished by Contractor until transmittal of an official Purchase Order from the Authorized User. Unless terminated or cancelled pursuant to the authority vested in the Commissioner, Purchase Orders shall be effective and binding upon the Contractor (i) in the case of formal written Purchase Orders, when placed in the mail prior to the termination of the Contract and addressed to the Contractor at the address for receipt of orders set forth in the Contract or in the Contract Award Notification or (ii) in the case of electronic Purchase Orders or Purchasing Card purchases, when electronically transmitted to the Contractor prior to the termination of the Contract.

All Purchase Orders issued pursuant to a Contract let by the Commissioner must be identified with the appropriate Contract number and, if necessary, required State approvals. As deemed necessary, the Authorized User may confirm pricing and other Product information with the Contractor prior to placement of the Purchase Order. The State reserves the right to require any other information from the Contractor which the State deems necessary in order to complete any Purchase Order placed under the Contract. Unless otherwise specified, all Purchase Orders against Centralized Contracts will be placed by Authorized Users directly with the Contractor and any discrepancy between the terms stated on the Contractor's order form, confirmation or acknowledgment, and the Contract terms shall be resolved in favor of the terms most favorable to the Authorized User. Should an Authorized User add written terms and conditions to the Purchase Order that conflict with the terms and conditions of the Contract, the Contractor has the option of rejecting the Purchase Order within five business days of its receipt but shall first attempt to negotiate the additional written terms and conditions in good faith with the Authorized User, or fulfill the Purchase Order. Notwithstanding the above, the Authorized User reserves the right to dispute any discrepancies arising from the presentation of additional terms and conditions with the Contractor.

If, with respect to an Agency Specific Contract let by the Commissioner, a Purchase Order is not received by the Contractor within two weeks after the issuance of a Contract Award Notification, it is the responsibility of the Contractor to request in writing that the appropriate Authorized User forward a Purchase Order. If, thereafter, a Purchase Order is not received within a reasonable period of time, the Contractor shall promptly notify in writing the appropriate purchasing officer in OGS. Failure to timely notify such officer may, in the discretion of the OGS Commissioner and without cost to the State, result in the cancellation of such requirement by the OGS Commissioner with a corresponding reduction in the Contract quantity and price.

31. PRODUCT DELIVERY Delivery must be made as ordered to the address specified on the Purchase Order and in accordance with the terms of the Contract. Delivery shall be made within 30 calendar days after receipt of a Purchase Order by the Contractor, unless otherwise agreed to by the Authorized User and the Contractor. The decision of

the Commissioner as to compliance with delivery terms shall be final. The burden of proof for delay in receipt of a Purchase Order shall rest with the Contractor. In all instances of a potential or actual delay in delivery, the Contractor shall immediately notify the Commissioner and the Authorized User, and confirm in writing the explanation of the delay, and take appropriate action to avoid any subsequent late deliveries. Any extension of time for delivery must be requested in writing by the Contractor and approved in writing by the Authorized User. If compliance with the delivery time schedule is a material term of the Contract, failure to meet such delivery time schedule may be grounds for cancellation of the order or, in the Commissioner's discretion, the Contract.

32. WEEKEND AND HOLIDAY DELIVERIES Unless otherwise specified in the Contract or by an Authorized User, deliveries will be scheduled for ordinary business hours, Monday through Friday (excluding legal holidays observed by the State of New York). Deliveries may be scheduled by mutual agreement for Saturdays, Sundays or legal holidays observed by the State of New York where the Product is for daily consumption, an emergency exists, the delivery is a replacement, delivery is late, or other reasonable circumstance in which event the convenience of the Authorized User shall govern.

33. SHIPPING/RECEIPT OF PRODUCT

a. Packaging Product shall be securely and properly packed for shipment, storage and stocking in appropriate, clearly labeled shipping containers and according to accepted commercial practice, without any extra charges for packing materials, cases or other types of containers. The container shall become and remain the property of the Authorized User unless otherwise specified in the Contract documents.

b. Shipping Charges Unless otherwise stated in the Contract, all deliveries shall be deemed to be freight on board (F.O.B.) destination tailgate delivery at the dock of the Authorized User. Unless otherwise agreed, items purchased at a price F.O.B. shipping point plus transportation charges shall not relieve the Contractor from responsibility for safe and proper delivery notwithstanding the Authorized User's payment of transportation charges. Contractor shall be responsible for ensuring that the bill of lading states "charges prepaid" for all shipments.

c. Receipt of Product The Contractor shall be solely responsible for assuring that deliveries are made to the locations and/or personnel specified by the Authorized User in the Purchase Order. Any losses or delays resulting from the Contractor's failure to deliver Product to the specified locations or personnel shall be borne exclusively by the Contractor.

34. TITLE AND RISK OF LOSS FOR PRODUCTS OTHER THAN TECHNOLOGY PRODUCTS

Notwithstanding the form of shipment, title or other property interest, risk of loss for Products other than technology Products shall not pass from the Contractor to the Authorized User until the Products have been received, inspected and accepted by the receiving entity. Acceptance shall occur within a reasonable time or in accordance with such other defined acceptance period as may be specified in the Contract or Purchase Order. Mere acknowledgment by Authorized User personnel of the delivery or receipt of goods (e.g., signed bill of lading) shall not be deemed or construed as acceptance of the Products received. Any delivery of Product that is substandard or does not comply with the Contract may be rejected or accepted on an adjusted price basis, as determined by the Commissioner. Title, risk of loss, and acceptance for technology Products shall be governed by the Product Acceptance clause.

35. PRODUCT SUBSTITUTION In the event a specified Product listed in the Contract becomes unavailable or cannot be supplied by the Contractor for any reason (except as provided for in the Savings/Force Majeure clause), a Product deemed in writing by the Commissioner to be equal to or better than the specified Product must be substituted by the Contractor at no additional cost or expense to the Authorized User. Unless otherwise specified, any substitution of Product prior to the Commissioner's written approval may be cause for termination of Contract.

36. REJECTED PRODUCT When Product is rejected, it must be removed by the Contractor from the premises of the Authorized User within ten calendar days of notification of rejection by the Authorized User. Upon notification of rejection, risk of loss of rejected or non-conforming Product shall remain with Contractor. Rejected items not removed by the Contractor within ten calendar days of notification shall be regarded as abandoned by the Contractor, and the Authorized User shall have the right to dispose of Product as its own property. The Contractor shall promptly reimburse the Authorized User for any and all costs and expenses incurred in storage or effecting removal or disposition after the ten-calendar-day period.

37. INSTALLATION Where installation is required, Contractor shall be responsible for placing and installing the Product in the required locations. All materials used in the installation shall be of good quality and shall be free from any and all defects that would mar the Product or render it unsound. Installation includes the furnishing of any equipment, rigging and materials required to install or place the Product in the proper location. The Contractor shall protect the Site from damage for all its work and shall repair damages or injury of any kind caused by the Contractor, its employees, officers or agents. If any alteration, dismantling or excavation, etc. is required to effect installation, the Contractor shall thereafter promptly restore the structure or Site. Work shall be performed to cause the least inconvenience to the Authorized User and with proper consideration for the rights of other Contractors or workers. The Contractor shall promptly perform its work and shall coordinate its activities with those of other Contractors. The Contractor shall clean up and remove all debris and rubbish from its work as required or directed. Upon completion of the work, the building and surrounding area of work shall be left clean and in a neat, unobstructed condition, and everything in satisfactory repair and order.

38. REPAIRED OR REPLACED PRODUCTS, PARTS, OR COMPONENTS Where the Contractor is required to repair, replace or substitute Product or parts or components of the Product under the Contract, the repaired, replaced or substituted Products shall be subject to all terms and conditions for new parts and components set forth in the Contract including warranties, as set forth in the Warranties clause herein. Replaced or repaired Product or parts and components of such Product shall be new and shall, if available, be replaced by the original manufacturer's component or part. Remanufactured parts or components meeting new Product standards may be permitted by the Commissioner or Authorized User. Before installation, all proposed substitutes for the original manufacturers' installed parts or components must be approved by the Authorized User. The part or component shall be equal to or of better quality than the original part or component being replaced.

39. EMPLOYEES, SUBCONTRACTORS AND AGENTS All employees, Subcontractors, or agents of the Contractor performing work under the Contract must be trained staff or technicians who meet or exceed the professional, technical, and training qualifications set forth in the Contract or the Purchase Order, and must comply with all security and administrative requirements of the Authorized User that are communicated to the Contractor. The Commissioner and the Authorized

User reserve the right to conduct a security background check or otherwise approve any employee, Subcontractor, or agent furnished by Contractor and to refuse access to or require replacement of any personnel for cause based on professional, technical or training qualifications, quality of work or change in security status or non-compliance with Authorized User's security or other requirements. Such approval shall not relieve the Contractor of the obligation to perform all work in compliance with the Contract or the Purchase Order. The Commissioner and the Authorized User reserve the right to reject and/or bar from any facility for cause any employee, Subcontractor, or agent of the Contractor.

40. ASSIGNMENT In accordance with Section 138 of the State Finance Law, the Contractor shall not assign, transfer, convey, sublet, or otherwise dispose of the Contract or its right, title or interest therein, or its power to execute such Contract to any other person, company, firm or corporation in performance of the Contract without the prior written consent of the Commissioner or Authorized User (as applicable); provided, however, any consent shall not be unreasonably withheld, conditioned, delayed or denied. The Commissioner may waive the requirement that such consent be obtained in advance where the Contractor verifies that the assignment, transfer, conveyance, sublease, or other disposition is due to, but not necessarily limited to, a reorganization, merger, or consolidation of the Contractor's business entity or enterprise.

Notwithstanding the foregoing, the State shall not hinder, prevent or affect assignment of money by a Contractor for the benefit of its creditors. Prior to a consent to assignment of monies becoming effective, the Contractor shall file a written notice of such monies assignments with the State Comptroller. Prior to a consent to assignment of a Contract, or portion thereof, becoming effective, the Contractor shall submit the request for assignment to the Commissioner and seek written agreement from the Commissioner which will be filed with the State Comptroller. Commissioner shall use reasonable efforts to promptly respond to any request by Contractor for an assignment, provided that Contractor supplies sufficient information about the party to whom the Contractor proposes to assign the Contract.

Upon notice to the Contractor, the Contract may be assigned without the consent of the Contractor to another State Agency or subdivision of the State pursuant to a governmental reorganization or assignment of functions under which the functions are transferred to a successor Agency or to another Agency that assumes OGS responsibilities for the Contract.

41. SUBCONTRACTORS AND SUPPLIERS The Commissioner reserves the right to reject any proposed Subcontractor or supplier for bona fide business reasons, including, but not limited to: the company failed to solicit New York State certified minority- and women-owned business enterprises as required in prior OGS Contracts; the fact that such Subcontractor or supplier is on the New York State Department of Labor's list of companies with which New York State cannot do business; the Commissioner's determination that the company is not qualified or is not responsible; or the fact that the company has previously provided unsatisfactory work or services.

42. SUSPENSION OF WORK The Commissioner, in his or her sole discretion, reserves the right to suspend any or all activities under the Contract, at any time, in the best interests of the Authorized User. In the event of such suspension, the Contractor will be given a formal written notice outlining the particulars of such suspension. Examples of the reason for such suspension include, but are not limited to, a budget freeze or reduction in State spending, declaration of emergency, contract compliance issues or other circumstances. Upon

issuance of such notice, the Contractor is not to accept any Purchase Orders, and shall comply with the suspension order. Activity may resume at such time as the Commissioner issues a formal written notice authorizing a resumption of performance under the Contract.

An Authorized User may issue a formal written notice for the suspension of work for which it has engaged the Contractor for reasons specified in the above paragraph. The written notice shall set forth the reason for such suspension and a copy of the written notice shall be provided to the Commissioner.

43. TERMINATION

a. For Cause For a material breach that remains uncured for more than 30 calendar days or other longer period as specified by written notice to the Contractor, the Contract or Purchase Order may be terminated by the Commissioner or Authorized User respectively. Neither the State nor an Authorized User shall be liable for any of Contractor's costs arising from the failure to perform or the termination, including without limitation costs incurred after the date of termination. Such termination shall be upon written notice to the Contractor. In such event, the Commissioner or Authorized User may complete the contractual requirements in any manner it may deem advisable and pursue available legal or equitable remedies for breach.

b. For Convenience This Contract may be terminated at any time by the Commissioner for convenience upon 60 calendar days or other longer period as specified by written notice, without penalty or other early termination charges due. Such termination of the Contract shall not affect any project or Purchase Order that has been issued under the Contract prior to the date of such termination. If the Contract is terminated pursuant to this subdivision, the Authorized User shall remain liable for all accrued but unpaid charges incurred through the date of the termination. Contractor shall use due diligence and fulfill any outstanding Purchase Orders.

c. For Violation of Sections 139-j and 139-k of the State Finance Law The Commissioner reserves the right to terminate the Contract in the event it is found that the certification filed by the Bidder in accordance with Section 139-k of the State Finance Law was intentionally false or intentionally incomplete. Upon such finding, the Commissioner may exercise his or her termination right by providing written notification to the Contractor in accordance with the written notification terms of the Contract.

d. For Violation of Section 5-a of the New York State Tax Law The Commissioner reserves the right to terminate the Contract in the event it is found that the certification filed by the Contractor in accordance with Section 5-a of the Tax Law is not timely filed during the term of the Contract or the certification furnished was intentionally false or intentionally incomplete. Upon such finding, the Commissioner may exercise his or her termination right by providing written notification to the Contractor in accordance with the written notification terms of the Contract.

e. For Non-Responsibility The Bidder agrees that if it is found by the State that the Bidder's responses to the Vendor Responsibility Questionnaire were intentionally false or intentionally incomplete, on such finding, the Commissioner may terminate the Contract.

Upon written notice to the Contractor, and a reasonable opportunity to be heard with appropriate OGS officials or staff, the Contract may be terminated by the Commissioner at the Contractor's expense where the Contractor is determined by the Commissioner to be non-responsible. In such event, the Commissioner may complete the contractual

requirements in any manner he or she may deem advisable and pursue available legal or equitable remedies for breach.

In no case shall such termination of the Contract by the State be deemed a breach thereof, nor shall the State be liable for any damages for lost profits or otherwise, which may be sustained by the Contractor as a result of such termination.

f. Upon Conviction of Certain Crimes The Commissioner reserves the right to terminate the Contract in the event it is found that a member, partner, director or officer of Contractor is convicted of one or more of the following: Bribery Involving Public Servants and Related Offenses as defined in Article 200 of the New York State Penal Law; Corrupting the Government as defined in Article 496 of the New York State Penal Law; or Defrauding the Government as defined in Section 195.20 of the New York State Penal Law.

44. SAVINGS/FORCE MAJEURE A force majeure occurrence is an event or effect that cannot be reasonably anticipated or controlled and is not due to the negligence or willful misconduct of the affected party. Force majeure includes, but is not limited to, acts of God, acts of war, acts of public enemies, terrorism, strikes, fires, explosions, actions of the elements, floods, or other similar causes beyond the control of the Contractor or the Commissioner in the performance of the Contract where non-performance, by exercise of reasonable diligence, cannot be prevented.

The affected party shall provide the other party with written notice of any force majeure occurrence as soon as the delay is known and provide the other party with a written contingency plan to address the force majeure occurrence, including, but not limited to, specificity on quantities of materials, tooling, people, and other resources that will need to be redirected to another facility and the process of redirecting them. Furthermore, the affected party shall use its commercially reasonable efforts to resume proper performance within an appropriate period of time. Notwithstanding the foregoing, if the force majeure condition continues beyond 30 days, the parties to the Contract shall jointly decide on an appropriate course of action that will permit fulfillment of the parties' objectives under the Contract.

The Contractor agrees that in the event of a delay or failure of performance by the Contractor under the Contract due to a force majeure occurrence:

- a. The Commissioner may purchase from other sources (without recourse to and by the Contractor for the costs and expenses thereof) to replace all or part of the Products which are the subject of the delay, which purchases may be deducted from the Contract quantities without penalty or liability to the State, or
- b. The Contractor will provide Authorized Users with access to Products first in order to fulfill orders placed before the force majeure event occurred. The Commissioner agrees that Authorized Users shall accept allocated performance or deliveries during the occurrence of the force majeure event.

Neither the Contractor nor the Commissioner shall be liable to the other for any delay in or failure of performance under the Contract due to a force majeure occurrence. Any such delay in or failure of performance shall not constitute default or give rise to any liability for damages. The existence of such causes of such delay or failure shall extend the period for performance to such extent as determined by the Contractor and the Commissioner to be necessary to enable complete performance by the Contractor if reasonable diligence is exercised after the cause of delay or failure has been removed.

Notwithstanding the above, at the discretion of the Commissioner where the delay or failure will significantly impair the value of the Contract to the State or to Authorized Users, the Commissioner may terminate the Contract or the portion thereof which is subject to delays, and thereby discharge any unexecuted portion of the Contract or the relative part thereof.

In addition, the Commissioner reserves the right, in his or her sole discretion, to make an equitable adjustment in the Contract terms and/or pricing should extreme and unforeseen volatility in the marketplace affect pricing or the availability of supply. "Extreme and unforeseen volatility in the marketplace" is defined as market circumstances which meet the following criteria: (i) the volatility is due to causes outside the control of Contractor; (ii) the volatility affects the marketplace or industry, not just the particular Contract source of supply; (iii) the effect on pricing or availability of supply is substantial; and (iv) the volatility so affects Contractor's performance that continued performance of the Contract would result in a substantial loss to the Contractor. In the event of a dispute between the Contractor and the Commissioner, such dispute shall be resolved in accordance with the OGS Dispute Resolution Procedures; provided, however, that nothing in this clause shall excuse the Contractor from performing in accordance with the Contract as changed.

45. **CONTRACT INVOICING**

a. Invoicing Contractor and the dealers/distributors/resellers designated by the Contractor, if any, shall provide complete and accurate billing invoices to each Authorized User in order to receive payment. Billing invoices submitted to an Authorized User must contain all information required by the Contract and the State Comptroller or other appropriate fiscal officer.

Contractor shall provide, upon request of the Commissioner, any and all information necessary to verify the accuracy of the billings. Such information shall be provided in a commercially reasonable manner as requested by the Commissioner. The Commissioner may direct the Contractor to provide the information to the State Comptroller or to any Authorized User of the Contract.

b. Payment of Contract Purchases made by an Authorized User when the State Comptroller is responsible for issuing such payment The Authorized User and Contractor agree that payments for invoices submitted by the Contractor shall only be rendered electronically unless payment by paper check is expressly authorized by the Commissioner, in the Commissioner's sole discretion, due to extenuating circumstances. Such electronic payments shall be made in accordance with ordinary State procedures and practices. The Contractor shall comply with the State Comptroller's procedures to authorize electronic payments. Authorization forms are available at the State Comptroller website at www.osc.state.ny.us, by e-mail at HelpDesk@sfs.ny.gov, or by telephone at (518) 457-7737 or toll free (877) 737-4185. Contractor acknowledges that it will not receive payment on any invoices submitted under this Contract that are payable by the State Comptroller if it does not comply with the State Comptroller's electronic payment procedures, except where the Commissioner has expressly authorized payment by paper check as set forth above.

c. Payment of Contract Purchases made by an Authorized User when the State Comptroller is not responsible for issuing such payment The Authorized User and Contractor agree that payments for such Contract purchases shall be billed directly by Contractor on invoices/vouchers, together with complete and accurate supporting documentation as required by the Authorized User. Such payments shall be as mandated by the appropriate governing law from the receipt

of a proper invoice. Such Authorized User and Contractor are strongly encouraged to establish electronic payments.

46. **DEFAULT – AUTHORIZED USER**

a. Breach by Authorized User An Authorized User's breach shall not be deemed a breach of the Centralized Contract; rather, it shall be deemed a breach of the Authorized User's performance under the terms and conditions of the Centralized Contract.

b. Failure to Make Payment In the event a participating Authorized User fails to make payment to the Contractor for Products delivered, accepted and properly invoiced, within 30 calendar days of such delivery and acceptance, the Contractor may, upon five business days advance written notice to both the Commissioner and the Authorized User's purchasing official, suspend additional provision of Products to such entity until such time as reasonable arrangements have been made and assurances given by such entity for current and future Contract payments.

c. Notice of Breach Notwithstanding the foregoing, the Contractor shall, at least 10 business days prior to declaring a breach of Contract by any Authorized User, by certified or registered mail, notify both the Commissioner and the purchasing official of the breaching Authorized User of the specific facts, circumstances and grounds upon which a breach will be declared.

d. Insufficient basis If the Contractor's basis for declaring a breach is insufficient, the Contractor's declaration of breach and failure to provide Products to an Authorized User may constitute a breach of the Contract, and the Authorized User may thereafter seek any remedy available at law or equity.

47. **PROMPT PAYMENTS**

a. By State Agencies Upon acceptance of Product or as otherwise provided by Contract, Contractor may invoice for payment. The required payment date shall be 30 calendar days, excluding legal holidays, from the receipt of a proper invoice, as determined in accordance with State Finance Law Section 179-f(2) and 2 NYCRR Part 18. The payment of interest on certain payments due and owed by the State Agency may be made in accordance with State Finance Law Sections 179-d et seq. and the implementing regulations (2 NYCRR § 18.1 et seq.).

b. By Non-State Agencies Upon acceptance of Product or as otherwise provided by Contract, Contractor may invoice for payment. The required payment date shall be 30 calendar days, excluding legal holidays, or as mandated by the appropriate governing law from the receipt of a proper invoice. The terms of Article 11-A of the State Finance Law apply only to procurements by and the consequent payment obligations of State Agencies. Neither expressly nor by any implication is the statute applicable to non-State agency Authorized Users. Neither OGS nor the State Comptroller is responsible for payments on any purchases made by a non-State agency Authorized User.

c. By Contractor Should the Contractor be liable for any payments to the State hereunder, interest, late payment charges and collection fee charges will be determined and assessed pursuant to Section 18 of the State Finance Law.

48. REMEDIES FOR BREACH Unless otherwise specified by the Authorized User in a Mini-Bid or Purchase Order, in the event that Contractor fails to observe or perform any term or condition of the Contract and such failure remains uncured after 15 calendar days following written notice by the Commissioner or an Authorized User,

the Commissioner or an Authorized User may exercise all rights and remedies available at law or in equity. Notwithstanding the foregoing, if such failure is of a nature that it cannot be cured completely within 15 calendar days and Contractor shall have commenced its cure of such failure within such period and shall thereafter diligently prosecute all steps necessary to cure such failure, such 15-day period may, in the sole discretion of the Commissioner or the Authorized User, be extended for a reasonable period in no event to exceed 60 calendar days. It is understood and agreed that the rights and remedies available to the Commissioner and Authorized Users in the event of breach shall include but not be limited to the following:

a. Cover/Substitute Performance In the event of Contractor's material, uncured breach, the Commissioner or Authorized User may, with or without issuing a formal Solicitation: (i) purchase from other sources; or (ii) if the Commissioner or Authorized User is unsuccessful after making reasonable attempts, under the circumstances then-existing, to timely obtain acceptable replacement Product of equal or comparable quality, the Commissioner or Authorized User may acquire acceptable replacement Product of lesser or greater quality. Such purchases may be deducted from the Contract quantity without penalty or liability to the State.

b. Withhold Payment In any case where a reasonable question of material, uncured non-performance by Contractor arises, payment may be withheld in whole or in part at the discretion of the Authorized User.

c. Bankruptcy In the event that the Contractor files, or there is filed against Contractor, a petition under the U.S. Bankruptcy Code during the term of this Centralized Contract, Authorized Users may, at their discretion, make application to exercise their right to set-off against monies due the debtor or, under the doctrine of recoupment, be credited the amounts owed by the Contractor arising out of the same transactions.

d. Reimbursement of Costs Incurred The Contractor agrees to reimburse the Authorized User promptly for any and all additional costs and expenses incurred for acquiring acceptable replacement Product. Should the cost of cover be less than the Contract price, the Contractor shall have no claim to the difference. The Contractor covenants and agrees that in the event suit is successfully prosecuted for any default on the part of the Contractor, all costs and expenses, including reasonable attorney's fees, shall be paid by the Contractor.

Where the Contractor fails to timely deliver pursuant to the guaranteed delivery terms of the Contract, the ordering Authorized User may obtain replacement Product temporarily and the cost of the replacement Product shall be deducted from the Contract quantity without penalty or liability to the State.

e. Deduction/Credit Sums due as a result of these remedies may be deducted or offset by the Authorized User from payments due, or to become due, the Contractor on the same or another transaction. If no deduction or only a partial deduction is made in such fashion the Contractor shall pay to the Authorized User the amount of such claim or portion of the claim still outstanding, on demand. The Commissioner reserves the right to determine the disposition of any rebates, settlements, restitution, damages, etc., that arise from the administration of the Contract.

49. ASSIGNMENT OF CLAIM Contractor hereby assigns to the State any and all claims for overcharges associated with this Contract that may arise under the antitrust laws of the United States, 15 USC

Section 1, et seq. and the antitrust laws of the State of New York, General Business Law Section 340, et seq.

50. TOXIC SUBSTANCES Each Contractor furnishing a toxic substance, as defined by Section 875 of the Labor Law, shall provide such Authorized User with not less than two copies of a Safety Data Sheet, which sheet shall include for each such substance the information outlined in Section 876 of the Labor Law.

Before any chemical product is used or applied on or in any building, a copy of the product label and Safety Data Sheet must be provided to and approved by the Authorized User.

51. INDEPENDENT CONTRACTOR It is understood and agreed that the legal status of the Contractor, its Subcontractors, agents, officers and employees under this Contract is that of an independent contractor, and in no manner shall they be deemed employees of the Authorized User, and therefore are not entitled to any of the benefits associated with such employment.

52. SECURITY Contractor warrants, covenants and represents that, in the performance of the Contract, Contractor, its agents, Subcontractors, officers, distributors, resellers and employees will comply fully with all security procedures of the Authorized User set forth in the Contract or Purchase Order or otherwise communicated in advance to the Contractor including but not limited to physical, facility, documentary and cyber security rules, procedures and protocols.

53. COOPERATION WITH THIRD PARTIES The Contractor shall be responsible for fully cooperating with any third party, including but not limited to other Contractors or Subcontractors of the Authorized User, as necessary to ensure delivery or performance of Product.

54. WARRANTIES

a. Product Performance Contractor hereby warrants and represents that the Products acquired by the Authorized User under this Contract conform to the manufacturer's specifications, performance standards and Documentation and that the Documentation fully describes the proper procedure for using the Products.

b. Title and Ownership Contractor warrants and represents that it has (i) full ownership, clear title free of all liens, or (ii) the right to transfer or deliver specified license rights to any Products acquired by Authorized User under this Contract. Contractor shall be solely liable for any costs of acquisition associated therewith. Contractor shall indemnify Authorized Users and hold Authorized Users harmless from any damages and liabilities (including reasonable attorneys' fees and costs) arising from any breach of Contractor's warranties as set forth herein.

c. Product Warranty Contractor further warrants and represents that Products, components or parts specified and furnished by or through Contractor, whether specified and furnished individually or as a system, shall be substantially free from defects in material and workmanship and will conform to all requirements of the Contract for the manufacturer's standard commercial warranty period, if applicable, or for a minimum of one year from the date of acceptance, whichever is longer (the "Product warranty period").

During the Product warranty period, defects in the materials or workmanship of Products, components, or parts specified and furnished by or through Contractor, whether specified and furnished

individually or as a system, shall be repaired or replaced by Contractor at no cost or expense to the Authorized User. Contractor shall extend the Product warranty period for individual Products, or for the system as a whole, as applicable, by the cumulative periods of time, after notification, during which an individual Product, or the system as a whole, requires repairs or replacement resulting in down time or is in the possession of the Contractor, its agents, officers, Subcontractors, distributors, resellers or employees ("extended warranty").

Any component or part replaced by the Contractor under the Contract warranties shall be guaranteed for the greater of: (i) the Product warranty period set forth herein; or (ii) the manufacturer's standard commercial warranty period offered for the component or part, if applicable.

All costs for materials, labor, and transportation incurred to repair or replace Products, parts, components, or systems as a whole during the warranty period shall be borne solely by the Contractor, and the State or Authorized User shall in no event be liable or responsible therefor.

Where Contractor, the Third-Party Software vendor, or other third-party manufacturer markets any Product delivered by or through Contractor with a standard commercial warranty, such standard warranty shall be in addition to, and not relieve the Contractor from, Contractor's warranty obligations during the Product warranty and extended warranty periods. Where such standard commercial warranty covers all or some of the Product warranty or extended warranty periods, Contractor shall be responsible for the coordination during the Product warranty or extended warranty periods with Third-Party Software vendor or other third-party manufacturers for warranty repair or replacement of Third-Party Software vendor or other third-party manufacturer's Product.

Where Contractor, Third-Party Software vendor, or other third-party manufacturer markets any Product with a standard commercial warranty that goes beyond the Product warranty or extended warranty periods, Contractor shall notify the Authorized User and pass through the standard commercial warranty to Authorized User at no additional charge; provided, however, that Contractor shall not be responsible for coordinating services under the standard commercial warranty after expiration of the Product warranty and extended warranty periods.

Unless recycled, recyclable, or recovered materials are available in accordance with the Remanufactured, Recycled, Recyclable, or Recovered Materials clause, Product offered shall be standard new equipment, current model or most recent release of regular stock product with all parts regularly used with the type of equipment offered. Contractor further warrants and represents that no component or part has been substituted or applied contrary to the manufacturer's recommendations and standard practice.

Contractor shall not be responsible for any modification of the Products made by an Authorized User without Contractor's approval.

d. Virus Warranty The Contractor represents and warrants that any Product acquired under the Contract by the Authorized User does not contain any known Viruses. Contractor is not responsible for Viruses introduced at an Authorized User's Site.

e. Date/Time Warranty Contractor warrants that Product furnished pursuant to this Contract shall, when used in accordance with the Product Documentation, be able to accurately process date/time data (including, but not limited to, calculating, comparing, and sequencing) transitions, including leap year calculations. Where a Contractor proposes or an

acquisition requires that specific Products must perform as a package or system, this warranty shall apply to the Products as a system.

Where Contractor is providing ongoing services, including but not limited to: (i) consulting, integration, code or data conversion, (ii) maintenance or support services, (iii) data entry or processing, or (iv) contract administration services (e.g., billing, invoicing, claim processing), Contractor warrants that services shall be provided in an accurate and timely manner without interruption, failure or error due to the inaccuracy of Contractor's business operations in processing date/time data (including, but not limited to, calculating, comparing, and sequencing) various date/time transitions, including leap year calculations. Contractor shall be responsible for damages resulting from any delays, errors or untimely performance resulting therefrom, including but not limited to the failure or untimely performance of such services.

f. Workmanship Warranty Contractor warrants that the services acquired under this Contract will be provided in a professional and workmanlike manner in accordance with the applicable industry standards, if any. The Authorized User must notify Contractor of any services warranty deficiencies within 90 calendar days from performance of the services that gave rise to the warranty claim.

g. Survival of Warranties All warranties contained in this Contract shall survive the termination of this Contract.

h. Prompt Notice of Breach The Authorized User shall promptly notify the Contractor and the Commissioner in writing of any claim of breach of any warranty provided herein.

i. Additional Warranties Where Contractor, Product manufacturer or service provider generally offers additional or more advantageous warranties than those set forth herein, Contractor shall offer or pass through any such warranties to Authorized Users.

j. No Limitation of Rights The rights and remedies of the State and the Authorized Users provided in this clause are in addition to and do not limit any rights afforded to the State and the Authorized Users by any other clause of the Contract.

55. LEGAL COMPLIANCE Contractor represents and warrants that it shall secure all notices and comply with all applicable laws, ordinances, rules and regulations of any governmental entity in conjunction with the performance of obligations under the Contract. Prior to award and during the Contract term and any extensions thereof, Contractor must establish to the satisfaction of the Commissioner that it meets or exceeds all requirements of the Solicitation and Contract and any applicable laws, including but not limited to, permits, licensing, and shall provide such proof as required by the Commissioner. Failure to comply or failure to provide proof may constitute grounds for the Commissioner to terminate or suspend the Contract, in whole or in part, or to take any other action deemed necessary by the Commissioner. Contractor also agrees to disclose information and provide affirmations and certifications to comply with Sections 139-j and 139-k of the State Finance Law.

56. INDEMNIFICATION Contractor shall be fully liable for the actions of its agents, employees, partners or Subcontractors and shall fully defend, indemnify and hold the Authorized Users harmless from suits, actions, proceedings, claims, losses, damages, and costs (including reasonable attorney fees) of every name and description relating to personal injury and damage to real or personal tangible property caused by any intentional act or negligence of Contractor, its agents, employees, partners or Subcontractors, which shall arise from or result directly or indirectly from this Contract, without limitation;

provided, however, that the Contractor shall not be obligated to indemnify an Authorized User for any claim, loss or damage arising hereunder to the extent caused by the negligent act, failure to act, gross negligence or willful misconduct of the Authorized User.

The Authorized User shall give Contractor: (i) prompt written notice of any action, claim or threat of suit, or other suit for which Contractor is required to fully indemnify an Authorized User, (ii) the opportunity to take over, settle or defend such action, claim or suit at Contractor's sole expense, and (iii) assistance in the defense of any such action, claim or suit at the expense of Contractor. Notwithstanding the foregoing, the State reserves the right to join such action, at its sole expense, if it determines there is an issue involving a significant public interest.

In the event that an action or proceeding at law or in equity is commenced against the Authorized User arising out of a claim for death, personal injury or damage to real or personal tangible property caused by any intentional or willful act, gross negligence, or negligence of Contractor, its agents, employees, partners or Subcontractors, which shall arise from or result directly or indirectly from the Products supplied under this Contract, and Contractor is of the opinion that the allegations in such action or proceeding in whole or in part are not covered by the indemnification and defense provisions set forth in the Contract, Contractor shall immediately notify the Authorized User and the New York State Office of the Attorney General in writing and shall specify to what extent Contractor believes it is obligated to defend and indemnify under the terms and conditions of the Contract and to what extent it is not so obligated to defend and indemnify. Contractor shall in such event protect the interests of the Authorized User and attempt to secure a continuance to permit the State and the Authorized User to appear and defend their interests in cooperation with Contractor, as is appropriate, including any jurisdictional defenses the State and Authorized User may have. In the event of a dispute regarding the defense, the Contractor and the Attorney General shall try to reach an amicable resolution, but the Attorney General shall have the final determination on such matters.

57. INDEMNIFICATION RELATING TO INFRINGEMENT

The Contractor shall also defend, indemnify and hold the Authorized Users harmless from all suits, actions, proceedings, claims, losses, damages, and costs of every name and description (including reasonable attorney fees), relating to a claim of infringement of a patent, copyright, trademark, trade secret or other proprietary right provided such claim arises solely out of the Products as supplied by the Contractor, and not out of any modification to the Products made by the Authorized User or by someone other than Contractor at the direction of the Authorized User without Contractor's approval; provided, however, that the Contractor shall not be obligated to indemnify an Authorized User for any claim, loss or damage arising hereunder to the extent caused by the negligent act, failure to act, gross negligence or willful misconduct of the Authorized User.

The Authorized User shall give Contractor: (i) prompt written notice of any action, claim or threat of suit alleging infringement, (ii) the opportunity to take over, settle or defend such action, claim or suit at Contractor's sole expense, and (iii) assistance in the defense of any such action, claim or suit at the expense of Contractor. Notwithstanding the foregoing, the State reserves the right to join such action, at its sole expense, if it determines there is an issue involving a significant public interest.

If usage of a Product shall be enjoined for any reason or if Contractor believes that it may be enjoined, Contractor shall have the right, at its

own expense and sole discretion to take action in the following order of precedence: (i) to procure for the Authorized User the right to continue usage (ii) to modify the service or Product so that usage becomes non-infringing, and is of at least equal quality and performance; or (iii) to replace such Product or parts thereof, as applicable, with non-infringing Product of at least equal quality and performance. If the above remedies are not available, the parties shall terminate the Contract, in whole or in part as necessary and applicable, provided that the Authorized User is given a refund for any amounts paid for the period during which usage was not feasible.

In the event that an action or proceeding at law or in equity is commenced against the Authorized User arising out of a claim that the Authorized User's use of the Product under the Contract infringes any patent, copyright, trademark, trade secret or proprietary right, and Contractor is of the opinion that the allegations in such action or proceeding in whole or in part are not covered by the indemnification and defense provisions set forth in the Contract, Contractor shall immediately notify the Authorized User and the New York State Office of the Attorney General in writing and shall specify to what extent Contractor believes it is obligated to defend and indemnify under the terms and conditions of the Contract and to what extent it is not so obligated to defend and indemnify. Contractor shall in such event protect the interests of the Authorized User and attempt to secure a continuance to permit the State and the Authorized User to appear and defend their interests in cooperation with Contractor, as is appropriate, including any jurisdictional defenses the State and Authorized User may have. In the event of a dispute regarding the defense, the Contractor and the Attorney General shall try to reach an amicable resolution, but the Attorney General shall have the final determination on such matters. This constitutes the Authorized User's sole and exclusive remedy for infringement of a patent, copyright, trademark, trade secret, or other proprietary right.

58. LIMITATION OF LIABILITY Except as otherwise set forth in the Indemnification clause and the Indemnification Relating to Infringement clause, the limit of liability shall be as follows:

a. Contractor's liability for any claim, loss or liability arising out of, or connected with the Products provided, and whether based upon default, or other liability such as breach of contract, warranty, negligence, misrepresentation or otherwise, shall in no case exceed direct damages in: (i) an amount equal to two (2) times the charges specified in the Purchase Order for the Products forming the basis of the Authorized User's claim or (ii) five hundred thousand dollars (\$500,000), whichever is greater.

b. The Authorized User may retain such monies from any amount due Contractor as may be necessary to satisfy any claim for damages, costs and the like asserted against the Authorized User unless Contractor at the time of the presentation of claim shall demonstrate to the Authorized User's satisfaction that sufficient monies are set aside by the Contractor in the form of a bond or through insurance coverage to cover associated damages and other costs.

c. Notwithstanding the above, neither the Contractor nor the Authorized User shall be liable for any consequential, indirect or special damages of any kind which may result directly or indirectly from such performance, including, without limitation, damages resulting from loss of use or loss of profit by the Authorized User, the Contractor, or by others.

59. DISPUTE RESOLUTION PROCEDURES

It is the policy of OGS to provide interested parties, as defined in the OGS Dispute Resolution Procedures, with an opportunity to

administratively resolve disputes, complaints or inquiries related to Solicitations, contract awards and contract administration. OGS encourages interested parties to seek resolution of disputes through consultation with OGS staff. All such matters shall be accorded impartial and timely consideration. Interested parties may also file formal written disputes. A copy of the OGS Dispute Resolution Procedures may be obtained by contacting the designated contact for the Solicitation, the Contract manager, or at the OGS website. OGS reserves the right to change the procedures set forth in the Dispute Resolution Procedures without seeking a Contract amendment.

To the extent the scope of the Solicitation or Contract includes the sale, development, maintenance, or use of information technology Products such as software, computer components, systems, or networks for the processing, and distribution, or storage, or storage of data, the following clauses shall govern, as applicable.

60. SOFTWARE LICENSE GRANT Where Product is acquired on a licensed basis the following shall constitute the license grant:

a. License Scope Licensee is granted a non-exclusive, perpetual license to use, execute, reproduce, display, perform, or merge the Product within its business enterprise in the United States up to the maximum licensed capacity stated on the Purchase Order. Product may be accessed, used, executed, reproduced, displayed or performed up to the capacity measured by the applicable licensing unit stated on the Purchase Order (e.g., payroll size, number of employees, CPU, MIPS, MSU, concurrent user, workstation, virtual partition). Licensee shall have the right to use those modifications or customizations of the Product that have been purchased by Licensee and to distribute such modifications or customizations for use by any Authorized Users otherwise licensed to use the Product, provided that any modifications or customizations, however extensive, shall not diminish Licensor's proprietary title or interest. No license, right or interest in any trademark, trade name, or service mark is granted hereunder.

Licensee and Contractor may agree to alternative licensing rights (e.g., subscription, term, virtual) for specific Products used by the Contractor in performing the services, provided such agreement is reached prior to Bid, Mini-Bid, RFQ, or Contract award, as applicable. Such licensing rights will be specified in an applicable Purchase Order or other document approved by Licensee and Contractor.

b. License Term The license term shall commence upon the License Effective Date, provided, however, that where an acceptance or trial period applies to the Product, the license term shall be extended by the time period for testing, acceptance or trial.

c. Product Documentation Contractor shall provide Product Documentation electronically to Licensee at no charge. If Product Documentation is made available to customers in hard copy, Contractor shall provide at no charge one hard copy.

Contractor hereby grants to Licensee a non-exclusive, fully paid-up, royalty-free perpetual license in the Product Documentation to make, reproduce, and distribute, either electronically or otherwise, copies of the Product Documentation as necessary to enjoy full use of the Product in accordance with the Contract.

d. Product Technical Support & Maintenance Licensee shall have the option of electing the Product technical support and maintenance ("maintenance") set forth in the Contract by giving written notice to Contractor any time during the Centralized Contract term. Contractor shall fully disclose all terms and conditions of maintenance available to Licensee, including the extent to which updates, upgrades, revisions, and new releases are included in maintenance. Maintenance terms and any renewals thereof are independent of the expiration of the Centralized Contract term and shall not automatically renew.

Unless otherwise provided by written agreement between the Contractor and Licensee, maintenance offered shall include, at a minimum, (i) the provision of Error Corrections, updates, enhancements, revisions, Patches, and upgrades to Licensee, and (ii) help desk assistance at no additional cost, either by toll-free telephone

or on-line functionality. Contractor shall maintain the Product so as to provide Licensee with the ability to utilize the Product in accordance with the Product Documentation without significant functional downtime to its ongoing business operations during the maintenance term.

Licensee shall not be required to purchase maintenance for use of Product, and may discontinue maintenance at the end of any current maintenance term upon notice to Contractor. In the event that Licensee does not initially acquire or discontinue maintenance of licensed Product, it may, at any time thereafter, reinstate maintenance for Product without any additional penalties or other charges, by paying Contractor the amount that would have been due under the Contract for the period of time that such maintenance had lapsed, at then current NYS net maintenance rates. Contractor shall submit written notification to Licensees of the upcoming maintenance end date no later than 60 calendar days prior to such maintenance end date.

e. Permitted License Transfers As Licensee's business operations may be altered, expanded or diminished, licenses granted hereunder may be transferred or combined for use at an alternative or consolidated Site not originally specified in the license, including transfers within Agencies, between Agencies, and pursuant to governmental restructuring or reorganization ("permitted license transfers"). Licensees do not have to obtain the approval of Contractor for permitted license transfers, but must give 30 days prior written notice to Contractor of such moves and certify in writing that the Product is not in use at the prior Site. There shall be no additional license or other transfer fees due Contractor, provided that: (i) the maximum capacity of the consolidated machine is equal to the combined individual license capacity of all licenses running at the consolidated or transferred Site (e.g., named users, seats, or MIPS); or (ii) if the maximum capacity of the consolidated machine is greater than the individual license capacity being transferred, a logical or physical partition or other means of restricting access will be maintained within the computer system so as to restrict use and access to the Product to that unit of licensed capacity solely dedicated to beneficial use for Licensee. In the event that the maximum capacity of the consolidated machine is greater than the combined individual license capacity of all licenses running at the consolidated or transferred Site, and a logical or physical partition or other means of restricting use is not available, the fees due Contractor shall not exceed the fees otherwise payable for a single license for the upgrade capacity.

f. Restricted Use By Third Parties Third parties retained by Licensee shall have the right to use the Product to maintain Licensee's business operations, including data processing, for the time period that they are engaged in such activities, provided that: (i) Licensee gives notice to Contractor of such third party, Site of intended use of the Product, and means of access; and (ii) such third party has executed, or agrees to execute, the Product manufacturer's standard nondisclosure or restricted use agreement, which executed agreement shall be accepted by the Contractor ("Non-Disclosure Agreement"); and (iii) such third party maintains a logical or physical partition within its computer system so as to restrict use and access to the program to that portion solely dedicated to beneficial use for Licensee. In no event shall Licensee assume any liability for third party's compliance with the terms of the Non-Disclosure Agreement, nor shall the Non-Disclosure Agreement create or impose any liabilities on the State or Licensee.

g. Archival Back-Up and Disaster Recovery Licensee may use and copy the Product and related Documentation in connection with: (i) reproducing a reasonable number of copies of the Product for

archival backup and disaster recovery procedures; (ii) reproducing a reasonable number of copies of the Product and related Documentation for cold site storage; (iii) reproducing a back-up copy of the Product to run for a reasonable period of time in conjunction with a documented consolidation or transfer otherwise allowed herein. The phrase "cold site storage" means a restorable back-up copy of the Product not to be installed until the need for disaster recovery arises. The phrase "disaster recovery" means the installation and storage of Product in ready-to-execute, back-up computer systems prior to disaster or breakdown which is not used for active production or development. Contractor shall fully disclose all archival back-up and disaster recovery options available to Licensee (e.g., cold, warm, and hot back-up), including all terms and conditions, additional charges, or use authorizations associated with such options.

h. Confidentiality Restrictions If any portion of the Product or Product Documentation contains confidential, proprietary, or trade secret information, the Contractor shall identify such information in writing to the Licensee. The terms of Licensee's use and disclosure of such information shall be governed by a written agreement between the Contractor and the Licensee, which, in the case of Licensees that are State or local governmental entities, recognizes that they are subject to the New York Freedom of Information Law.

i. Restricted Use by Licensee Except as expressly authorized by the Terms of License, Licensee shall not: (i) copy the Product; (ii) cause or permit reverse compilation or reverse assembly of all or any portion of the Product; or (iii) export the Licensed Software in violation of the Export Administration Regulations (EAR) or the International Traffic in Arms Regulations (ITAR).

61. PRODUCT ACCEPTANCE Unless otherwise provided by mutual agreement of the Authorized User and the Contractor, an Authorized User shall have 30 days from the date of delivery to accept hardware Products and 60 days from the date of delivery to accept all other Product. Where the Contractor is responsible for installation, acceptance shall be from completion of installation. Title or other property interest and risk of loss shall not pass from Contractor to the Authorized User until the Products have been accepted. Failure to provide notice of acceptance or rejection or a deficiency statement to the Contractor by the end of the period provided for under this clause constitutes acceptance by the Authorized User as of the expiration of that period. The license term shall be extended by the time periods allowed for trial use, testing and acceptance.

Unless otherwise provided by mutual agreement of the Authorized User and the Contractor, Authorized User shall have the option to run testing on the Product prior to acceptance, such tests and data to be specified by Authorized User. Where using its own data or tests, Authorized User must have the tests or data available upon delivery. This demonstration will take the form of a documented installation test, capable of observation by the Authorized User, which shall be made part of the Contractor's standard documentation and shall be covered by the Product warranty. The test data shall remain accessible to the Authorized User after completion of the test.

In the event that the documented installation test cannot be completed successfully within the specified acceptance period, and the Contractor or Product is responsible for the delay, Authorized User shall have the option to cancel the order in whole or in part, or to extend the testing period for an additional 30 day increment. Authorized User shall notify Contractor of acceptance upon successful completion of the documented installation test. Such cancellation shall not give rise to any cause of action against the Authorized User for damages, loss of profits, expenses, or other remuneration of any kind.

Unless otherwise provided by mutual agreement of the Authorized User and the Contractor, if the Authorized User elects to provide a deficiency statement specifying how the Product fails to meet the specifications within the testing period, Contractor shall have 30 days to correct the deficiency, and the Authorized User shall have an additional 60 days to evaluate the Product as provided herein.

If the Product does not meet the specifications at the end of the extended testing period, Authorized User, upon prior written notice to Contractor, may then reject the Product and return all defective Product to Contractor, and Contractor shall refund any monies paid by the Authorized User to Contractor therefor. Costs and liabilities associated with a failure of the Product to perform in accordance with the functionality tests or product specifications during the acceptance period shall be borne fully by Contractor to the extent that said costs or liabilities shall not have been caused by negligent or willful acts or omissions of the Authorized User's agents or employees. Said costs shall be limited to the amounts set forth in the Limitation of Liability clause for any liability for costs incurred at the direction or recommendation of Contractor. When Product is not accepted, it must be removed by the Contractor from the premises of the Authorized User within ten calendar days of notification of non-acceptance by the Authorized User. Rejected items not removed by the Contractor within the ten calendar day period shall be regarded as abandoned by the Contractor and the Authorized User shall have the right to dispose of Product as its own property. The Contractor shall promptly reimburse the Authorized User for any costs incurred in storage or effecting removal or disposition after the ten calendar day period.

62. AUDIT OF LICENSED PRODUCT USAGE Contractor shall have the right to periodically audit, no more than annually, at Contractor's expense, use of licensed Product at any Site where a copy of the Product resides. Contractor may conduct such audits remotely or on Site. If conducted remotely and if Contractor makes a license management program available, the Licensee agrees to install such program and use it within a reasonable period of time, provided such program meets Licensee's security or other requirements. If conducted on Site: (i) Contractor shall give Licensee at least 30 days advance written notice, (ii) such audit shall be conducted during Licensee's normal business hours, (iii) the audit shall be conducted by an independent auditor chosen on mutual agreement of the parties. Contractor shall recommend a minimum of three auditing/accounting firms from which the Licensee will select one; and (iv) Contractor and Licensee are each entitled to designate a representative who shall be entitled to participate, and who shall mutually agree on audit format, and simultaneously review all information obtained by the audit. Such representatives also shall be entitled to copies of all reports, data or information obtained from the audit. If the audit shows that such party is not in compliance, Licensee shall be required to purchase additional licenses or capacities necessary to bring it into compliance and shall pay for the unlicensed capacity at the net pricing in effect under the Contract at time of audit, or if none, then at the Contractor's U.S. commercial list price. Once such additional licenses or capacities are purchased, Licensee shall be deemed to have been in compliance retroactively, and Licensee shall have no further liability of any kind for the unauthorized use of the software.

In the event of an on-Site audit, the Software Alliance, Software Publishers Association (SPA), Software and Industry Information Association (SIIA) or Federation Against Software Theft (FAST) may not be used directly or indirectly to conduct such audit, nor may such entities be recommended by Contractor.

63. NO HARDSTOP OR PASSIVE LICENSE MONITORING

Unless otherwise expressly agreed to by the Licensee, the Product and all upgrades shall not contain any computer code that would disable the Product or upgrades or impair in any way its operation based on the elapsing of a period of time, exceeding an authorized number of copies, advancement to a particular date or other numeral, or other similar self-destruct mechanisms (sometimes referred to as "time bombs," "time locks," or "drop dead" devices) or that would permit Contractor to access the Product to cause such disablement or impairment (sometimes referred to as a "trap door" device). Any Contractor access to the Product agreed to by Licensee as provided above shall be in accordance with Licensee's security or other requirements. Contractor agrees that in the event of a breach of this provision that Licensee shall not have an adequate remedy at law, including monetary damages, and that Licensee shall consequently be entitled to seek a temporary restraining order, injunction, or other form of equitable relief against the continuance of such breach, in addition to any and all remedies to which Licensee shall be entitled.

64. OWNERSHIP/TITLE TO PROJECT DELIVERABLES

This clause shall apply where Contractor is commissioned by the Authorized User to furnish project deliverables as detailed in the Purchase Order.

a. Definitions

(i) For purposes of this clause, "Products" means deliverables furnished under this Contract by or through Contractor, including existing and custom Products, including, but not limited to: a) components of the hardware environment, b) printed materials (including but not limited to training manuals, system and user documentation, reports, drawings), whether printed in hard copy or maintained on electronic media c) Third-Party Software, d) modifications, customizations, custom programs, program listings, programming tools, data, modules, components, and e) any properties embodied therein, whether in tangible or intangible form (including but not limited to utilities, interfaces, templates, subroutines, algorithms, formulas, Source Code, object code).

(ii) For purposes of this clause, "Existing Products" means tangible Products and intangible licensed Products that exist prior to the commencement of work under the Contract. Contractor bears the burden of proving that a particular product was in existence prior to the commencement of the project.

(iii) For purposes of this clause, "Custom Products" means Products, preliminary, final, or otherwise, that are created or developed by Contractor, its Subcontractors, partners, employees, or agents for Authorized User under the Contract.

b. Title to Project Deliverables Unless otherwise specified in writing in the Purchase Order, the Authorized User shall have ownership and license rights as follows:

(i) Existing Products:

1. Hardware - Title and ownership of Existing hardware Products shall pass to Authorized User upon acceptance.

2. Software - Title and ownership to Existing software Products delivered by Contractor under the Contract that is normally commercially distributed on a license basis by the Contractor or other Third-Party Software vendor ("Existing Licensed Product"), whether or not embedded in, delivered or operating in conjunction with hardware or Custom Products, shall remain with Contractor or the Third-Party Software vendor. Effective upon acceptance, such Product shall be licensed to Authorized User in accordance with the Contractor or Third-Party Software vendor's standard license

agreement; provided, however, that such standard license, must, at a minimum: (a) grant Authorized User a non-exclusive, perpetual license to use, execute, reproduce, display, perform, adapt (unless Contractor advises Authorized User as part of Contractor's proposal that adaptation will violate existing agreements or statutes and Contractor demonstrates such to the Authorized User's satisfaction) and distribute Existing Licensed Product to the Authorized User up to the license capacity stated in the Purchase Order or work order with all license rights necessary to fully effect the general business purposes stated in the Solicitation or Authorized User's Purchase Order or work order, including the financing assignment rights set forth in paragraph (c) below; and (b) recognize the State of New York as the Licensee where the Authorized User is a State Agency, department, board, commission, office or institution. Where these rights are not otherwise covered by the Third-Party Software vendor's standard license agreement, the Contractor shall be responsible for obtaining these rights at its sole cost and expense. The Authorized User shall reproduce all copyright notices and any other legend of ownership on any copies authorized under this clause.

(ii) Custom Products: Effective upon creation of Custom Products, Contractor hereby conveys, assigns and transfers to Authorized User the sole and exclusive rights, title and interest in Custom Products, whether preliminary, final or otherwise, including all trademark and copyrights. Contractor hereby agrees to take all necessary and appropriate steps to ensure that the Custom Products are protected against unauthorized copying, reproduction and marketing by or through Contractor, its agents, employees, or Subcontractors. Nothing herein shall preclude the Contractor from otherwise using the related or underlying general knowledge, skills, ideas, concepts, techniques and experience developed under a Purchase Order, project definition or work order in the course of Contractor's business. Authorized User may, by providing written notice thereof to the Contractor, elect in the alternative to take a non-exclusive perpetual license to Custom Products in lieu of Authorized User taking exclusive ownership and title to such Products. In such case, Licensee on behalf of all Authorized Users shall be granted a non-exclusive perpetual license to use, execute, reproduce, display, perform, adapt and distribute Custom Product as necessary to fully effect the general business purposes as stated in paragraph (b)(i)(2), above.

c. Transfers or Assignments to a Third-Party Financing Agent It is understood and agreed by the parties that a condition precedent to the consummation of the purchases under the Contract may be the obtaining of acceptable third-party financing by the Authorized User. The Authorized User shall make the sole determination of the acceptability of any financing proposal. The Authorized User will make all reasonable efforts to obtain such financing, but makes no representation that such financing has been obtained as of the date of Bid receipt. Where financing is used, Authorized User may assign or transfer its rights in Licensed Products (existing or custom) to a third-party financing entity or trustee ("Trustee") as collateral where required by the terms of the financing agreement. Trustee's sole rights with respect to transferability or use of Licensed Products shall be to exclusively sublicense to Authorized User all of its Licensee's rights under the terms and conditions of the License Agreement; provided, further, however, in the event of any termination or expiration of such sublicense by reason of payment in full, all of Trustee's rights in such Licensed Product shall terminate immediately and Authorized User's prior rights to such Existing Licensed Product shall be revived.

d. Sale or License of Custom Products Involving Tax-Exempt Financing (i.e., Certificates of Participation - COPS) The Authorized User's sale or other transfer of Custom Products which were acquired by the Authorized User using third-party, tax-exempt financing may not

occur until such Custom Products are, or become, useable. In the event that the Contractor wishes to obtain ownership rights to Custom Products, the sale or other transfer shall be at fair market value determined at the time of such sale or other transfer, and must be pursuant to a separate written agreement in a form acceptable to the Authorized User which complies with the terms of this clause.

e. Contractor's Obligation with Regard to Third-Party Software Where Contractor furnishes Existing Licensed Products as a project deliverable, and sufficient rights necessary to effect the purposes of this section are not otherwise provided in the Contractor or the Third-Party Software vendor's standard license agreement, Contractor shall be responsible for obtaining from the Third-Party Software proprietary owner/developer the rights set forth herein to the benefit of the Authorized User at Contractor's sole cost and expense.

65. PROOF OF LICENSE The Contractor must provide to each Licensee who places a Purchase Order either: (i) the Product developer's certified license confirmation certificates in the name of such Licensee; (ii) a written confirmation from the proprietary owner accepting Product invoice as proof of license; or (iii) other similar proof of license. All proofs of license must be in a form acceptable to the Licensee.

66. CHANGES TO PRODUCT OR SERVICE OFFERINGS

a. Product or Service Discontinuance Where Contractor is the Product manufacturer/developer, and Contractor publicly announces to all U.S. customers ("date of notice") that a Product is being withdrawn from the U.S. market or that maintenance service or technical support provided by Contractor ("withdrawn support") is no longer going to be offered, Contractor shall be required to: (i) notify the Commissioner and each Licensee then under contract for maintenance or technical support in writing of the intended discontinuance; and (ii) continue to offer Product or withdrawn support upon the Contract terms previously offered for the greater of: (a) the best terms offered by Contractor to any other similarly situated, supported customer, or (b) not less than 12 months from the date of notice; and (iii) at Licensee's option, and in order to enable Licensee to continue the use and maintenance of the Product, provide Licensee with a Product replacement or migration path with at least equivalent functionality at no additional charge, provided that Licensee is under contract for maintenance on the date of notice and Contractor is offering such replacement or migration path to all of its similarly situated, supported customers without additional charge.

In the event that the Contractor is not the Product manufacturer, Contractor shall be required to: (i) provide the notice required under the paragraph above, to the entities described within five business days of Contractor receiving notice from the Product manufacturer, and (ii) include in such notice the period of time from the date of notice that the Product manufacturer will continue to provide Product or withdraw support.

The provisions of this subdivision (a) shall not apply or eliminate Contractor's obligations where withdrawn support is being provided by an independent Subcontractor. In the event that such Subcontractor ceases to provide service, Contractor shall be responsible for subcontracting such service, subject to State approval, to an alternate Subcontractor.

b. Product or Service Re-Bundling In the event that Contractor is the Product manufacturer and publicly announces to all U.S. customers ("date of notice") that a Product or maintenance or technical support offering is being re-bundled in a different manner from the structure or licensing model of the prior U.S. commercial offering, Contractor shall

be required to: (i) notify the Commissioner and each Licensee in writing of the intended change; (ii) continue to provide Product or withdrawn support upon the same terms and conditions as previously offered on the then-current NYS Contract for the greater of: (a) the best terms offered by Contractor to any other similarly situated, supported customer, or (b) not less than 12 months from the date of notice; and (iii) shall submit the proposed rebundling change to the Commissioner for approval prior to its becoming effective for the remainder of the Contract term. The provisions of this section do not apply if the Contractor is not the Product manufacturer.

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APPENDIX C

Federal Emergency Management Agency (FEMA) Terms and Conditions

The following provisions are required by FEMA in order for expenditures by Authorized Users to be eligible for federal reimbursement in the event of a State declaration of disaster emergency pursuant to Section 28 of the Executive Law.

1. REMEDIES.

Remedies for Contractor failure to observe or perform any term or condition shall be as provided in the OGS centralized contract, including all appendices.

2. TERMINATION FOR CAUSE AND CONVENIENCE.

Termination for cause and convenience will be in accordance with Termination, Appendix B, General Specifications, and Section 5, Copeland Anti-Kickback Act, of this Appendix C.

3. EQUAL EMPLOYMENT OPPORTUNITY

During the performance of the OGS centralized contract or any purchase by an Authorized User, the Contractor agrees as follows:

(1) The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following:

Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

(2) The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(3) The Contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing,

or action, including an investigation conducted by the employer, or is consistent with the Contractor's legal duty to furnish information.

(4) The Contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(5) The Contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(6) The Contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(7) In the event of the Contractor's noncompliance with the nondiscrimination clauses of the OGS centralized contract or with any of the said rules, regulations, or orders, the OGS centralized contract may be canceled, terminated, or suspended in whole or in part, and the Contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(8) The Contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The Contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance:

Provided, however, that in the event a Contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

The Authorized User further agrees that it will be bound by the above equal opportunity clause with respect to its own employment practices when it participates in federally assisted construction work: Provided, that if the Authorized User so participating is a State or local government, the above equal opportunity clause is not applicable to any agency, instrumentality or subdivision of such government which does not participate in work on or under the contract.

The Authorized User agrees that it will assist and cooperate actively with the administering agency and the Secretary of Labor in obtaining the compliance of contractors and subcontractors with the equal opportunity clause and the rules, regulations, and relevant orders of the Secretary of Labor, that it will furnish the administering agency and the Secretary of Labor such information as they may require for the supervision of such compliance, and that it will otherwise assist the administering agency in the discharge of the agency's primary responsibility for securing compliance.

The Authorized User further agrees that it will refrain from entering into any contract or contract modification subject to Executive Order 11246 of September 24, 1965, with a contractor debarred from, or who has not demonstrated eligibility for, Government contracts and federally assisted construction contracts pursuant to the Executive Order and will carry out such sanctions and penalties for violation of the equal opportunity clause as may be imposed upon Contractors and subcontractors by the administering agency or the Secretary of Labor pursuant to Part II, Subpart D of the Executive Order. In addition, the Authorized User agrees that if it fails or refuses to comply with these undertakings, the administering agency may take any or all of the following actions: Cancel, terminate, or suspend in whole or in part this grant (contract, loan, insurance, guarantee); refrain from extending any further assistance to the Authorized User under the program with respect to which the failure or refund occurred until satisfactory assurance of future compliance has been received from such Authorized User; and refer the case to the Department of Justice for appropriate legal proceedings.

4. DAVIS-BACON ACT.

- a. If applicable, all transactions regarding the OGS centralized contract or any purchase by an Authorized User shall be done in compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) and the requirements of 29 C.F.R. pt. 5 as may be applicable. The Contractor shall comply with 40 U.S.C. 3141-3144, and 3146-3148 and the requirements of 29 C.F.R. pt. 5 as applicable.
- b. Contractors are required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.
- c. Additionally, Contractors are required to pay wages not less than once a week.

5. COPELAND ANTI-KICKBACK ACT.

- a. Contractor. The Contractor shall comply with 18 U.S.C. § 874, 40 U.S.C. § 3145, and the requirements of 29 C.F.R. pt. 3 as may be applicable, which are incorporated by reference into the OGS centralized contract.
- b. Subcontracts. The Contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as FEMA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all of these contract clauses.

c. Breach. A breach of the clauses above may be grounds for termination of the OGS centralized contract, and for debarment as a Contractor and subcontractor as provided in 29 C.F.R. § 5.12.

6. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT.

(1) Overtime requirements. No Contractor or subcontractor for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

(2) Violation; liability for unpaid wages; liquidated damages. In the event of any violation of the clause set forth in paragraph (b)(1) of this section, the Contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such Contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (b)(1) of this section, in the sum of \$26 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (b)(1) of this section.

(3) Withholding for unpaid wages and liquidated damages. The Authorized User shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the Contractor or subcontractor under any such contract or any other Federal Agreement with the same prime contractor, or any other federally assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (b)(2) of this section.

(4) Subcontracts. The Contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (b)(1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (b)(1) through (4) of this section.

7. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.

All such rights shall be addressed in accordance with Ownership/Title to Project Deliverables, Appendix B, General Specifications.

8. CLEAN AIR ACT AND THE FEDERAL WATER POLLUTION CONTROL ACT.

Clean Air Act

1. The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et, seq.
2. The Contractor agrees to report each violation to the Office of General Services and the Authorized User and understands and agrees that the Office of General Services or the Authorized User will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
3. The Contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

Federal Water Pollution Control Act

1. The Contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
2. The Contractor agrees to report each violation to the Office of General Services and Authorized User and understands and agrees that the Office of General Services or the Authorized User will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
3. The Contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

9. DEBARMENT AND SUSPENSION.

Suspension and Debarment

- (1) This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the Contractor is required to verify that none of the Contractor's principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).
- (2) The Contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
- (3) This certification is a material representation of fact relied upon by the State or Authorized User. If it is later determined that the Contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to the State or an Authorized User, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.

(4) The Contractor agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The Contractor further agrees to include a provision requiring such compliance in its lower tier covered transactions.

10. BYRD ANTI-LOBBYING AMENDMENT.

Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended)

If the OGS centralized contract or any purchase by an Authorized User has a value of \$100,000 or more, Contractor shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.

a. Required Certification. If applicable, Contractors must sign and submit to the State the following certification.

APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING

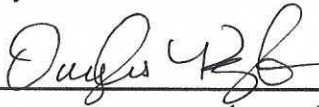
Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Contractor, KNIGHT HOLDINGS ^{LLC}, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Chap. 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.

Signature of Contractor's Authorized Official 
Name and Title of Contractor's Authorized Official DOUGLAS KNIGHT - CEO
Date: 2/2/21

11. PROCUREMENT OF RECOVERED MATERIALS.

(i) In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired—

- Competitively within a timeframe providing for compliance with the contract performance schedule;
- Meeting contract performance requirements; or
- At a reasonable price.

(ii) Information about this requirement, along with the list of EPA-designated items, is available at EPA's Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.

(iii) The Contractor also agrees to comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act.

12. ACCESS TO RECORDS.

(1) The Contractor agrees to provide the Office of General Services or the Authorized User, the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor that are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

(2) The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

(3) The Contractor agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.

(4) In compliance with the Disaster Recovery Act of 2018, the State and the Contractor acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States.

13. CHANGES.

Amendments to this contract shall be in accordance with the terms of the OGS centralized contract.

14. DHS SEAL, LOGO, AND FLAGS.

The Contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval.

15. COMPLIANCE WITH FEDERAL LAW, REGULATIONS, AND EXECUTIVE ORDERS.

This is an acknowledgement that FEMA financial assistance will be used to fund all or a portion of the contract. The Contractor will comply with all applicable Federal law, regulations, executive orders, FEMA policies, procedures, and directives.

16. NO OBLIGATION BY FEDERAL GOVERNMENT.

The Federal Government is not a party to this Contract or any purchase by an Authorized User and is not subject to any obligations or liabilities to the State, Contractor, or any other party pertaining to any matter resulting from the Contract or any purchase by an Authorized User.

17. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.

The Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this Contract or any purchase by an Authorized User.