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Participating Addendum for Cloud and Software Solutions between State of Iowa – 2027-BUS-8059 and Strategic Solutions Group, LLC

This Participating Addendum is entered into by the State of Iowa – Department of Management ("Participating Entity") and the following Contractor (each a "Party" and collectively the "Parties") for the purpose of participating in NASPO ValuePoint Master Agreement Number **LS5025**, executed by Contractor and Utah ("Lead State") for Cloud and Software Solutions ("Master Agreement"):

Strategic Solutions Group LLC ("Contractor" or "Vendor")
PO Box 515
Needham, MA 02494

I. PARTICIPATING ADDENDUM CONTACTS.

Contractor's contact for this Participating Addendum is:

Ted Hill
thill@ssg-llc.com
732-299-7117

Participating Entity's contact for this Participating Addendum is:

IT Contracts
ITContracts@dom.iowa.gov
515-672-4569

II. TERM. This Participating Addendum is effective as of the date of the last signature below or **September 16, 2026**, whichever is later, and will terminate upon termination of the Master Agreement on **September 15, 2036**, unless the Participating Addendum is terminated sooner in accordance with the terms set forth herein.

III. PARTICIPATION AND USAGE. This Participating Addendum may be used by all state agencies, institutions of higher education, cities, counties, districts, and other political subdivisions of the state, and nonprofit organizations within the state if authorized herein and by law. Participating Entity has sole authority to determine which entities are eligible to use this Participating Addendum. If Contractor becomes aware that an entity's use of this Participating Addendum is not authorized, Contractor will notify NASPO ValuePoint to initiate outreach to the appropriate parties.

IV. GOVERNING LAW. The construction and effect of this Participating Addendum and any Orders placed hereunder will be governed by, and construed in accordance with, Participating Entity's laws.

V. SCOPE. Except as otherwise stated herein, this Participating Addendum incorporates the scope, pricing, terms, and conditions of the Master Agreement and the rights and obligations set forth therein as applied to Contractor and Participating Entity and Purchasing Entities.

a. **Products.** All products available through the Master Agreement may be offered and sold by Contractor to Purchasing Entities.

b. **Services.** All services available through the Master Agreement may be offered and sold by Contractor to Purchasing Entities.

c. **Contractor Partners**. All subcontractors, dealers, distributors, resellers, and other partners identified on Contractor's NASPO ValuePoint webpage as authorized to provide Products and Services to Participating Entity may provide Products and Services to users of this Participating Addendum. Contractor will ensure that the participation of Contractor's subcontractors, dealers, distributors, resellers, and other partners is in accordance with the terms and conditions set forth in the Master Agreement and in this Participating Addendum.

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Any amendment to the Master Agreement shall be deemed incorporated into this Participating Addendum unless the amendment is rejected by Participating Entity in writing to Contractor within ten (10) calendar days of the amendment's effective date and is documented thereafter via written amendment hereto.

Any conflict between this Participating Addendum and the Master Agreement will be resolved in favor of the Participating Addendum. The terms of this Participating Addendum, including those modifying or adding to the terms of the Master Agreement, apply only to the Parties and shall have no effect on Contractor's participating addenda with other participating entities or Contractor's Master Agreement with the Lead State.

VI. ORDERS. Purchasing Entities may place orders under this Participating Addendum by referencing the Participating Addendum Number on an Order. Each Order placed under this Participating Addendum is subject to the pricing and terms set forth herein and in the Master Agreement, including applicable discounts, reporting requirements, and payment of administrative fees to NASPO ValuePoint and Participating Entity, if applicable.

VII. FEDERAL FUNDING REQUIREMENTS. Orders funded with federal funds may have additional contractual requirements or certifications that must be satisfied at the time the Order is placed or upon delivery. When applicable, a Purchasing Entity will identify in the Order any alternative or additional requirements related to the use of federal funds. By accepting the Order, Contractor agrees to comply with the requirements set forth therein.

VIII. ORDER OF PRECEDENCE – DOCUMENTS INCORPORATED

Nonnegotiable Statutory Terms. Certain terms of this Agreement are nonnegotiable and apply to every entity that procures using this vehicle. Terms prohibited by Iowa Code section 8.94 are void, the terms required by Iowa Code section 8.95 are included, and any limitation of Vendor liability is subject to Iowa Code section 8.96. See Attachment A, Section 1.1.

This Agreement and all attachments and external documents identified below are incorporated by this reference and together comprise the terms and conditions governing the relationship between the Parties, to be interpreted in the following order of precedence:

Notwithstanding the order set forth below, the Nonnegotiable Statutory Terms in Attachment A, Section 1.1 control over every document and term listed below.

a. Ancillary agreements unique to a Purchasing Entity making purchases hereunder that specifically address state, local, or federal regulatory or compliance concerns and which may be incorporated via a Purchasing Instrument;

b. The following documents are incorporated by reference solely to establish their potential applicability and order of precedence. These documents shall apply to the extent expressly designated as applicable in a Purchasing Instrument executed hereunder. Inclusion of a reference in this section shall not, in itself, impose an obligation on Vendor unless and until such obligation is expressly incorporated into a Purchasing Instrument.

i. The IT Business Associate Agreement ("BAA"), which may be updated from time to time to conform with applicable federal laws, a current version of which is available at: https://dom.iowa.gov/media/222;

ii. The IRS Publication 1075 Exhibit 7, which may be updated from time to time to conform with applicable laws, a current version of which is available at: Publication 1075 (Rev. 11-2021) ;

iii. The Federal Certifications, which may be updated from time to time to conform to applicable federal law, a current version of which is available at https://dom.iowa.gov/media/377;

iv. Iowa Code chapter 8F.

c. The terms of any Purchasing Instruments executed hereunder;

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d. General Terms and Conditions (Attachments A and B);
e. The Underlying Agreement;
f. The Solicitation;
g. The Proposal.

XIII. ATTACHMENTS. This Participating Addendum includes the following attachments:

a. Attachment A: Participating Entity Modifications and Additions to Master Agreement Terms and Conditions
b. Attachment B: Participating Entity Data Protection Addendum

XIV. NOTICE. Any notice required herein shall be sent to the following:

For Contractor:

Ted Hill
thill@ssg-llc.com
732-299-7117

For Participating Entity:

Department of Management
Office of the General Counsel
ITContracts@dom.iowa.gov

XV. SUBMISSION OF PARTICIPATING ADDENDUM TO NASPO VALUEPOINT. Upon execution, Contractor shall promptly email a copy of this Participating Addendum and any amendments hereto to NASPO ValuePoint at pa@naspovaluepoint.org. The Parties acknowledge and agree that the Participating Addendum, as amended, may be published on the NASPO ValuePoint website.

SIGNATURE

The undersigned for each Party represents and warrants that this Participating Addendum is a valid and legal agreement binding on the Party and enforceable in accordance with the Participating Addendum's terms and that the undersigned is duly authorized and has legal capacity to execute and deliver this Participating Addendum and bind the Party hereto.

IN WITNESS WHEREOF, the Parties have executed this Participating Addendum.

CONTRACTOR:

John Schaeffer
Signature

John Schaeffer
Printed Name

President
Title

10/27/2026 | 8:32 AM CDT
Date

PARTICIPATING ENTITY:

Kraig Paulsen
Signature

Kraig Paulsen
Printed Name

Director, Dept of Mgmt
Title

10/30/2026 | 11:11 AM CDT
Date

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Attachment A

General Terms and Conditions

The parties may be referred to herein individually as a **"Party"** or collectively as the **"Parties."** The Parties agree to the following:

1. Overview.

1.1. Nonnegotiable Statutory Terms. The following terms are nonnegotiable. Because this Agreement is entered into by DOM pursuant to subchapter XI of Iowa Code chapter 8, the terms prohibited by Iowa Code section 8.94 are void, and the terms required by Iowa Code section 8.95 are included in this Agreement by operation of law. These terms apply to every Purchasing Instrument executed under this Agreement and thereby flow down to and apply for the benefit of each Purchasing Entity. This subsection controls over any conflicting term in this Agreement, a Purchasing Instrument, the Underlying Agreement, the Solicitation, the Proposal, or any Additional Terms.

1.1.1. Prohibited terms are void. Any term prohibited by Iowa Code section 8.94 is void and unenforceable, and this Agreement and each Purchasing Instrument shall be interpreted and enforced as if the term were not included, wherever the term appears.

1.1.2. Required terms are included. The terms required by Iowa Code section 8.95, including its State data provision, are deemed included. Where a section 8.95 term grants the State or a Purchasing Entity greater rights than this Agreement otherwise provides, the section 8.95 term controls; where this Agreement grants greater rights, this Agreement controls.

1.1.3. Limitation of Vendor liability. Any limitation of Vendor liability, wherever it appears, is subject to Iowa Code section 8.96 and is void to the extent it repudiates liability for a cybersecurity incident; limits liability for intentional torts, criminal acts, fraud, intentional or willful misconduct, gross negligence, death, bodily injury, damage to real or personal property, intellectual property violations, liquidated damages, compliance with applicable law, violation of confidential information obligations, or Vendor's indemnification obligations; does not apply equally to the Parties; or limits Vendor liability to less than the contract value inclusive of all extensions.

1.1.4. Contract terms not confidential. Nothing in this Agreement, a Purchasing Instrument, or any Additional Terms renders the terms of this Agreement or any pricing or payment information confidential.

1.2. Relationship between this Agreement and Individual Purchasing Instruments. Each Purchasing Instrument executed hereunder shall be deemed, upon its execution, to incorporate the terms and conditions of this Agreement and shall constitute a separate, distinct, and independent Agreement between Vendor and the applicable Purchasing Entity. To the extent a Purchasing Entity other than DOM makes a purchase hereunder pursuant to a Purchasing Instrument executed by it, such Purchasing Entity shall be solely responsible for any payments due, duties, and obligations otherwise owed Vendor under the separate Purchasing Instrument. In addition, notwithstanding any other provision of this Agreement to the contrary, DOM bears no obligation or liability for any other

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Purchasing Entity's losses, liabilities, or obligations, including Vendor's failure to perform, arising out of or relating in any way to this Agreement. Likewise, the State of Iowa generally bears no obligation or liability for any political subdivision or other non-State Entity's losses, liabilities, or obligations, including the Vendor's failure to perform, arising out of or relating in any way to this Agreement.

1.3. Incorporation of the Underlying Agreement.

1.3.1. Governmental entities making purchases hereunder shall be afforded all of the rights, privileges, warranties, and indemnifications afforded by the Underlying Agreement, and such rights, privileges, warranties, and indemnifications shall accrue and apply with equal effect to governmental entities making purchases hereunder. Except as otherwise provided herein or in a Purchasing Instrument, Vendor shall perform all duties, responsibilities, and obligations required under the Underlying Agreement in the time and manner specified thereunder. In the event of any conflict or inconsistency between the terms and conditions of this Agreement and the Underlying Agreement, such conflict or inconsistency shall be resolved as stated in the Participating Addendum.

1.3.2. Any references in the Underlying Agreement to the governmental entity or its governmental units, or to rights and privileges granted to such governmental units, shall be interpreted to mean the State of Iowa and its equivalent governmental entities for the purposes of this Agreement. Similarly, any references to the governmental entity statutes, regulations, case law, or other legal authorities shall be construed as references to the corresponding Iowa legal authorities addressing substantially similar subject matter.

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

2.1. **"Acceptance"** means the Purchasing Entity has determined a portion of the Deliverables satisfies its Acceptance Tests. **"Final Acceptance"** means the Purchasing Entity has determined all Deliverables satisfy the Purchasing Entity's Acceptance Tests. **"Non-acceptance"** means the Purchasing Entity has determined that a portion of or all of the Deliverables have not satisfied the Purchasing Entity's Acceptance Tests.

2.2. **"Acceptance Criteria"** means the Specifications, goals, performance measures or standards, testing results, requirements, technical standards, representations, or other criteria designated by the Purchasing Entity and against which Acceptance Tests are conducted, including any of the foregoing stated or expressed in this Agreement, a Purchasing Instrument, the Solicitation, the Proposal, any Documentation, and any applicable state, federal, foreign, and local laws, rules, and regulations.

2.3. **"Acceptance Tests"** or **"Acceptance Testing"** means the tests, reviews, and other activities that are performed by or on behalf of the Purchasing Entity to determine whether any or all Deliverables meet Acceptance Criteria or otherwise satisfy the Purchasing Entity, as determined by the Purchasing Entity in its sole discretion.

2.4. **"AI"** or **"Artificial Intelligence"** means a machine-based system that is designed to autonomously or semi-autonomously generate or materially modify content, code, recommendations, or decisions that can influence physical or virtual environments. For purposes of this Agreement, AI does not include incidental or embedded software features whose primary purpose is to assist with routine

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tasks (such as spell-check, grammar suggestions, or basic data sorting) and which do not independently generate or materially modify Deliverables under this Agreement.

2.5. **"Authorized Contractors"** means independent contractors, consultants, or other third parties that are retained, hired, or utilized by the Purchasing Entity in any way to assist the Purchasing Entity with any Deliverables provided hereunder.

2.6. **"Confidential Information"** means, subject to any applicable federal, state, or local laws and regulations, including Iowa Code Chapter 22, any confidential or proprietary information or trade secrets disclosed by either Party (**"Disclosing Party"**) to the other Party (**"Receiving Party"**) that, at the time of disclosure, is designated as confidential (or like designation), is disclosed in circumstances of confidence, or would be understood by the Parties, exercising reasonable business judgment, to be confidential. Confidential Information does not include any information that: (i) was previously and rightfully in the possession of the Receiving Party from a source other than the Disclosing Party; (ii) was known to the Receiving Party prior to the disclosure of the information by the Disclosing Party; (iii) was disclosed to the Receiving Party without restriction by an independent third party having a legal right to disclose the information; (iv) is in the public domain; (v) is independently developed by the Receiving Party without any reliance on Confidential Information disclosed by the Disclosing Party; (vi) is disclosed or is required or authorized to be disclosed in compliance with applicable law; or (vii) is disclosed by the Receiving Party with the written consent of the Disclosing Party.

2.7. **"Customer Data"** means all information, data (including de-identified and aggregated data), materials, or documents (including Confidential Information and Personal Data) originating with, disclosed by, provided by, made accessible by, or otherwise obtained by or from the Purchasing Entity, the State of Iowa, or users, directly or indirectly, including from any Authorized Contractors of any of the foregoing, related to this Agreement in any way whatsoever, regardless of form, including all information, data, materials, or documents accessed, used, or developed by Vendor in connection with any Customer-Owned Deliverables provided hereunder and all originals and copies of any of the foregoing.

2.8. **"Customer Property"** means any property, whether tangible or intangible, of or belonging to the Purchasing Entity, including Customer Data and Customer-Owned Deliverables, software, hardware, programs, or other property possessed, owned, or otherwise controlled, maintained, or licensed by the Purchasing Entity, including third party software or Third-Party Intellectual Property.

2.9. **"Customer-Owned Deliverables"** means any Deliverables specifically created or developed by Vendor at the direction of the Purchasing Entity pursuant to a Purchasing Instrument, including all associated intellectual property rights, such as copyrights, patents, trade secrets, trademarks, Source Code, and related Documentation, but excluding Vendor Materials.

2.10. **"Deficiency"** means a defect, flaw, error, bug, failure, omission, interruption of service, or other problem of any nature whatsoever related to a Deliverable(s), including any failure of a Deliverable(s) to conform to or meet an applicable Specification. Deficiency also includes the lack of something essential or necessary for completeness or proper functioning of a Deliverable(s).

2.11. **"Deliverables"** means all of the services, goods, software, work, work product, items, materials, and property to be created, developed, produced, delivered, performed, or provided by or on behalf of,

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or otherwise made available through, Vendor, directly or indirectly, in connection with this Agreement.

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

2.13. **"DOM"** means the State of Iowa Department of Management and, unless the context clearly indicates otherwise, any independent contractors, consultants, or other third parties (including other governmental entities) who are retained, hired, or utilized by DOM in furtherance of this Agreement.

2.14. **"Personal Data"** means any information relating to an identified or identifiable person, including, but not limited to, Social Security or other government-issued identification numbers, federal or state tax information, "Personal Information" as defined in Iowa Code 715C, account security information, financial account information, credit/debit/gift or other payment card information, account passwords, intellectual property, document identification number, and sensitive or personal data (or equivalent terminology) as defined under any applicable law regarding privacy, data protection, information security obligations, or the Processing of Personal Data.

2.15. **"Process"** or **"Processing"** shall mean any operation or set of operations performed upon the Personal Data, whether or not by automatic means, including collection, recording, organization, use, transfer, disclosure, storage, manipulation, combination, and deletion of Personal Data.

2.16. **"Proposal"** means the Vendor's response to the Solicitation.

2.17. **"Purchasing Entity"** means the governmental entity that signs a Purchasing Instrument and, unless the context clearly indicates otherwise, any independent contractors, consultants, or other third parties who are retained, hired, or utilized by the Purchasing Entity in furtherance of the Purchasing Instrument or this Agreement.

2.18. **"Purchasing Instrument"** means an individual transactional document executed hereunder for the purchase of Deliverable(s) pursuant to this Agreement, regardless of form, and which identifies the specific Deliverable(s) to be purchased and any Acceptance Criteria or Specifications related thereto.

2.19. **"Source Code"** means the human-readable source code, source program, scripts, in any language or form, for or related to any software. Source Code includes all source code listings, instructions (including compile instructions), programmer's notes, commentary, and all related technical information and Documentation, including all such information and Documentation that is necessary or useful for purposes of maintaining, repairing, or making modifications, or updates, upgrades, bug fixes, patches, or additions to the Deliverable.

2.20. **"Specifications"** means any and all requirements, technical standards, performance standards, representations, warranties, and other criteria related to any Deliverables, described or stated in this Agreement (including any exhibit or Documentation attached to, or provided in connection with, this Agreement), any Purchasing Instrument(s), the Solicitation, the Proposal, and, solely to the extent not inconsistent with the foregoing, the Documentation.

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2.21. **"Third Party Intellectual Property"** shall mean intellectual property, including third-party software, licensed, made, conceived, or developed by a third party and provided or used by or on behalf of the Purchasing Entity or Vendor.

2.22. **"Vendor"** means the entity identified on the Participating Addendum including any employees, agents, independent contractors, or any other staff or personnel acting on behalf of or at the direction of Vendor, which personnel may alternatively be referred to as **"Vendor Personnel"**, and which includes any Vendor contractor performing or providing services or Deliverables under this Agreement.

2.23. **"Vendor Materials"** means all pre-existing materials, including software, methodologies, tools, techniques, processes, and know-how owned by Vendor.

3. Services and Deliverables.

3.1. *Generally*. The Vendor will perform all work and provide all Deliverables in accordance with this Agreement, as well as any associated Purchasing Instrument.

3.2. *Purchasing Instruments.*

3.2.1. *Generally*. The Parties may execute individual Purchasing Instrument(s) identifying specific Deliverables to be provided hereunder. Once a Purchasing Instrument has been executed, the Vendor will carry out and complete the duties and responsibilities set forth in the applicable Purchasing Instrument in accordance with the terms of this Agreement as well as any additional or substitute terms provided in the specific Purchasing Instrument.

3.2.2. *Effect of Purchasing Instruments*. A Purchasing Entity executing a Purchasing Instrument pursuant to this Agreement may agree to additional terms and conditions in a Purchasing Instrument that are in conflict with or inconsistent with the terms and conditions of this Agreement. Such Purchasing Instrument terms apply only to the scope of work identified in the Purchasing Instrument and do not alter the agreed terms in this Agreement. Notwithstanding the foregoing, the following terms of this Agreement shall always control regardless of any contrary terms that may be in a Purchasing Instrument:

3.2.2.1. The Nonnegotiable Statutory Terms in Section 1.1;
3.2.2.2. Information contained on the Participating Addendum;
3.2.2.3. The definition of Confidential Information;
3.2.2.4. Set-off obligations under section 4.8;
3.2.2.5. Compliance with the Law under section 7.7;
3.2.2.6. No Conflicts obligations under section 7.8;
3.2.2.7. Termination provisions in section 9;
3.2.2.8. The General Provisions set forth in Section 11.

3.3. *Delivery.*

3.3.1. *Risk of Loss*. To the extent any Deliverable(s), including any hardware or equipment, are mailed or shipped, Vendor shall bear all freight, shipping, handling, and insurance costs for the delivery and shall bear all risk of loss that may occur prior to the Purchasing Entity's Acceptance.

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3.3.2. *Documentation*. Vendor will, at no charge to the Purchasing Entity, provide to the Purchasing Entity all Documentation related to the Deliverable(s) unless otherwise agreed to by the Purchasing Entity in writing.

3.3.3. *Source Code Release and License Rights*. Vendor shall, upon the occurrence of any of the triggering events described in this Section, provide the State with a complete, accurate, and up-to-date copy of the source code and related documentation for all software and systems provided under this Agreement ("Source Code"), including any third-party components to the extent the Vendor has rights and authority to provide such components to the State. This obligation applies to all software and components used to deliver the solution licensed or provided to the State under this Agreement.

3.3.3.1. Triggering Events. The State shall be entitled to immediate delivery of the Source Code upon the occurrence of any of the following events (each, a "Triggering Event"):

3.3.3.1.1. Vendor becomes insolvent, files for bankruptcy protection, is placed into receivership, or otherwise ceases doing business in the ordinary course;

3.3.3.1.2. Vendor materially abandons or ceases to support or maintain the software in a manner that prevents the State from continuing its normal business operations using the software;

3.3.3.1.3. Vendor voluntarily ceases the provision of services under this Agreement and fails to provide sufficient transition assistance or alternatives to prevent disruption to the State's critical business functions.

3.3.3.2. Rights Upon Release. Upon the occurrence of a Triggering Event and delivery of the Source Code, the State shall have a non-exclusive, perpetual, irrevocable, fully paid-up, royalty-free, worldwide license to use, modify, and create derivative works of the Source Code solely for purposes of operating, maintaining, and supporting the State's internal business processes. The State shall not disclose the Source Code to any third party except to the extent necessary for such operation and support and subject to written confidentiality obligations no less protective than those in this Agreement.

3.3.3.3. Delivery. Within ten (10) business days following a written request by the State upon the occurrence of a Triggering Event, Vendor shall deliver the Source Code and all associated documentation, build instructions, configuration files, and dependencies in a format that is complete, functional, and sufficient to allow a reasonably skilled software developer to maintain and operate the software.

4. Compensation and Additional Rights and Remedies.

4.1. Pricing/Compensation. The fees for the services and/or Deliverables provided by the Vendor shall be in accordance with the obligations of this Agreement and the applicable Purchasing Instrument.

4.2. No Additional Fees. Other than as permitted by Section 4.1 (Pricing/Compensation) or by Purchasing Instrument, the Purchasing Entity shall not be obligated to pay any other amounts to the Vendor, specifically including travel, lodging, and related expenses. In no event shall the Purchasing Entity be

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responsible for payment of Vendor's performance costs incurred in connection with this Agreement, including but not limited to equipment, supplies, personnel, salaries, benefits, insurance, training, conferences, telephone, utilities, start-up costs, and all other operational and administrative costs and expenses. To the extent any Purchasing Instrument calls for reimbursement of travel, such travel charges may never exceed the amounts allowed under DAS-SAE travel policy, DAS-SAE Title 210. (available at: https://das.iowa.gov/state-employees/travel-and-relocation/210-travel). For vendors, travel reimbursement may not exceed the amounts that would be payable under DAS-SAE 210.245. (available at: https://das.iowa.gov/sites/default/files/acct_sae/sae_manual/210/210-245.pdf). In addition, in-state lodging reimbursement is limited to providers certified by the Iowa Department of Public Safety's Human Trafficking Prevention Training.

4.3. Satisfactory Performance. Vendor is not entitled to payment for any services or Deliverable(s), in whole or in part, provided under this Agreement or any Purchasing Instrument(s) if the Purchasing Entity reasonably determines that such services or Deliverable(s) have not been satisfactorily or completely delivered or performed.

4.4. Payment does not Imply Acceptance. Payment, including final payment, shall not be construed as acceptance of any services or Deliverables with Deficiencies or incomplete work, and Vendor shall remain responsible for compliance with its contractual obligations. Vendor's acceptance of the last payment from the Purchasing Entity shall operate as a release of any and all claims related to this Agreement concerning the Purchasing Entity's obligations under this Agreement.

4.5. Invoices. Upon receipt of written notice of Acceptance from the Purchasing Entity Vendor shall submit an invoice to the Purchasing Entity requesting payment of the fees or other compensation to which it is entitled pursuant to the applicable Purchasing Instrument, less any agreed upon Retained Amount(s) or other applicable offsets. The Purchasing Entity will verify Vendor's performance/provisioning of services or Deliverable(s) outlined in the invoice before making payment. The Purchasing Entity shall pay all approved invoices in arrears and, to the extent applicable, in conformance with Iowa Code section 8A.514 and corresponding implementing rules, regulations, and policies. The Purchasing Entity may pay in less than 60 days, but an election to pay in less than 60 days shall not, to the extent applicable, act as an implied waiver of Iowa Code section 8A.514. Notwithstanding anything herein to the contrary, the Purchasing Entity shall have the right to dispute any invoice submitted for payment and withhold payment of any disputed amount if the Purchasing Entity believes the invoice is inaccurate or incorrect in any way. Vendor shall submit all invoices for payment to the Purchasing Entity, by August 1 for all services performed in the preceding state fiscal year (the State fiscal year ends June 30). If the Vendor seeks payment for end of state fiscal year claims submitted after August 1, the Vendor may submit the late claims, but the Purchasing Entity will only reimburse the claims if funding is available and the Purchasing Entity is legally authorized to make payment. If funding is not available after the end of the state fiscal year, the Vendor may submit the claim to the Iowa State Appeal Board for a final decision regarding reimbursement of the claim.

4.6. Retention. To secure Vendor's performance under this Agreement, a Purchasing Entity may retain a mutually agreed upon percentage of the fees or other compensation associated with each Deliverable provided under a Purchasing Instrument (**"Retained Amounts"**) until all Deliverables under such Purchasing Instrument have been provided and the Purchasing Entity has given its Final Acceptance. Retained Amounts shall be payable upon the Purchasing Entity's delivery of written notice of Final Acceptance, subject to the terms and conditions hereof.

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4.7. Erroneous Payments and Credits. The Vendor shall promptly pay or refund to the Purchasing Entity the full amount of any overpayment or erroneous payment within ten (10) business days after either discovery by the Vendor or notification by the Purchasing Entity of the overpayment or erroneous payment. If the Vendor fails to provide a timely refund pursuant to this obligation, a simple interest of one percent (1%) per month may be charged on the outstanding balance unless one percent (1%) exceeds the maximum amount allowed by applicable law, in which case interest shall accrue at the maximum rate allowed by law.

4.8. Set-off Against Sums Owed by Vendor. The State may offset payments owed Vendor under this Agreement by sums the Vendor owes the State or any of its subdivisions in any context. The Vendor agrees that this provision constitutes proper and timely notice under any applicable laws governing offset.

4.9. Withholding Payments. In addition to pursuing any other remedy provided herein or by law, the Purchasing Entity may withhold compensation or payments to Vendor, in whole or in part, without penalty or legal liability to the Purchasing Entity or work stoppage by Vendor, in the event Vendor fails to perform pursuant to this Agreement, or fails to provide Deliverables that meet or conform to contractual obligations. No interest shall accrue or be paid to Vendor for withheld sums.

4.10. Correction/Cure.

4.10.1. Upon notice of Deficiency in any Deliverable(s), the Vendor shall promptly correct the Deficiency and repair the affected Deliverable(s) and provide the Purchasing Entity with all relevant Documentation.

4.10.2. The Purchasing Entity may correct any Deficiencies with respect to any Deliverable(s) or cure any Vendor breach under this Agreement without prejudice to any other remedy it may have if Vendor fails to correct such Deficiencies as required in this Agreement or if Vendor otherwise fails to perform pursuant to the Agreement. The Purchasing Entity may procure the Deliverable(s) reasonably necessary to correct any Deficiencies or cure any Vendor breach, in which event the Vendor shall reimburse the Purchasing Entity for the actual costs incurred in curing the issue. In addition, the Vendor shall cooperate with the Purchasing Entity or any third parties retained by the Purchasing Entity to cure such breach, including by allowing access to any of the Vendor's pertinent materials, work product, or intellectual property.

4.11. Repayment Obligation. In the event that any State of Iowa funds or federal funds are deferred or disallowed as a result of any audits, or found to have been expended in violation of the laws applicable to the expenditure of such funds, and where such findings are due in whole or in part to Vendor's action or omission, Vendor will be liable to the Purchasing Entity for the full amount of any claim disallowed (or the amount of funds expended in violation of such applicable laws) and for all related penalties incurred. If the State of Iowa or any federal agency concludes that Vendor has been paid for any cost that is unallowable, unallocable, or unreasonable under this Agreement, Vendor will be liable to the Purchasing Entity for such cost. Vendor shall pay to the Purchasing Entity all amounts for which the Vendor is liable under this section within twenty (20) business days of receiving the Purchasing Entity's written demand or written notice. The Purchasing Entity may withhold any payment under this Agreement if Vendor fails to timely make any payment required by this section.

4.12. Taxes. Vendor shall be responsible for paying any taxes incurred by Vendor in the performance of this Agreement. The State of Iowa, DOM, and the Purchasing Entity are exempt from the payment of sales and other taxes.

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5. Acceptance Tests and Project Management.

5.1. All Deliverables must undergo the Purchasing Entity's Acceptance Testing as described in this section. If alternative Acceptance Testing processes are described in a Purchasing Instrument(s), the process set forth in the Purchasing Instrument will prevail. After the Vendor completes work on a Deliverable, it must inform the Purchasing Entity that the Deliverable is ready for testing. If the Purchasing Entity requests assistance during testing, the Vendor will assist without levying additional fees or other amounts. The Purchasing Entity will then test the Deliverable(s) to verify that each Deliverable conforms to its Acceptance Criteria. It will then inform the Vendor of Acceptance or Non-Acceptance. If the Purchasing Entity determines Non-Acceptance, the Vendor has ten (10) days to correct the issues and submit the work again for retesting. If the Purchasing Entity again does not provide Acceptance, the Purchasing Entity may pursue any of the following remedies:

5.1.1. Require Vendor to correct and repair such Deliverable(s) within such period of time as the Purchasing Entity may specify in a written notice to the Vendor;

5.1.2. Refuse to accept such Deliverable(s) without penalty or legal liability and without any obligation to pay any fees or other amounts associated with such Deliverable(s), or receive a refund of any fees or amounts already paid with respect to such Deliverable(s);

5.1.3. Accept such Deliverable(s) on the condition that any fees or other amounts payable with respect thereto shall be reduced or discounted to reflect, to the Purchasing Entity's satisfaction, the Deficiencies present therein and any reduced value or functionality of such Deliverable(s), or the costs likely to be incurred by the Purchasing Entity to correct such Deficiencies; or

5.1.4. Terminate the applicable Purchasing Instrument or seek any and all available remedies, including damages. Such termination may occur without prior notice or an opportunity to cure.

The Purchasing Entity's right to exercise the foregoing rights and remedies, including termination of the applicable Purchasing Instrument, shall remain in effect through notice of Final Acceptance of all Deliverables. The Vendor's receipt of any notice of Acceptance, including Final Acceptance, with respect to any Deliverable(s) shall not be construed as a waiver of any of the Purchasing Entity's rights to enforce the terms of this Agreement or require performance in the event Vendor breaches this Agreement or any Deficiency is later discovered with respect to such Deliverable(s).

5.2. Project Management and Reporting.

5.2.1. *Vendor or Project Manager*. To the extent that a project manager is called for in a Purchasing Instrument, the Vendor must obtain the Purchasing Entity's approval of a designated project manager. The project manager must have authority sufficient to ensure timely performance under the Purchasing Instrument and make binding decisions for the Vendor. Any written commitment by Vendor's project manager and persons designated by them in writing for this purpose, within the scope of this Agreement, shall be binding upon Vendor.

5.2.2. *Review Meetings*. Unless a different schedule is established in the Purchasing Instrument, the Vendor's project manager will meet at least monthly with the Purchasing Entity to discuss contractual progress and performance issues. At each review meeting, the Vendor's project manager shall provide a status report, which will describe any problems or concerns

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encountered since the last meeting. At the next scheduled meeting after which any Party has identified a problem in writing, the Vendor shall provide a report of steps taken to resolve identified problems, together with the anticipated completion dates of such activities. Any Party may recommend alternative courses of action or changes that will facilitate problem resolution. The Vendor shall maintain records of such reports and other communications and provide them to the Purchasing Entity upon request.

5.2.3. *Reports.* Review meeting reports must be in a Purchasing Entity-approved format and include detail concerning the previous period's activities, including problems encountered and their disposition, results of tests, whether or not deadlines were met, the status of services or Deliverables, any problems that may have arisen that need to be addressed before proceeding to the next period's activities, and any other information the Purchasing Entity may request.

5.2.4. *Problem Reporting Omissions.* The Purchasing Entity's receipt of a report that identifies any problems does not relieve the Vendor of any obligation under this Agreement or waive any other remedy available to the Purchasing Entity.

5.2.5. *Vendor Performance Monitoring.*

5.2.5.1. DOM monitors performance through a Vendor scorecard program that collects data on Vendor performance under state contracts gathered through a formal feedback process. Feedback may address cost, delivery and support, flexibility, partnership, and security and compliance. Performance data may include the Vendor's effectiveness in meeting contract obligations, service level agreements, project management requirements, and risk management protocols.

5.2.5.2. Vendors have access to their scorecard results and the methodology by which they are calculated. Scorecards are typically issued annually during the term of the contract. DOM reserves the right to publicly post vendor scorecard results, except where a low score is anticipated, in which case the Vendor will be notified in advance and given the opportunity to appeal through DOM's established process for contested cases applicable to vendor appeals in the applicable Iowa Administrative Code.

5.2.5.3. Scorecard performance may be considered in relation to future State purchasing decisions.

5.3. **Accessibility Conformance Report.** For any Deliverable that includes information and communication technology, Vendor shall provide an Accessibility Conformance Report ("ACR") documenting conformance with the Accessibility Standards. An ACR is based on the Voluntary Product Accessibility Template ("VPAT") developed to demonstrate conformance with Section 508 of the Rehabilitation Act. Vendor shall provide the ACR upon delivery of the applicable Deliverable and shall provide an updated ACR upon any material change to the Deliverable's user interface or accessibility-affecting functionality, at least annually during the Term and upon Agreement renewal.

6. **Ownership and Intellectual Property.** The State of Iowa does not seek ownership of Vendor's pre-existing materials or independently developed tools, software, or know-how. However, where such materials are included in or required to use Customer-Owned Deliverables, the State must receive license rights sufficient to use and disseminate the complete Deliverable for its internal, non-commercial purposes.

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6.1. Ownership and Reservation of Rights in Pre-Existing Vendor Materials. Vendor shall retain ownership of all Vendor Materials that: (i) existed prior to the Effective Date of this Agreement; (ii) are independently developed by Vendor outside the scope of this Agreement; or (iii) are general purpose tools, utilities, or other standard functionality not created specifically for the Purchasing Entity. The Purchasing Entity makes no ownership claim to Vendor Materials. Notwithstanding the foregoing, Vendor may transfer ownership rights to pre-existing Vendor Materials where expressly agreed to in writing in a Purchasing Instrument.

6.2. Ownership and Assignment of Customer-Owned Deliverables. Vendor hereby irrevocably assigns, transfers, and conveys to the Purchasing Entity all rights, title, and interest in and to Customer-Owned Deliverables. To the extent any Vendor Materials are incorporated into or required to use a Customer-Owned Deliverable, the Vendor shall provide appropriate use rights as described in Section 6.3.

6.3. Waiver and Embedded Vendor Materials. To the extent any of Vendor's rights in Customer-Owned Deliverables are not assignable, including moral rights or rights of attribution, Vendor irrevocably waives such rights and agrees not to challenge the Purchasing Entity's ownership. If Vendor Materials are incorporated into or required to use any Customer-Owned Deliverable, Vendor hereby grants the Purchasing Entity a perpetual, irrevocable, worldwide, non-exclusive, royalty-free license to use them solely as part of, or as necessary to use, the Customer-Owned Deliverable.

6.4. Information Technology Assurances. Upon request and at no additional cost, Vendor shall execute all documents and take all actions reasonably necessary to perfect the Purchasing Entity's rights in Customer-Owned Deliverables. If, after reasonable efforts, the Purchasing Entity is unable to obtain Vendor's signature on any required filings for intellectual property protection, Vendor hereby irrevocably appoints the Purchasing Entity as its agent and attorney-in-fact to execute and file such documents with the same legal effect as if signed by Vendor.

6.5. Rights in Third Party Intellectual Property. For any Third Party Intellectual Property incorporated into Deliverables, Vendor shall secure for the Purchasing Entity license rights consistent with Section 6.3 above, unless otherwise agreed in writing by the Purchasing Entity.

6.6. Customer Property. Vendor may have access to Customer Property to the extent necessary to carry out its responsibilities under the Agreement and must comply with any and all the license terms, conditions, or restrictions applicable to any Customer Property.

7. Representations, Warranties, and Covenants.

7.1. Non-exclusivity. Unless expressly stated otherwise in a Purchasing Instrument, express remedies in this Section are not exclusive, and the Purchasing Entity preserves all rights to seek any and all remedies available to it under law both during and after expiration or termination of the Agreement or Purchasing Instrument.

7.2. Implied Warranties. To the extent applicable, and unless otherwise stated in a Purchasing Instrument, all warranties implied by law are preserved.

7.3. Deliverables Free of Deficiencies. Unless stated otherwise in a Purchasing Instrument, the Vendor guarantees that the Deliverables will be free from material Deficiencies and errors and will meet all Acceptance Criteria and express performance criteria. If the Purchasing Entity identifies any material

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Deficiencies, the Vendor must fix or replace the affected Deliverables at its own expense. The Vendor will assist the Purchasing Entity, promptly report any known issues, and correct Deliverables, even if the Deliverable(s) have been previously accepted.

7.4. Quiet Enjoyment. Vendor represents and warrants that: (i) it owns, possesses, holds, and has received or secured all rights, permits, permissions, licenses, and authority necessary to provide Deliverables to the Purchasing Entity hereunder and to assign, grant, and convey the rights, benefits, licenses and other rights assigned, granted, or conveyed to the Purchasing Entity hereunder without violating any rights of any third party; (ii) it has not previously and will not grant any rights in any Deliverables to any third party that are inconsistent with the rights granted to the Purchasing Entity herein; and (iii) the Purchasing Entity shall peacefully and quietly have, hold, possess, use, and enjoy the Deliverables without suit, disruption, or interruption.

7.5. Intellectual Property. The Vendor represents and warrants that the Deliverables and the Purchasing Entity's use of the Deliverables for their authorized use will not infringe on any intellectual property rights of third parties. Vendor also ensures there are no known claims of infringement, violation, or misappropriation of intellectual property rights or trade secrets concerning Deliverables. If such claims arise, Vendor will, at its own expense: (i) secure the right or license for the Purchasing Entity to continue using the Deliverables; (ii) replace the problematic parts with an equivalent; (iii) modify or replace the affected portion with a non-infringing alternative; or (iv) refund all fees paid by the Purchasing Entity for the affected Deliverables.

7.6. Workmanlike Manner. The Vendor represents, and warrants that all services to be provided under this Agreement or a Purchasing Instrument will be carried out in a workmanlike manner by qualified personnel, and the work must align with the terms of the Agreement and Purchasing Instrument as well as industry standards for similar tasks. In cases where no specification exists, the Parties agree to follow generally accepted industry standards. If the Purchasing Entity identifies services not meeting these standards, the Vendor will re-perform them at no extra cost. The Vendor will refund any fees paid by the Purchasing Entity for any services that were not satisfactorily provided and cannot otherwise be cured.

7.7. Compliance with Laws. The Vendor represents and warrants that the Vendor and Vendor-provided Deliverables will at all relevant times comply with all applicable State and federal laws, including, but not limited to, those relating to information and communication technology accessibility requirements, including applicable provisions of Section 508 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990, each as amended, including any implementing regulations and successor standards applicable to public entities serving a population of 50,000 or more (collectively, "Accessibility Standards"). At minimum, Vendor shall conform to the Web Content Accessibility Guidelines as adopted or incorporated by applicable law, or any successor guidelines, whichever imposes the greater accessibility requirements.

7.8. No Conflicts. Vendor represents, warrants, and covenants that no relationship exists or will exist during the Term of the Agreement between Vendor and the State or any of its divisions or entities that is or may constitute a conflict of interest or appearance of impropriety, or that would conflict in any manner or degree with the performance of its obligations under this Agreement. To the extent applicable, the provisions of Iowa Code Chapter 68B shall apply to this Agreement and any Purchasing Instruments executed hereunder, and Vendor shall not engage in or permit any third party to engage in any conduct that would violate that chapter.

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7.9. Documentation. The Vendor represents and warrants that during the Term, the Documentation will accurately describe the functional and operational characteristics of any Deliverable and that the Documentation is detailed and complete such that it will allow a reasonably skilled operator to use and operate the Deliverables.

7.10. Sole Ownership. Vendor represents and warrants that the Purchasing Entity shall acquire sole ownership of all Customer-Owned Deliverables, free from any rights or interests of Vendor or of any third party. Vendor shall not retain any copies of any Customer-Owned Deliverables.

7.11. Compliance with Iowa Department of Management Policies. Vendor shall comply with all applicable policies issued by the Iowa Department of Management, as published at https://policies.iowa.gov and as may be amended from time to time. Vendor acknowledges that such policies are incorporated herein by reference to the extent applicable to Vendor's performance under this Agreement.

8. Indemnification.

8.1. Indemnification Generally. Vendor shall indemnify and hold harmless DOM, the State of Iowa, the Purchasing Entity, and their employees, officers, or representatives ("Indemnitees") from and against any third-party claims, legal actions, judgments, penalties, fines, recoupments, or other costs, including costs of counsel, in any way arising out of Vendor's performance or attempted performance under this Agreement. The Purchasing Entity shall have the right to participate in its own defense through a representative of the Iowa Department of Justice. Settlement offers made on behalf of the applicable Purchasing Entity must be approved by the applicable Purchasing Entity.

8.2. Infringement Claim Additional Remedy. If the Deliverables become or are likely to become the subject of a claim, then, in addition to paying any damages and attorney fees as required above, Vendor shall, at its option, either:

8.2.1. Immediately replace or modify the Deliverables, without loss of material functionality or performance, to make them non-infringing, or

8.2.2. Immediately procure for the Purchasing Entity the right to continue using the Deliverables.

8.3. Any costs associated with implementing either of the above alternatives will be borne by the Vendor.

9. Termination.

9.1. Termination for Cause by the State. DOM may terminate this Agreement, and any Purchasing Entity may terminate a Purchasing Instrument(s) entered into under this Agreement, upon written notice of Vendor's breach of any material term of the Agreement or associated Purchasing Instrument, if the breach is not cured within the time period specified in the notice of breach. In addition, DOM may terminate this Agreement or a Purchasing Entity may terminate an associated Purchasing Instrument without advance notice if:

9.1.1. Vendor makes false statements in connection with the Agreement,

9.1.2. Vendor, its staff, or its subcontractors have engaged in criminal conduct, including fraud, misappropriation, embezzlement, or malfeasance,

9.1.3. Vendor takes any steps, as determined in DOM's or the applicable Purchasing Entity's discretion, towards dissolution or suspension of business,

9.1.4. Vendor's authority to do business here or elsewhere is threatened or lost,

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9.1.5. Vendor has failed to comply with applicable laws when performing pursuant to the Agreement or Purchasing Instrument,

9.1.6. Vendor's ability to perform is materially impacted by third-party claims of intellectual property violations by Vendor, or

9.1.7. Vendor's actions may expose DOM, the State of Iowa, or a Purchasing Entity to material liability.

Vendor shall notify DOM or the applicable Purchasing Entity of any events that could give rise to DOM's right to terminate this Agreement or a Purchasing Instrument for cause.

9.2. Termination for Cause by Vendor. Vendor may only terminate an applicable Purchasing Instrument or this Agreement upon written notice of the Purchasing Entity's breach of any material term of this Agreement if the breach is not cured within sixty (60) days of the Purchasing Entity's receipt of Vendor's written notice.

9.3. Termination for Convenience. Following thirty (30) days' written notice, a Purchasing Entity may terminate a Purchasing Instrument in whole or in part without cause. DOM may terminate this Agreement in whole or in part upon thirty (30) days' written notice without cause.

9.4. Termination Due to Lack of Funds or Change in Law. Notwithstanding anything in this Agreement to the contrary, DOM may terminate this Agreement or a Purchasing Entity may terminate a Purchasing Instrument, in whole or in part, without penalty or liability and without any advance notice if:

9.4.1. DOM or the Purchasing Entity determines that it has not been appropriated sufficient funds or funds have been reduced, unallocated, or delayed such that DOM or the Purchasing Entity cannot, in the entity's sole discretion, meet its obligations,

9.4.2. DOM or the Purchasing Entity's authority has been withdrawn or materially altered, or its duties, programs, or responsibilities are modified or materially altered, or

9.4.3. there is a judicial decision that materially or adversely affects DOM's or a Purchasing Entity's ability to fulfill obligations under this Agreement or any applicable Purchasing Instrument.

9.5. Limitation of Payment Obligations. If DOM terminates this Agreement or a Purchasing Entity terminates a Purchasing Instrument for cause, DOM or the applicable Purchasing Entity retains the right to contest amounts that remain unpaid as of the date of termination. In all other termination contexts, the Purchasing Entity will pay those amounts due for goods or services accepted by the Purchasing Entity for which the Purchasing Entity is obligated to pay up to the date of termination, to the extent that funds to make these payments are legally available. Payment is contingent upon the submission and acceptance of invoices for the sums due. Under no circumstances will the Purchasing Entity be liable for sums not expressly owed under the terms of the Agreement or a Purchasing Instrument.

9.6. Vendor's Termination or Expiration Duties. As it relates to this Agreement or any associated Purchasing Instrument, upon receipt of a notice of termination, upon expiration, or upon request of DOM or a Purchasing Entity, Vendor must:

9.6.1. cease work under the Agreement or Purchasing Instrument and take all appropriate actions to limit disbursements and minimize costs;

9.6.2. provide a report to the Purchasing Entity addressing the Purchasing Entity's information needs, including the status of all work performed under the Agreement;

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9.6.3. cease using and return any Customer Property or Customer-Owned Deliverables;

9.6.4. comply with the Purchasing Entity's directions concerning Customer Data;

9.6.5. return or refund any Purchasing Entity payments for goods or services not provided to the Purchasing Entity;

9.6.6. provide all Deliverables to the extent the Purchasing Entity has a property interest in the Deliverable; and

9.6.7. continue to perform and provide such goods and/or services under this Agreement as the Purchasing Entity may request for a transition period of up to 365 days from the effective date of such termination or expiration, and collaborate with the Purchasing Entity and any replacement contractor. As part of such request, the Purchasing Entity will inform the Vendor of the number of days needed for transition (**"Transition Period"**). During the Transition Period, the Purchasing Entity agrees to pay the Vendor any fees to which the Vendor would be entitled under this Agreement for goods and/or services performed or provided during such period. In the event the Purchasing Entity's request for transition assistance does not require the Vendor to continue providing all of the goods and/or services under this Agreement or applicable Purchasing Instrument, the Parties will negotiate in good faith a downward adjustment in the fees owed the Vendor.

10. Use of Artificial Intelligence.

10.1. Advance Approval for AI Usage. Vendor shall obtain prior written approval from the Purchasing Entity before utilizing artificial intelligence (AI) technologies in the provision of services under this Agreement or Purchasing Instruments entered into pursuant to this Agreement. The Vendor shall clearly identify in writing the specific AI technologies to be employed, their intended functions, and their potential impact on service delivery.

10.2. Documentation of AI Utilization. In cases where computer code is generated, written, or modified using AI technologies, the Vendor shall ensure that the sections of code influenced by AI are thoroughly documented with appropriate comments indicating that they are the result of AI utilization. This Documentation shall be provided along with any Deliverables that include AI-derived code.

10.3. AI Training Data Usage. The Vendor shall not employ Customer Data or Confidential Data to train AI systems without obtaining prior written approval from the Purchasing Entity. The intended usage of such data for AI training must align with existing data usage rights, and the Vendor shall ensure that data privacy and security are maintained throughout the process.

10.4. Data Normalization to Prevent Discrimination. The Vendor shall include within a submitted Plan of Action and Milestones (POAM) a detailed outline of the measures to be taken for data normalization in AI training. This normalization process shall be designed to prevent algorithmic discrimination and ensure fair and equitable outcomes.

10.5. Evaluation of Third-Party AI Offerings. Should the Vendor intend to employ third-party AI offerings in the execution of this Agreement or Purchasing Instruments entered into pursuant to this Agreement, the Vendor must provide a comprehensive explanation of how such AI technologies have been trained to avoid algorithmic discrimination, safeguard data privacy, and ensure system safety

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and effectiveness. The Vendor shall also provide advanced notice and clarification to any individuals whose data might be used for future AI training.

10.6. Human Alternatives and Fail-Safe Mechanisms. In instances where AI technologies fail to adequately fulfill the service requirements, the Vendor shall ensure the provision of human-operated alternatives that are capable of meeting the needs of the circumstance. These alternatives shall be readily available to ensure seamless service continuity.

10.7. Human Vetting of AI Output. Prior to finalizing any output generated by AI technologies, the Vendor shall subject such output to thorough human evaluation and interaction. This evaluation shall assess the accuracy, relevance, and appropriateness of AI-generated content, ensuring the delivery of high-quality, reliable results.

10.8. Compliance and Reporting. The Vendor shall adhere to all applicable laws, regulations, and standards governing the use of AI technologies in the context of the Agreement. The Vendor shall provide regular reports to the Purchasing Entity detailing the usage, performance, and outcomes of AI technologies as per the terms of this clause.

11. General Provisions.

11.1. Immigration Status. The Vendor is responsible for ensuring compliance with all Visa requirements. The Purchasing Entity requires the Vendor to conduct E-Verify employment-eligibility verifications of Vendor personnel working under this Agreement at the Vendor's cost. The Vendor shall provide to the Purchasing Entity with the E-Verify results as directed.

11.2. No Publicity. The Vendor is prohibited, both during the term of the Agreement and after the Agreement's termination or expiration, from publicizing this contractual arrangement relationship or in any way using, as applicable, DOM's or the Purchasing Entity's name, logo, or other identifying information without prior written consent.

11.3. Independent Contractor. The Vendor is an independent contractor performing services for a Purchasing Entity and shall not be considered an employee, partner, or agent of the Purchasing Entity. Vendor personnel are not employees of the State of Iowa simply by virtue of work performed under this Agreement. The Vendor is responsible for all taxes, licenses, insurance, and other obligations arising from their status as an independent contractor.

11.4. Amendments. This Agreement or any Purchasing Instrument may be amended from time to time by mutual written consent of the Parties. The Parties expressly agree that no amendments or modifications to this Agreement shall be affected through transactional documents. Notwithstanding the above, specific Purchasing Instruments may modify the terms of the Agreement as necessary to affect the Parties' intent with respect to such Purchasing Instrument. However, any such modifications shall be limited to the scope of the Purchasing Instrument.

11.5. No Third-Party Beneficiaries. There are no intended third-party beneficiaries to this Agreement.

11.6. Choice of Law and Forum. This Agreement shall be governed by the laws of the State of Iowa, without giving effect to the choice of law principles of Iowa law. Any litigation in connection with this Agreement shall be brought and maintained in the state or federal courts sitting in Polk County, Iowa.

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11.7. Assignment and Delegation. This Agreement may not be assigned, transferred, or conveyed in whole or in part without the prior written consent of the other Party, except that DOM may assign, transfer, or convey this Agreement, in whole or in part, to any entity that succeeds its duties hereunder or otherwise assumes responsibility for functions or duties currently assumed by DOM.

11.8. Use of Third Parties. None of the Deliverables to be provided by Vendor pursuant to this Agreement shall be subcontracted or delegated to any third party without the prior written consent of a Purchasing Entity. Such consent shall not be deemed in any way to provide for the incurrence of any additional obligation of a Purchasing Entity, whether financial or otherwise. Any subcontract to which a Purchasing Entity has consented shall be in writing and shall in no way alter the terms and conditions of this Agreement. All subcontracts shall be subject to the terms and conditions of this Agreement and to any conditions of approval that a Purchasing Entity may deem necessary.

11.9. Integration. This Agreement supersedes former agreements for the goods and/or services addressed in the Agreement and represents the entire agreement between the Parties. Neither Party is relying on any representation that may have been made that is not included in this Agreement. No click-through, or other end user terms and conditions or agreements required by the Vendor ("Additional Terms") that are not part of this Agreement provided with any Services hereunder shall be binding on DOM or the Purchasing Entity, even if use of such Services requires an affirmative "acceptance" of those Additional Terms before access is permitted.

11.10. Waiver. The parties may agree in writing to waive some aspect of Vendor performance. Failure by one Party to require performance under the Agreement by the other Party does not affect the right to enforce the Agreement's terms or claim breach concerning subsequent Agreement compliance issues.

11.11. Notices. Any legal notices required by the Agreement, or a Purchasing Instrument, shall be given in writing by registered or certified mail with proof of receipt, or overnight delivery, which shall be addressed to each party's Notice Address. To the extent a Purchasing Instrument is executed by a Purchasing Entity other than DOM, the Vendor shall additionally notice the Purchasing Entity at the billing address set forth on the applicable Purchasing Instrument. From time to time, the parties may change the name and address of a party designated in the Notice Address. Such changes shall be in writing to the other party. Notices shall be deemed to have been provided at the time it is actually received in the case of hand delivery; within one day in the case of overnight delivery; or within five days after it is deposited in the U.S. Mail.

11.12. Cumulative Rights. The various rights, powers, options, elections, and remedies of DOM or any Purchasing Entity provided for in this Agreement shall be construed as cumulative.

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

11.14. Time is of the Essence. Time is of the essence with respect to the Vendor's performance of its obligations under this Agreement. Vendor shall ensure that all Vendor Personnel providing services and Deliverables hereunder are responsive to the Purchasing Entity's requirements and requests in all respects, including in accordance with any specific timelines identified in a duly executed Purchasing Instrument.

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11.15. Authorization. The Vendor represents and warrants that it has the right, power, and authority to enter into and perform its obligations under this Agreement and that it has taken all requisite action to approve the execution, delivery, and performance of this Agreement, and this Agreement constitutes a legal, valid, and binding obligation of the Vendor, enforceable in accordance with its terms.

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

11.17. Records Retention and Access. The Vendor shall maintain records that sufficiently and properly document the Vendor's performance under this Agreement, including records that document all fees and other amounts charged during the Term of this Agreement, for a period of at least five years following the later of the date of final payment, termination, or expiration of this Agreement, or the completion of any audit. The Vendor shall permit the Auditor of the State of Iowa or any authorized representative of the Purchasing Entity, and where federal funds are involved, any authorized representative of the United States government, at no charge, to access and examine, audit, excerpt, and transcribe any pertinent records of the Vendor, however stored, relating to the Vendor's performance under this Agreement. The Vendor shall require Vendor contractors to agree to the same provisions as set forth in this subsection.

11.18. Right of Inspection/Vendor Compliance. The Purchasing Entity may inspect the Vendor's books and records at reasonable times in order to monitor the performance of this Agreement or a Purchasing Instrument, including but not limited to any request that the Vendor provide a copy of its affirmative action program, containing goals and time specifications in accordance with Iowa Admin. Code ch. 11-121. All subcontracts shall contain provisions that allow the same. The Vendor shall promptly comply with and correct any deficiencies noted in any audit and promptly implement any recommendations requested by the Purchasing Entity. The Vendor shall not impose any charge or fee in connection with any such audit.

11.19. Headings and Captions. The Parties acknowledge that the headings and captions used in this Agreement are for convenience and reference purposes only. They are not intended to have any legal or substantive significance or alter the meaning or interpretation of the provisions they precede.

11.20. Multiple Counterparts and Electronic Signatures. This Agreement may be executed in several counterparts, each of which shall be considered an original and all of which, when taken together, shall constitute one contract binding on all Parties. The Parties agree to accept electronic signatures in lieu of "wet" signatures on Agreement documents in accordance with Iowa Code chapter 554D or other applicable law.

11.21. Not a Joint Venture. Nothing in this Agreement shall be construed as creating or constituting a partnership, joint venture, or other association of any kind implying the establishment of an agent/principal relationship between the Parties.

11.22. Attachments. The Parties agree that if any document is attached hereto by the Parties, and referred to herein, then the same shall be deemed incorporated herein by reference as if fully set forth herein.

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11.23. Further Assurances. Each party shall do and perform, or cause to be done and performed, all such further acts and things, and shall execute and deliver all such other agreements, certificates, instruments and documents, as the other party may reasonably request in order to carry out the intent and accomplish the purposes of this Agreement.

11.24. Force Majeure. If one Party is unable to fulfill its obligations under this Agreement due to circumstances beyond its control, including unforeseeable events that no one could have predicted or prevented, such as acts of God, war, civil disturbances, or other catastrophic events, that Party will not be considered in breach of this Agreement. These circumstances must be abnormal and unforeseeable, and the Party affected must have taken all necessary precautions to prevent them. However, financial difficulties, legal restrictions, strikes, labor unrest, supply chain disruptions, internet failure, power outages, hacker attacks, viruses, and Security Breaches are not considered force majeure events. If a delay or inability to perform is caused by a subcontractor hired by the Party, the Party cannot use force majeure as an excuse unless the subcontractor is also affected by a force majeure event. If a force majeure event affects the Party's performance, the Party will make its best efforts to provide an alternative, if possible, comparable solution. The Purchasing Entity will determine whether the alternative solution is comparable. The Party invoking force majeure must immediately inform the other Party about the event causing the delay and the reasons behind it. Both Parties will work together to minimize the impact of the delay and the scope of work affected by the unforeseen events. If the Vendor's performance obligations have specific deadlines, those deadlines will be extended by the amount of time lost due to the force majeure event.

11.25. Administrative Fees and Reporting.

11.25.1. Vendor shall provide one percent (1.00%) administrative fee on all sales made through this Agreement, without affecting authorized prices/rates. This one percent (1.00%) administrative fee shall be paid quarterly to the Iowa Department of Management, Attn: Chief Financial Officer, at the billing address – 1007 E. Grand Ave. G13, Des Moines, IA 50319. An ACH option may be available. Payment shall be made in accordance with the following schedule:

Period End	Reporting and Fee Due
September 30 (Q1)	October 31
December 31 (Q2)	January 31
March 31 (Q3)	April 30
June 30 (Q4)	July 31

11.25.2. The Vendor shall submit a quarterly report via email to **ITContracts@dom.iowa.gov** detailing all sales in the State of Iowa and identifying the Purchasing Entity, the Purchasing Instrument number, and the State of Iowa Contract number. The quarterly sales report is due on the dates listed above.

11.26. Title to Property. Title to all property furnished by the Purchasing Entity to the Vendor to facilitate the performance of this Agreement and any Customer-Owned Deliverables shall remain the sole

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property of the Purchasing Entity, as applicable. The Vendor shall be responsible for the proper custody and care of any such property and may not encumber such property or otherwise use such property for monetary gain. All such property shall only be used by the Vendor for purposes of fulfilling its obligations under this Agreement and shall be returned to the Purchasing Entity at the conclusion of the Agreement.

11.27. Exclusivity. This Agreement is not exclusive. DOM or the Purchasing Entity may obtain similar or identical goods or services from other vendors.

11.28. Award of Related Agreements. A Purchasing Entity may undertake or award supplemental or successor agreements for work related to this Agreement or under a Purchasing Instrument. Vendor shall cooperate fully with Authorized Contractors who may be engaged by a Purchasing Entity in connection with a Purchasing Instrument.

11.29. Attorney's Fees and Costs. If the Vendor is found to be in breach of its obligations under this Agreement by a court or tribunal of competent jurisdiction or if the Vendor fails to successfully defend against any legal action arising out of or relating to this Agreement, the Vendor shall be liable for and shall promptly reimburse the Purchasing Entity for all reasonable attorney's fees, court costs, and any other related expenses incurred by the Purchasing Entity in enforcing its rights or remedies under this Agreement.

11.30. Survival. Expiration or termination of this Agreement or a Purchasing Instrument for any reason will not release either Party from any duties, liabilities, or obligations that expressly survive termination or that by their very nature would be intended to be applicable following expiration or termination of the Agreement. Provisions that expressly survive include:

11.30.1.1. Section 3.3 (Source Code Release and License Rights);

11.30.1.2. Section 4 (Compensation and Additional Rights and Remedies);

11.30.1.3. Section 6 (Ownership and Intellectual Property);

11.30.1.4. Section 7 (Representations, Warranties, and Covenants);

11.30.1.5. Section 8 (Indemnification);

11.30.1.6. Section 9 (Term and Termination);

11.30.1.7. Section 10 (Use of Artificial Intelligence);

11.30.1.8. Section 11 (General Provisions); and

11.30.1.9. Attachment B (Data Protection Addendum).

12. Insurance.

12.1. Insurance Requirement. The Vendor shall, at its sole expense, maintain in full force and effect, insurance covering its work of the type and in amounts required by this attachment. Vendor's insurance shall, among other things, insure against any loss or damage resulting from or related to Vendor's performance of the Agreement, regardless of the date the claim is filed or expiration of the policy. All insurance policies required by this Exhibit shall: (a) remain in full force and effect for the entire Term of the Agreement; and (b) not be reduced, changed (to the detriment of DOM, the Purchasing Entity, or any governmental entities), or canceled (without being simultaneously replaced by another policy meeting the requirements of this section).

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12.2. Exclusion. The following insurance obligations do not apply in any setting in which a Vendor only provides licensed software to the Purchasing Entity and does not have access to Customer Data through that relationship.

12.3. Insurance Policies. Unless otherwise requested by the Purchasing Entity, the Vendor shall cause to be issued insurance policies with the coverages set forth below:

Type of Insurance	***Limit***	***Amount***
General Liability (including contractual liability) written on an occurrence basis	General Aggregate	$2 million
	Products –	
	Comp/Op Aggregate	$1 million
	Personal injury	$1 million
	Each Occurrence	$1 million
Excess Liability, umbrella form	Each Occurrence	$1 million
	Aggregate	$1 million
Technology Errors and Omissions Insurance	Each Occurrence	$5 million
	Aggregate	$5 million
Workers Compensation and Employer Liability	As Required by Iowa law	$2 million
Cyber Liability / Network Security	Each Occurrence	$5 million
	Aggregate	$5 million

12.4. Claims Provision. All insurance policies required by this Exhibit, with the exception of the policy for Errors and Omissions Insurance, must provide coverage on an "occurrence basis" for all claims arising from activities occurring during the term of the policy, regardless of the date the claim is filed or expiration of the policy. The policy for Errors and Omissions Insurance will provide coverage on a "claims made" basis, provided, however, that such policy includes an extended reporting period or tail coverage acceptable to the Purchasing Entity.

12.5. Certificates of Coverage. The Vendor shall submit certificates of the insurance, which indicate coverage and notice provisions as required by this Contract, to the Agency upon execution of this Contract. Send the Certificate of Insurance (COI) to the DOM contract email address: **ITContracts@dom.iowa.gov**. Include in the COI the following additions:

COI - Description of Operations box shall state:
The State of Iowa and the Iowa Department of Management are named as additional insured. No insurance cancellation shall be made without at least thirty (30) days prior written notice to the State of Iowa and the Iowa Department of Management.

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COI - The Certificate Holder box shall state:
State of Iowa - Department of Management
1007 East Grand Avenue
Des Moines, IA 50319

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Attachment B - Data Protection Addendum

1. Definitions:

1.1. **"Security Breach"** means the loss of control, compromise, unauthorized use, unauthorized disclosure, unauthorized acquisition, or any similar occurrence where: a person other than an authorized user accesses personally identifiable information; or an authorized user accesses Customer Data for a reason other than an authorized purpose.

1.2. **"Security Incident"** means an occurrence that actually or potentially jeopardizes the confidentiality, integrity, or availability of (1) Customer Data, and/or (2) an information system or the information the system Processes, stores, or transmits or that constitutes a violation or imminent threat of violation of security policies, security procedures, or acceptable use policies.

2. Confidentiality

2.1. Customer Data. The Purchasing Entity owns and has exclusive rights to all Customer Data. Vendor must treat all Customer Data as Confidential Information, keep it secure, and not disclose or use it for any purpose other than providing goods or services under the Agreement. All uses for commercial or political purposes are strictly forbidden. Vendor must comply with any restrictions on use or disclosure outlined in the Agreement or applicable law. Vendor may only retain Customer Data for purposes of performing pursuant to the Purchasing Instrument or by prior written approval of the Purchasing Entity. The Vendor may be held civilly or criminally liable for improper use or disclosure of Customer Data. The Vendor shall not link any data provided by DOM or a Purchasing Entity with any other data systems or data sets without prior written permission from the applicable entity.

2.2. Vendor Confidential Information. Unless otherwise required by applicable law, the Purchasing Entity will not intentionally disclose Vendor's Confidential Information to a third party (excluding the Purchasing Entity's Authorized Contractors) without the Vendor's prior written consent.

2.3. Return or Destruction. Upon completion of duties under this Agreement or upon the specific direction of either party, the other party shall return or destroy Confidential Information and/or Customer Data and not retain any copies thereof, subject to any retention obligations imposed by law. If immediate destruction is not possible, the party retaining such information shall return or destroy the retained information as soon as feasible and shall certify that the retained information will be safeguarded to prevent unauthorized disclosures until it has been purged. Once all Confidential Information and/or Customer Data has been completely purged, the party purging the information shall provide certification of destruction in accordance with methods approved by the National Institute of Standards and Technology.

2.4. Compelled Disclosures. In the event that a subpoena or other legal process is served upon either party for Customer Data held by Vendor or for Vendor Confidential Information held by a Purchasing Entity, the party shall promptly notify the other party and cooperate in any lawful effort to defend against the disclosure.

2.5. Open Records and Electronic Discovery Requests. Vendor must assist the Purchasing Entity by providing information needed to comply with open records laws (including Iowa Code Chapter 22) or in connection with any legal process or proceeding. Vendor's assistance in this regard must be provided timely and designed to meet the timing obligations imposed by law. Vendor will ensure

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Customer Data is stored and maintained so as to avoid spoliation or other electronic discovery issues. For purposes of Iowa Code Chapter 22, Vendor is not the lawful custodian of Customer Data it holds, and Vendor shall not respond to a records request for Customer Data but shall promptly route the request to the Purchasing Entity and assist the Purchasing Entity's response.

3. Security/Privacy.

3.1. Data Protection. Vendor shall safeguard the confidentiality, integrity, and availability of Customer Data, Customer Property, and the Deliverables. In so doing, Vendor shall implement and maintain reasonable and appropriate administrative, technical, and physical security measures to safeguard against unauthorized access, disclosure, theft, or modification of Customer Data, Customer Property, and Deliverables.

3.2. Compliance with Security Plan. Vendor represents and warrants that it will adhere to the cybersecurity plan adopted pursuant to the Vendor Security Framework. Vendor will ensure that its internal policies, procedures, and practices align with the objectives and requirements set forth in the cybersecurity plan and the Vendor Security Framework. The Vendor Security Framework may be changed or updated from time to time by mutual agreement of the Parties.

3.3. Compliance Reporting. Annually during the Term, a Purchasing Entity may request, and Vendor shall provide, evidence of compliance with the Vendor's Security Framework.

3.4. Encryption. Customer Data shall be encrypted at rest and in transit with controlled access, and the Deliverables shall use TLS 1.2 or higher. Unless otherwise expressly provided herein or otherwise agreed to by the Parties in writing, Vendor is responsible for encryption of Customer Data in its possession. Additionally, Vendor shall ensure hard drive encryption consistent with validated cryptography standards as referenced in Federal Information Processing Standards (FIPS) 140-3, Security Requirements for Cryptographic Modules for all Customer Data, unless the Purchasing Entity approves in writing the storage of Customer Data on a portable device that does not satisfy these standards.

3.5. CONUS Obligation. Access, storage, Processing, transmission, retention, or other maintenance of Customer Data at rest and all backups shall occur solely in the continental United States of America. Vendor shall not allow Vendor personnel to access, store, Process, or retain Customer Data on any portable devices, including personal computers, tablets, or cell phones, except to the extent such devices are used and permanently stored or backed up at all times only in the continental United States of America.

3.6. Import and Export of Data. Purchasing Entity must have the ability at all times to extract Customer Data and other information from any Vendor systems housing such information or data. Vendor must assist with such extracts when necessary, must not interfere with such extracts, must ensure extracts are provided at no additional charge to the Purchasing Entity, and must make sure that data can be exported in a commercially reasonable format so that the Purchasing Entity can then import data into other systems. Regarding exporting data and information, the Vendor must ensure that the Purchasing Entity receives the requested data or information within seven days of making a request. The format of the exported data should be as specified by the Purchasing Entity or, if not feasible, in a commercially reasonable format.

3.7. Security Audits. During the Term, DOM or the Purchasing Entity may perform security audits of Vendor's environment used to provide Deliverables. Vulnerabilities will be measured using standards set forth at https://cve.mitre.org/. Vendor agrees to remediate vulnerabilities identified through

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such audits within the following timeframes: (a) Critical vulnerabilities: 15 days; (b) Serious vulnerabilities: 30 days.

3.8. Access to Security Logs and Reports. Vendor shall provide security logs and reports to DOM and/or the Purchasing Entity in a mutually agreeable format upon request. Such reports shall include, at minimum, latency statistics, user access summaries, user access IP address summaries, and user access history and security logs related to Customer Data.

3.9. Personnel Safeguards.

3.9.1. *Background Checks.*

3.9.1.1. *Minimum Requirements*. Vendor shall comply with its internal background check policies. Where Vendor does not have an internal background check policy, or in the event Vendor's background check policy is inadequate based on the nature of Customer Data stored or processed by Vendor, Vendor agrees to comply with DOM background check policy. Vendor shall provide DOM and the Purchasing Entity with these background check results in a mutually agreeable form and manner prior to Vendor staff performing services pursuant to this Agreement or a Purchasing Instrument. In the event of an adverse finding, Vendor personnel may be disqualified from performing services under the Agreement in the sole discretion of the applicable Purchasing Entity.

3.9.1.2. *Costs.* Vendor is responsible for all costs associated with any Vendor personnel background checks, regardless of who performs the background checks.

3.9.1.3. *Additional Screening*. If any Vendor personnel will access, or have the ability to access, data that is subject to federal regulatory requirements (including, but not limited to, data regulated under the Health Insurance Portability and Accountability Act (HIPAA), Criminal Justice Information Services (CJIS) Security Policy, Internal Revenue Service (IRS) Publication 1075, or other federal data protection laws), then the Vendor shall ensure that such personnel undergo background checks in compliance with all applicable federal regulations prior to the commencement of any engagement involving access to such data.

These background checks may include, as required by the applicable regulations, a work history review, financial review, state or local criminal history check, and a national criminal history check through the Federal Bureau of Investigation (FBI). Vendor personnel may also be required to authorize the release of background check results, including those from the FBI, to DOM, the Purchasing Entity, or other applicable governmental authorities.

Such background checks may be conducted by the Purchasing Entity, DOM, or their Authorized Contractors, or may be required to be performed by Vendor in accordance with applicable federal standards. The results shall be provided in a mutually agreeable form and manner prior to access to the regulated data.

DOM and the Purchasing Entity reserve the right to require additional background screening during the engagement, consistent with applicable law and regulation.

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3.9.1.4. *Right to Remove Individuals.* The Purchasing Entity and DOM shall have the right at any time to require that the Vendor remove from interaction with the Purchasing Entity or DOM, as applicable, any Vendor representative who the Purchasing Entity or DOM believes is detrimental to its working relationship with the Vendor. The Purchasing Entity or DOM will provide the Vendor with notice of its determination and the reasons it requests the removal. If the Purchasing Entity or DOM signifies that a potential security violation exists with respect to the request, the Vendor shall immediately remove such individual. The Vendor shall not assign the person to any aspect of this Agreement or future work orders without the Purchasing Entity's or DOM's consent.

3.9.2. *Security Awareness Training.* Vendor personnel providing services to DOM or a Purchasing Entity are required to attend annual security awareness training addressing the importance of securing, safeguarding, and otherwise appropriately handling Customer Property, including Customer Data. Any such security awareness training shall minimally conform with applicable DOM Security Awareness Training policies or requirements. Where a Purchasing Instrument requires compliance with training requirements imposed by federal partners, the Vendor agrees to comply with the more stringent training requirements.

3.9.3. *Separation of Job Duties and Non-disclosure.* Vendor shall monitor and enforce separation of job duties, and limit access to and knowledge of Customer Property and Customer Data to those Vendor personnel to which such access and knowledge is necessary to provide the Deliverables hereunder. Vendor personnel may be required to sign the Purchasing Entity's standard confidentiality or non-disclosure agreement(s), or other confidentiality or non-disclosure agreement(s), including as may be required by applicable law, rule, regulation, or policy.

4. Security Incidents and Breaches.

4.1. Security Incident or Data Breach Notification:

4.1.1. *Reporting Requirements.* Vendor must report Security Incidents and Security Breaches (collectively "Security Events") to the contact identified in the applicable Purchasing Instrument(s) as well as to the State of Iowa Security Operations Center ("SOC"):

Email: soc@iowa.gov

Local: 515-281-4762 (4SOC)

4.1.2. *Notification Timeframes.* The Vendor shall notify the SOC of Security Events within the shorter of (a) 72 hours, (b) the timeframe listed in the Purchasing Instrument, or (c) the timeframe imposed by applicable law. Vendor shall only delay notification to DOM and the Purchasing Entity of a Security Event when required to do so by applicable law.

4.2. Investigations in Response to Security Events. The Vendor agrees at its sole expense to take all steps necessary to promptly remedy any Security Event and to fully cooperate with DOM and the Purchasing Entity in investigating and mitigating any damage from such Security Events. Upon notice of any Security Event, the Vendor will immediately institute appropriate controls to maintain and

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preserve all electronic evidence relating to the Security Event. As soon as practicable during the investigation, the Vendor will deliver to the SOC a Security Event assessment and the Vendor's plans for future mitigation. When DOM notifies Vendor that the investigation into any Security Event has concluded, Vendor will deliver to DOM and the Purchasing Entity a final root cause assessment and future incident mitigation plan as soon as practicable. Vendor agrees that it will not notify any regulatory authority relating to any Security Event unless DOM and the Purchasing Entity specifically request Vendor do so in writing, or unless otherwise required to do so by applicable law. Vendor's reports, assessments, and other communications to the State concerning Security Events are made in furtherance of Iowa Code section 8.97, shall be treated by Vendor as confidential, and shall not be disclosed by Vendor except as required by law or as authorized by the State in writing.

4.3. Consumer Notification Obligation. Vendor shall be responsible for all applicable consumer notification requirements in the event of a Security Event caused in whole or in part by Vendor.

4.4. Exposure for Damages related to Security Events. Vendor shall be responsible for all damages arising directly or indirectly, in whole or in part, out of any Vendor act or omission related to a Security Event. Any such damages shall be construed as direct damages for purposes of this Agreement, and such damages expressly include any costs, expenses, damages, fines, legal fees (including the time and expense of the Iowa Attorney General's Office), and court costs related to the Security Event.

5. Disaster Recovery and Business Continuity.

5.1. Creation, Maintenance, and Testing. The Vendor shall maintain a Business Continuity and Disaster Recovery Plan for the Deliverables ("**Plan**"), test the Plan at least yearly, and implement the Plan in the event of any unplanned interruption. The Plan, compliance history, and testing results will be forwarded to the Purchasing Entity upon request. Throughout the Term, the Vendor shall maintain disaster avoidance procedures designed to safeguard the Customer Data, the data processing capability, and the availability of the Deliverables. Additional disaster recovery and business continuity requirements may be set forth in individual Purchasing Instruments.

5.2. Activation of Plan. The Vendor shall immediately notify DOM and the Purchasing Entity of any disaster or other event that results in the activation of the Plan. If Vendor fails to reinstate the Deliverables impacted by any such disaster within the periods of time set forth in the Plan, DOM or Purchasing Entity, as applicable, may immediately terminate this Agreement or applicable Purchasing Instrument as a non-curable breach and without any penalty or liability. Termination under this section is in addition to any other remedies available hereunder. Force Majeure provisions of the Agreement shall not limit Vendor's obligations under this section.

5.3. Backup and Recovery. Except as otherwise set forth in a Purchasing Instrument or Service Level Agreement, the Vendor shall maintain a contemporaneous backup of Customer Data such that the data shall be restored within twenty-four hours at any point in time. Additionally, unless otherwise provided in a Purchasing Instrument or applicable Service Level Agreement, Vendor shall store a backup of Customer Data in a facility at least as secure as the production facility no less than daily, and maintain the security of Customer Data consistent with the security requirements set forth in this Agreement. Backups of Customer Data shall not be considered in calculating storage used by DOM or a Purchasing Entity in the event that fees are calculated based on storage used or amount of data transfer under the Agreement. All costs of data restoration shall be borne by the Vendor.

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6. Survives Termination. Vendor's duties, obligations, and liabilities as set forth in this Data Protection Addendum shall survive termination of this Agreement.