

168

MLC



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

25 Capitol Street - Room 100

Concord, New Hampshire 03301

(603) 271-3201 | Office@das.nh.gov

Charles M. Arlinghaus
Commissioner

Catherine A. Keane
Deputy Commissioner

Sheri L. Rockburn
Assistant Commissioner

June 14, 2023

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Administrative Services to enter into a contract with Kyndryl, Inc. (VC#363740), New York, NY, in an amount up to and not to exceed \$869,004 for disaster recovery/business resiliency services in the internet technology (IT) field through a participating agreement with the National Association of State Procurement Officials (NASPO) Value Point Contract AR3710 effective upon Governor and Executive Council approval for the period of July 21, 2023 through September 15, 2026.

Funding shall be provided through individual agency expenditures, none of which shall be permitted unless there are sufficient appropriated funds to cover the expenditure.

EXPLANATION

The Department of Administrative Services (DAS) reviewed and negotiated in collaboration with the Department of Justice (DOJ) for this requested State of New Hampshire participating agreement. This participating agreement is aligned with the master agreement set in place by NASPO and the lead state, Utah, through the competitive bidding process, which included sourcing forty-six vendors through the NASPO sourcing platform.

The DAS, through the Department of Information Technology (DoIT) previously utilized a NASPO agreement for these services with IBM. However, IBM created Kyndryl, Inc. as its subsidiary to specifically manage their disaster recovery/business resiliency services. DoIT currently uses IBM's disaster recovery platform; sourcing a different vendor would require changes to recovery tooling, and additional training on a new platform. Furthermore, disaster recovery plans are a federally mandated requirement and utilizing Kyndryl, Inc. would continue services currently in place. A gap in services would be detrimental to the State of New Hampshire disaster recovery program, which requires an annual test in November which cannot be scheduled until this requested contract is in place.

The requested price limitation of \$869,004.00 will cover the full term of this contract and is based on pricing provided by Kyndryl, Inc.

Contract financials	
Annual cost	\$289,668.00
Price limitation	\$869,004.00

Based on the foregoing, I am respectfully recommending approval of the contract with Kyndryl, Inc.

Respectfully submitted,



Charles M. Arlinghaus
Commissioner



STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doit

Denis Goulet
Commissioner

May 18, 2023

Charles M. Arlinghaus, Commissioner
Department of Administrative Services
State of New Hampshire
25 Capitol Street
Concord, NH 03301

Dear Commissioner Arlinghaus:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract with Kyndryl, Inc., as described below and referenced as DoIT No. 2024-004.

The purpose of this request is to enter into a contract for disaster recovery/business resiliency services in the internet technology (IT) field through a participating agreement with the National Association of State Procurement Officials (NASPO) ValuePoint. Contingency recovery services are required as part of the New Heights Disaster Recovery Business Continuity Plan as specified. The plan covers both the New Heights and NH Easy Applications and specifies the federal mandated requirement for recovery availability and testing. Annual test results are reported to several federal agencies including CMS and IRS.

The Price Limitation will be \$869,004.00, effective upon Governor and Executive Council approval through September 15, 2026.

A copy of this letter must accompany Department of Administrative Services' submission to the Governor and Executive Council for approval.

Sincerely,

Denis Goulet

DG/RA
DoIT #2024-004

cc: Kenneth Dunn, Deputy Commissioner

CLOUD SOLUTIONS 2016-2026

Led by the State of Utah

Master Agreement #: AR3710

Contractor: **KYNDRYL, INC.**

Participating Entity: **STATE OF NEW HAMPSHIRE**

The following products or services are included in this contract portfolio:

- Disaster Recovery/Business Resiliency Services products and services.

The following products or services are not included in this agreement:

- No products or services other than listed about are included in this agreement.

Master Agreement Terms and Conditions:

1. **Scope:** This addendum covers *Cloud Solutions* led by the State of *Utah* for use by state agencies and other entities located in the Participating State *[or State Entity]* authorized by that State's statutes to utilize State contracts with the prior approval of the State's Chief Procurement Official.
2. **Participation:** This NASPO ValuePoint Master Agreement may be used by all state agencies, institutions of higher institution, political subdivisions and other entities authorized to use statewide contracts in the State of *New Hampshire*. Issues of interpretation and eligibility for participation are solely within the authority of the State Chief Procurement Official.
3. **Access to Cloud Solutions Services Requires State CIO Approval:** Unless otherwise stipulated in this Participating Addendum, specific services accessed through the NASPO ValuePoint cooperative Master Agreements for Cloud Solutions by state executive branch agencies are subject to the authority and prior approval of the State Chief Information Officer's Office. The State Chief Information Officer means the individual designated by the state Governor within the Executive Branch with enterprise-wide responsibilities for leadership and management of information technology resources of a state.
4. **Primary Contacts:** The primary contact individuals for this Participating Addendum are as follows (or their named successors):

Contractor

Name:	Kyndryl, Inc.
Address:	
Telephone:	863-581-0468
Fax:	
Email:	Katia.saintfort-russ@kyndryl.com



Participating Entity

Name:	Wayne Goulet
Address:	State House Annex 25 Capital Street Room 102 Concord, NH 03301
Telephone:	603-271-2009
Fax:	603-271-2700
Email:	Wayne.V.Goulet@das.nh.gov

5. PARTICIPATING ENTITY MODIFICATIONS OR ADDITIONS TO THE MASTER AGREEMENT

These modifications or additions apply only to actions and relationships within the Participating Entity.

Participating Entity must check one of the boxes below.

No changes to the terms and conditions of the Master Agreement are required.

The following changes are modifying or supplementing the Master Agreement terms and conditions.

5.2. SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified as the ("State"), engages contractor identified as the ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in which is incorporated herein by reference ("Services").

5.3. EFFECTIVE DATE/COMPLETION OF SERVICES.

5.3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Participating Addendum to the NASPO ValuePoint Master Agreement (collectively the "Agreement"), and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State ("Effective Date").

5.3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date as specified.

5.4. CONDITIONAL NATURE OF AGREEMENT.

CLOUD SOLUTIONS 2016-2026

Led by the State of Utah

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable. The State shall remain responsible for the payment of Services delivered prior to the reduction or termination of appropriated funds.

5.5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

5.5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in Attachment A, Section 21 of the NASPO ValuePoint Master Agreement.

5.5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7 c or any other applicable provision of law.

5.5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the price limitation set forth in this Agreement.

5.6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

5.6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

5.6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

CLOUD SOLUTIONS 2016-2026
Led by the State of Utah

5.6.3. The Contractor agrees to permit the State or United States, and the State or United States expense, access to any of the Contractor's books, records and accounts relevant to and for the purpose of ascertaining compliance with all applicable rules, regulations and orders, and the covenants, terms and conditions of this Agreement. Such access shall not include confidential cost data or employee salary information which is irrelevant of this Agreement.

5.7. PERSONNEL.

5.7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

5.7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

5.7.3 The Contracting Officer specified herein, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

5.8. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

5.9 ASSIGNMENT/DELEGATION/SUBCONTRACTS.

5.9.1 Neither party may assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the other party at least fifteen (15) days prior to the assignment, and a written consent of therefrom.. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

5.9.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

5.10 NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses or sent electronically to the emails included in Section 4.

5.11 CHOICE OF LAW AND FORUM. This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in the state of New Hampshire.

5.12 CONFLICTING TERMS. In the event of a conflict between the terms of this Participating Addendum, the NASPO Master Services Agreement and/or attachments and amendment thereof, the terms of this Participating Addendum) shall control.

5.13 THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

5.14 HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

5.15 SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

5.16 ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, together with any mutually agreed and executed statements of work (SOWs) constitute the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

6. Subcontractors: All contractors, dealers, and resellers authorized in the State of *New Hampshire*, as shown on the dedicated Contractor (cooperative contract) website, are approved to provide sales and service support to participants in the NASPO ValuePoint Master Agreement. The contractor's dealer participation will be in accordance with the terms and conditions set forth in the aforementioned Master Agreement.

7. Orders: Any order placed by a Participating Entity or Purchasing Entity for a product and/or service available from this Master Agreement shall be deemed to be a sale under (and governed by the prices and other terms and conditions) of the Master Agreement unless the parties to the order agree in writing that another contract or agreement applies to such order.



IN WITNESS WHEREOF, the parties have executed this Addendum as of the date of execution by both parties below.

Participating Entity:	Contractor: <i>Kyndryl</i>
Signature:	Signature: 
Name:	Name: <i>Austin Mikus</i>
Title:	Title: <i>Vice President, Gov / Ed.</i>
Date:	Date: <i>2/8/23</i>

Please email fully executed PDF copy of this document to PA@naspovaluepoint.org to support documentation of participation and posting in appropriate data bases.

State of New Hampshire

Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that KYNDRYL, INC. is a Delaware Profit Corporation registered to transact business in New Hampshire on May 04, 2021. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 870557

Certificate Number: 0006222988



IN TESTIMONY WHEREOF.

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 4th day of May A.D. 2023.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan
Secretary of State

DELEGATION OF AUTHORITY

I, Evan Barth, Assistant Secretary of Kyndryl, Inc., do hereby certify that in accordance with and pursuant to the resolutions of the Board of Directors ("Board") of Kyndryl, Inc. ("Company") duly adopted by the unanimous written consent of the Board dated as of August 27, 2021, that as Assistant Secretary I have been duly authorized to approve, execute and deliver in the name of and on behalf of the Company all contracts, instruments, bids, proposals, bonds and other documents (and amendments thereto) necessary or appropriate in the ordinary course of the Company's business, including, without limitation (i) contracts and other documents for the sale, lease or license of products and services, (ii) contracts and other documents for the purpose or procurement of supplies, materials or components, (iii) documents for the prosecution, settlement and disposition of claims and suits in the ordinary course (including environmental matters), (iv) documents prepared for or filed pursuant to governmental reporting or certification requirements, (v) contracts with insurance related agents, brokers or other similar parties, (vi) contracts with benefit plan trustees, administrators and investment advisors, (vii) contracts with tax service providers, and (viii) other contracts and documents in furtherance of manufacturing, development, marketing and protection of the Company's products, services, and assets (including intellectual property); and to delegate this authorization within the Company's organization in the United States, including Puerto Rico; and that said authorization has not been modified, amended or rescinded and continues in full force and effect. So authorized, I hereby delegate said authority to execute and deliver in the name of and on behalf of the Company any such contract or other document or instrument reasonably related to, or performed in accordance with, the job duties, and/or responsibilities of the persons holding the below listed positions with the Company or any of the Company's direct or indirect wholly owned subsidiaries in the United States, including Puerto Rico:

Position titles that include the words:

Group President

Chief Financial Officer

Treasurer

Vice President

Country President

Strategic Market Leader

Managing Director

Country Leader

Country A&IS Leader

Global Leader, Risk Management & Insurance

Managing Partner

Senior Partner

Partner

New Logo/Sales Leaders

Growth Transformation Leader

Strategic Sales Leader

Partner, Business Development

Deal Maker

Sales Leader, Tech Sales Leader

Customer Unit Leader

A&IS Partner
A&IS Leader
Alliance Leader
Strategic Solutioning / Global Solutioning Leader
Offering Integration Leader
Practice Leader
Delivery Integration Leader/ Delivery Leader
Senior Partner, Delivery
Partner, Delivery
Chief Technology Officer
Account Chief Technology Officer
Chief Operations Officer (COO)
Share Services roles
Fellows
Distinguished Engineer
Director
Associate Partner
Attorney
Business Operations Manager
CIO Devices
Client Manager
Client Relationship Representative
Contract Administrator
Contract Professional
Contract Management Specialist
Contracts & Negotiations
Counsel
Customer Fulfillment
Deal Maker
IT Architect
IT Consultant
IT Specialist
Operations Manager
Operations Specialist
Practice Manager
Program Manager
RFS Program Manager
Sales Manager
Sales Representative
Sales Specialist
Service Delivery Manager
Solution Representative

IN WITNESS WHEREOF, I have hereunto set my hand in my capacity as Assistant Secretary of
said Kyndryl, Inc., effective July 5, 2022.



Evan Barth
Assistant Secretary

OFFICER'S CERTIFICATE

I, Evan Barth, Vice President, Associate General Counsel, and Assistant Secretary of **Kyndryl, Inc.**, a company duly organized and existing under the laws of the State of Delaware, United States of America, and having its principal offices at One Vanderbilt Avenue, New York, New York 10017, do hereby certify that the following is a true and correct copy of the Kyndryl, Inc. Delegation of Authority that was in effect as of the date it was signed (July 5, 2022), and continues to be in effect as of the date written below.

IN WITNESS WHEREOF, I have hereunto subscribed my name this 4th day of May, 2023.

KYNDRYL, INC.

DocuSigned by:
Evan Barth
DCEED671F22D4EC

Evan Barth
Vice President, Associate General Counsel, and
Assistant Secretary of Kyndryl, Inc.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
2/8/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Northeast, Inc. One Liberty Plaza 165 Broadway, Suite 3201 New York, NY 10006	CONTACT NAME: PHONE (A/C, No, Ext): +1 (866) 283-7122		FAX (A/C, No): +1 (800) 363-0105
	E-MAIL ADDRESS:		
INSURED Kyndryl Holdings, Inc., including Kyndryl, Inc. & any other subsidiary corp. majority owned or controlled by the Insured 1 Vanderbilt Avenue New York, NY 10017 United States	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: ACE American Insurance Company		22667
	INSURER B:		
	INSURER C:		
	INSURER D:		
	INSURER E:		

COVERAGES

CERTIFICATE NUMBER: 572131

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WYD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			HDO G7295452A	11/3/2022	11/3/2023	EACH OCCURRENCE	\$ 15,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 10,000,000
							MED EXP (Any one person)	\$ 25,000
							PERSONAL & ADV INJURY	\$ 15,000,000
							GENERAL AGGREGATE	\$ 15,000,000
							PRODUCTS - COMP/OP AGG	\$ Included
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident)	\$
							BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE	\$
							AGGREGATE	\$
								\$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			See Page 2	See Page 2	See Page 2	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	
							E.L. EACH ACCIDENT	\$ \$2,000,000
							E.L. DISEASE - EA EMPLOYEE	\$ \$2,000,000
							E.L. DISEASE - POLICY LIMIT	\$ \$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The policies listed above are not intended to replace locally mandated (statutory) insurance policies in various countries, other than the USA.

Please see next page for any additional language.

CERTIFICATE HOLDER

State of New Hampshire
Department of Administrative Services
25 Capitol Street
Concord, NH 03301
United States

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Authorized Representative:
Aon Risk Services Northeast, Inc.

Aon Risk Services Northeast, Inc.

© 1988-2016 ACORD CORPORATION. All rights reserved.



ADDITIONAL REMARKS SCHEDULE

AGENCY Aon Risk Services Northeast, Inc. One Liberty Plaza 165 Broadway, Suite 3201 New York, NY 10006	NAMED INSURED Kyndryl Holdings, Inc., including Kyndryl, Inc. & any other subsidiary corp. majority owned or controlled by the Insured 1 Vanderbilt Avenue New York, NY 10017 United States
EFFECTIVE DATE: Various (see prior page)	

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

EMPLOYERS LIABILITY/WORKERS COMP POLICIES

Policy Number	Eff. Date	Exp. Date	Company Affording Coverage
SCF C68925812 (WI)	11/3/2022	11/3/2023	ACE Fire Underwriters Insurance Company
WLR C68925770 (AOS)	11/3/2022	11/3/2023	Indemnity Insurance Company of N A

With respect to Voluntary Compensation and Contingent Employers Liability:
All operations incidental to the conduct of Named Insured's business in the United States of America.

If there is a question regarding this certificate please contact David Cheng
(Email: David.Cheng1@kyndryl.com Phone: 347-970-9800)

Award Justification Statement
Solicitation # SK18008
Contract Name: State of Utah - NASPO ValuePoint Cloud Solutions
Awarded: January 23, 2019

Project Summary

A request for proposals was issued by the State of Utah on behalf of NASPO ValuePoint participating states and their eligible end users for the following scope of work: Software as a Service (SaaS), Infrastructure as a Service (IaaS), and Platform as a Service (PaaS).

Evaluation Process

Proposals were evaluated in accordance with Part 7 of the Utah Procurement Code by an Evaluation Committee comprised of representatives from the State of Utah, Oregon, Missouri, Maine, Wisconsin, and New Jersey. A representative from the Utah Division of Purchasing attended the evaluation committee meetings to ensure that the process outlined in the Procurement Code was followed but was not a voting member on the evaluation committee. Under Utah Code 63G-6a-702(2), the RFP process was used because criteria other than cost were considered important in determining which proposal provides the best value to the State. These other factors (other than cost) were highly significant in determining which vendor's proposal provided the best value to the State. The following paragraphs describe each scoring category and explain and compare the scores assigned to each proposal by the State's evaluation committee.

80 proposals were received on July 6, 2018 through the State of Utah's eProcurement system. The preliminary evaluation stage was conducted by the State of Utah to ensure compliance with the RFP's minimum qualifications.

1. Minimum Qualifications.

The RFP requested that an awarded Contractor provide the following pass/fail criteria as minimum mandatory information:

<u>Mandatory Minimum Requirements</u>	<u>RFP Section</u>	<u>Pass/Fail</u>
Acknowledgement of Amendments	SciQuest	Pass/Fail
Cover Letter	5.1	Pass/Fail
Executive Summary	5.2	Pass/Fail
General Requirements	5.3	Pass/Fail
Re-Certification	5.4	Pass/Fail
Business Profile	6.1	Pass/Fail
Scope of Experience	6.2	Pass/Fail
Financials	6.3	Pass/Fail
Contract Manager	7.1	Pass/Fail
Cost Proposal Submitted	9.1	Pass/Fail

Upon preliminary review of the mandatory pass/fail RFP criteria, 5 proposals were rejected and determined non-response for failing to conform to the mandatory minimum. 75 proposals were submitted to the evaluation committee for technical scoring.

2. Technical Qualifications Methodology and Approach.

In this stage, proposals were evaluated in 3 categories - Business Information, Organization and Staffing, and Technical Requirements. The categories were further broken down into the following sub-categories:

<u>Evaluation Criteria</u>	<u>RFP Section</u>	<u>Points Possible</u>
BUSINESS INFORMATION	6	
Business Profile	6.1	25.0
Scope of Experience	6.2	25.0
General Information	6.4	25.0
Billing and Pricing Practices	6.5	25.0
Best Practices	6.6	25.0
ORGANIZATION AND STAFFING	7	
Contract Manager	7.1	25.0
TECHNICAL REQUIREMENTS	8	
Technical Requirements	8.1	50.0
Subcontractors	8.2	50.0
Working with Purchasing Entities	8.3	50.0
Customer Service	8.4	50.0
Security of Information	8.5	50.0
Privacy and Security	8.6	50.0
Migration and Redeployment Plan	8.7	50.0
Service or Data Recovery	8.8	50.0
Data Protection	8.9	50.0
Service Level Agreements	8.10	50.0
Data Disposal	8.11	50.0
Performance Measures and Reporting	8.12	50.0
Cloud Security Alliance	8.13	50.0
Service Provisioning	8.14	50.0
Back up and Disaster Plan	8.15	50.0
Hosting and Provisioning	8.16	50.0
Trial and Testing Periods	8.17	50.0
Integration and Customization	8.18	50.0
Marketing Plan	8.19	50.0
Value-Added Services	8.20	50.0
Supporting Infrastructure	8.22	50.0

As outlined in the SK18008 RFP, in order to be eligible to proceed onto the Stage 3 Cost Evaluation the proposal was required to score a minimum of 70% of the total technical points available. A total of 1,200 points were available in this stage of the evaluation process for proposals

that included IaaS, PaaS, or a combination of IaaS, PaaS, and SaaS. The Lead State and the evaluation committee determined, based on the proposals received, that the Hosting and Provisioning sub-category (section 8.16) did not apply to offerors that only submitted SaaS solutions. This determination was made pursuant to section 4.2.2 in the SK18008 RFP. As such, a total of 1,150 points were available in this stage of the evaluation for proposals for SaaS only.

As outlined in the SK18008 RFP, during the technical evaluation phase the evaluation committee determined that the proposals that received an average score of 3.5 (equivalent of 70%) or higher per section provided sufficient information to the evaluation committee to demonstrate their proposal exceeded the addressed requirements for the category. Individual criterion were scored on a scale of 1 to 5, as outlined in the RFP. Overall, the evaluation committee determined that these proposals would allow Participating Entities an opportunity to make a best value determination based on the proposals provided by the offerors.

The evaluation committee determined that proposals that received an average score of less than 3.5 (equivalent of 70%) did not provide sufficient information to demonstrate to the evaluation committee that their proposals met the outlined requirements.

Following this stage 2 evaluation, 44 proposals received technical scores that met or exceeded the minimum technical point requirements outlined in the RFP and proceeded onto stage 3 cost evaluation. Refer to Exhibit 1: Master Summary Evaluation for the distribution of scores given.

31 proposals were rejected for failing to meet the required minimum technical scoring thresholds outlined in the RFP. The rejected proposals did not adequately demonstrate that their offered solutions met the minimum threshold to proceed onto the cost evaluation. The evaluation committee determined that these proposals did not substantively address the topics/criterion identified in SK18008 RFP. Refer to Exhibit 1: Master Summary SK18008 Evaluation for the distribution of scores given.

3. Cost.

The 44 offerors that met the minimum 70% score threshold, had their Cost Proposals evaluated as outlined in the SK18008 RFP.

Offerors offering no minimum discount (or 0%) off MSRP for a given service model (SaaS, IaaS, or PaaS) were deemed non-responsive to that service model. Further, the minimum discount % proposed for the SaaS, IaaS, and PaaS categories were evaluated and scored independently of each other, as provided in the SK18008 RFP.

A total of 133.3 points were available for the cost proposal evaluation of each service model (SaaS, IaaS, and PaaS). The offeror with the highest proposed minimum discount % for the given service model received 100% of the cost points possible for that service model. All other offerors received

a percentage of the cost points possible based on the percentage by which their proposed discount % was lower than the highest discount % in the given service model. The formula to compute cost points is: (Proposed Discount % / Maximum Proposed Discount %) * Total Cost Points Available.

Applying this cost formula as outlined in the SK18008 RFP, cost points were assigned as represented in Exhibit 1: Master Summary SK18008 Evaluation.

As outlined in the SK18008 RFP, awards were made to responsive and responsible offerors whose proposal received the minimum technical point threshold, provided a Cost Proposal as described in Section 4.2.3 and 9 of the RFP, and achieved a minimum total combined points (technical points + cost points) of:

- 900.0 points for the IaaS service model
- 900.0 points for the PaaS service model
- 866.25 points for the SaaS service model (reduced proportionately with the removal of criterion 8.16)

Vendors seeking an award in multiple service models only received an award in the respective service model if their total combined points meet the award threshold for the given service model (i.e, 866.25 points for SaaS). Provided below are the awarded vendors and their accompanying awarded service models:

Vendor	Service Models Awarded
8x8 Inc	SaaS
A&T Systems	PaaS, SaaS
Accenture	IaaS, PaaS, SaaS
Armedia	PaaS, SaaS
AskReply	SaaS
Calibre Systems	SaaS
Capgemini America	IaaS, PaaS, SaaS
CherryRoad Technologies	SaaS
Codelynx	SaaS
Companion Data Services	SaaS
DXC Technology	IaaS, PaaS, SaaS
ECS Federal	PaaS
EMC Corporation	PaaS
Enformion	SaaS
Enquizit	SaaS
Ensono	IaaS
eSolutions Group	SaaS
Experian Information Systems	SaaS
Global Technology Resources	SaaS
GlobalTech dba eGlobalTech	IaaS
Hewlett Packard Enterprises	IaaS, PaaS, SaaS

Human Resource Technologies	IaaS, PaaS, SaaS
Hyland Software	SaaS
IBM	IaaS, PaaS, SaaS
Include Information Management	IaaS, PaaS, SaaS
Laserfiche	SaaS
Mediware Human and Social Services	SaaS
NWN Corp.	SaaS
PCMG	IaaS, SaaS
Presidio Networked Solutions	SaaS
Red River Computer	IaaS, PaaS, SaaS
ViON Corporation	IaaS, PaaS, SaaS
Visionary Integration Professionals	SaaS

Conclusion

Based on the justifications outlined above, and pursuant to the SK18008 RFP, the 33 offerors identified above provide the best value to the State and other participating entities. Subject to successful negotiations of the terms and conditions, each has been awarded a contract.

Cloud Solutions Solicitation # SK18008 Master Summary Evaluation													Total Proposals:	80									
													# Awarded:	33									
													# Rejected:	47									
Stage 2 - SaaS Only Threshold:													805	points				IaaS	PaaS	SaaS			
Stage 2 - All Other Thresholds:													840	points				Award Threshold:			900.00	900.00	866.25
Vendors	Categories	Stage 1: Mandatory Minimums	Stage 2: Technical Evaluation Points	Stage 3 Cost Evaluation Points						Total Combined Scores			Award Status										
				IaaS %	IaaS Points	PaaS %	PaaS Points	SaaS %	SaaS Points	IaaS	PaaS	SaaS											
Bx8 Inc	SaaS	Pass	873.3																				
A&T Systems	PaaS, SaaS	Pass	887.5			5.45%	36.32	8.02%	21.38														
Accenture	IaaS, PaaS, SaaS	Pass	915.0	1.00%	6.67	1.00%	6.67	8.50%	22.66	921.67	921.67												
Armedia	PaaS, SaaS	Pass	881.7			18.75%	124.97	24.00%	63.98			1,008.64											
AskReply	SaaS	Pass	883.3					15.00%	39.99														
Calibre Sys.	IaaS, PaaS, SaaS	Pass	884.2	2.25%	15.00	2.25%	15.00	2.25%	8.00	898.18	898.18												
Cappgemini America	IaaS, PaaS, SaaS	Pass	865.0	5.00%	33.33	6.33%	42.21	9.44%	25.16	998.33	1,007.21												
CherryRoad Technologies	SaaS	Pass	808.3					25.00%	66.65														
Codetynx	IaaS, PaaS, SaaS	Pass	869.2	1.25%	8.33	1.25%	8.33	1.25%	3.33	877.50	877.50												
Companion Data Services	SaaS	Pass	880.0					0.50%	1.33														
DXC Technology	IaaS, PaaS, SaaS	Pass	948.3	2.00%	13.33	4.50%	29.99	9.00%	23.99	961.66	978.33												
ECS Federal	PaaS	Pass	929.7			2.00%	13.33					942.50											
EMC Corporation	PaaS	Pass	845.0					15.00%	99.98			944.98											
Enformion	SaaS	Pass	824.7					35.71%	95.21														
Enquize	IaaS, PaaS, SaaS	Pass	858.3	6.10%	40.66	6.10%	40.66	6.10%	16.26	898.99	898.99												
Ensono	IaaS	Pass	884.2	5.00%	33.33							917.49											
eSolutions Group	SaaS	Pass	854.2					50.00%	133.30														
Experian Information Sys.	SaaS	Pass	850.8					28.00%	89.32														
Global Technology Resources	IaaS, PaaS, SaaS	Pass	878.3	2.00%	13.33	2.00%	13.33	1.00%	2.67	891.66	891.66												
GlobalTech dba eGlobalTech	IaaS	Pass	895.0	5.00%	33.33							928.33											
Hewlett Packard Ent.	IaaS, PaaS, SaaS	Pass	885.0	15.27%	101.79	9.60%	63.98	7.00%	18.66	988.78	948.98												
Human Resource Technologies	IaaS, PaaS, SaaS	Pass	867.5	20.00%	133.30	20.00%	133.30	20.00%	53.32	1,000.80	1,000.80												
Hyland Software	SaaS	Pass	813.3					20.00%	53.32														
IBM	IaaS, PaaS, SaaS	Pass	910.0	3.00%	20.00	3.00%	20.00	3.00%	8.00	930.00	930.00												
Include Information Mgt.	IaaS, PaaS, SaaS	Pass	875.0	4.50%	29.99	4.50%	29.99	6.42%	17.11	904.99	904.99												
Lasertiche	SaaS	Pass	834.2					28.08%	77.53														
Mediware Human and Social Services	SaaS	Pass	864.2					5.00%	13.33														
NWN Corp.	IaaS, PaaS, SaaS	Pass	853.3	6.50%	43.32	1.00%	6.67	6.71%	17.89	896.66	860.00												
PCMG	IaaS, PaaS, SaaS	Pass	851.7	8.25%	54.99	6.00%	39.99	6.00%	16.00	908.65	891.66												
Presidio Networked Solutions	IaaS, PaaS, SaaS	Pass	877.5	1.08%	7.16	1.08%	7.16	1.08%	2.87	884.66	884.66												
Red River Computer	IaaS, PaaS, SaaS	Pass	905.8	3.00%	20.00	3.00%	20.00	6.50%	17.33	925.83	925.83												
VION Corporation	IaaS, PaaS, SaaS	Pass	905.8	5.20%	34.66	5.20%	34.66	5.20%	13.86	940.49	940.49												
Visionary Integration Professionals	SaaS	Pass	826.7					15.00%	39.99														
Vendor 37	SaaS	Pass	842.5					2.00%	5.33														
Vendor 38	IaaS, PaaS, SaaS	Pass	847.5	2.50%	16.66	2.50%	16.66	2.50%	6.67	864.16	864.16												
Vendor 39	SaaS	Pass	810.8					20.00%	53.32														
Vendor 40	IaaS, PaaS	Pass	855.0	4.00%	26.66	3.00%	20.00					881.66	875.00										
Vendor 41	SaaS	Pass	825.8					15.00%	39.99														
Vendor 42	IaaS, PaaS, SaaS	Pass	841.7	3.00%	20.00	3.00%	20.00	3.00%	8.00	861.66	861.66												
Vendor 43	IaaS, PaaS, SaaS	Pass	853.3	3.10%	20.66	3.10%	20.66	3.10%	8.26	873.99	873.99												
Vendor 44	SaaS	Pass	841.7					3.00%	8.00														
Vendor 45	SaaS	Pass	817.5					5.00%	13.33														
Vendor 46	IaaS, PaaS, SaaS	Pass	841.7	1.50%	10.00	1.50%	10.00	4.22%	11.26	851.66	851.66												
Vendor 47	IaaS	Pass	813.3	2.00%	13.33							870.00											
Vendor 5	IaaS	Pass	774.2																				
Vendor 7	SaaS, IaaS	Pass	807.5																				
Vendor 8	SaaS	Pass	665.0																				
Vendor 9	IaaS, PaaS, SaaS	Pass	809.2																				
Vendor 10	IaaS, PaaS, SaaS	Pass	720.0																				
Vendor 11	IaaS, PaaS	Pass	752.5																				
Vendor 12	IaaS, PaaS, SaaS	Pass	819.2																				

Exhibit 1: Master Summary Evaluation

Cloud Solutions Solicitation # SK18008 Master Summary Evaluation											Total Proposals:	80	
											# Awarded:	33	
											# Rejected:	47	
Stage 2 - SaaS Only Threshold:				805	points					IaaS	PaaS	SaaS	
Stage 2 - All Other Thresholds:				840	points	Award Threshold:				900.00	900.00	866.25	
				Stage 3: Final Evaluation Points						Total Combined Scores			
Vendors	Categories	Stage 1: Mandatory Minimums	Stage 1: Technical Evaluation Points	IaaS %	IaaS Points	PaaS %	PaaS Points	SaaS %	SaaS Points	IaaS	PaaS	SaaS	Award Status
Vendor 13	SaaS	Pass	779.2										Rejected
Vendor 14	IaaS, PaaS, SaaS	Pass	818.3										Rejected
Vendor 15	IaaS, PaaS, SaaS	Pass	777.5										Rejected
Vendor 16	IaaS, PaaS	Pass	769.2										Rejected
Vendor 17	SaaS	Pass	783.3										Rejected
Vendor 18	SaaS	Pass	748.7										Rejected
Vendor 19	IaaS, PaaS, SaaS	Pass	834.2										Rejected
Vendor 20	IaaS, PaaS, SaaS	Pass	787.5										Rejected
Vendor 21	IaaS, PaaS	Pass	780.8										Rejected
Vendor 22	IaaS, PaaS, SaaS	Pass	822.5										Rejected
Vendor 23	PaaS	Pass	683.3										Rejected
Vendor 24	IaaS, PaaS, SaaS	Pass	832.5										Rejected
Vendor 25	IaaS, PaaS, SaaS	Pass	753.3										Rejected
Vendor 26	IaaS, PaaS, SaaS	Pass	775.0										Rejected
Vendor 27	IaaS, SaaS	Pass	780.8										Rejected
Vendor 28	IaaS	Pass	558.3										Rejected
Vendor 29	IaaS, SaaS	Pass	771.7										Rejected
Vendor 30	IaaS, PaaS	Pass	837.5										Rejected
Vendor 31	IaaS, PaaS, SaaS	Pass	726.7										Rejected
Vendor 32	IaaS, PaaS, SaaS	Pass	835.0										Rejected
Vendor 33	IaaS, PaaS, SaaS	Pass	746.7										Rejected
Vendor 34	IaaS, PaaS, SaaS	Pass	831.7										Rejected
Vendor 35	IaaS	Pass	778.3										Rejected
Vendor 36	IaaS	Pass	835.8										Rejected
Vendor 1	IaaS, PaaS, SaaS	Fail											Rejected
Vendor 2	SaaS	Fail											Rejected
Vendor 3	SaaS	Fail											Rejected
Vendor 4	SaaS	Fail											Rejected
Vendor 5	SaaS	Fail											Rejected

Cloud Solutions
Solution # SK11008
Stage 2 Evaluation Summary

Stage 1 - Minimum Mandatory Requirements	Criteria	Assessing	Vendor 1	CherryRoad Technologies	Compucon Data Services	Vendor 2	Vendor 3	Enterprise	Solutions Group	Vendor 5	Expertise Information Sys.
1	Implementation of Requirements	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
2	System Lifecycle	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
3	Reporting Summary	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
4	Security Requirements	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
5	Business Profile	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
6	Integration	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
7	Scope of Services	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
8	Performance	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
9	Customer Support	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
10	Cost Proposal Summary	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS

Category	Criteria	Assessing	Vendor 1	CherryRoad Technologies	Compucon Data Services	Vendor 2	Vendor 3	Enterprise	Solutions Group	Vendor 5	Expertise Information Sys.
FUNCTIONAL INFORMATION											
Criteria #1 (1) - Business Profile											
Vendor 1											
Vendor 2											
Vendor 3											
Vendor 4											
Vendor 5											
Vendor 6											
Vendor 7											
Vendor 8											
Vendor 9											
Vendor 10											
Vendor 11											
Vendor 12											
Vendor 13											
Vendor 14											
Vendor 15											
Vendor 16											
Vendor 17											
Vendor 18											
Vendor 19											
Vendor 20											
Vendor 21											
Vendor 22											
Vendor 23											
Vendor 24											
Vendor 25											
Vendor 26											
Vendor 27											
Vendor 28											
Vendor 29											
Vendor 30											
Vendor 31											
Vendor 32											
Vendor 33											
Vendor 34											
Vendor 35											
Vendor 36											
Vendor 37											
Vendor 38											
Vendor 39											
Vendor 40											
Vendor 41											
Vendor 42											
Vendor 43											
Vendor 44											
Vendor 45											
Vendor 46											
Vendor 47											
Vendor 48											
Vendor 49											
Vendor 50											
Vendor 51											
Vendor 52											
Vendor 53											
Vendor 54											
Vendor 55											
Vendor 56											
Vendor 57											
Vendor 58											
Vendor 59											
Vendor 60											
Vendor 61											
Vendor 62											
Vendor 63											
Vendor 64											
Vendor 65											
Vendor 66											
Vendor 67											
Vendor 68											
Vendor 69											
Vendor 70											
Vendor 71											
Vendor 72											
Vendor 73											
Vendor 74											
Vendor 75											
Vendor 76											
Vendor 77											
Vendor 78											
Vendor 79											
Vendor 80											
Vendor 81											
Vendor 82											
Vendor 83											
Vendor 84											
Vendor 85											
Vendor 86											
Vendor 87											
Vendor 88											
Vendor 89											
Vendor 90											
Vendor 91											
Vendor 92											
Vendor 93											
Vendor 94											
Vendor 95											
Vendor 96											
Vendor 97											
Vendor 98											
Vendor 99											
Vendor 100											
Vendor 101											
Vendor 102											
Vendor 103											
Vendor 104											
Vendor 105											
Vendor 106											
Vendor 107											
Vendor 108											
Vendor 109											
Vendor 110											
Vendor 111											
Vendor 112											
Vendor 113											
Vendor 114											
Vendor 115											
Vendor 116											
Vendor 117											
Vendor 118											
Vendor 119											
Vendor 120											
Vendor 121											
Vendor 122											
Vendor 123											
Vendor 124											
Vendor 125											
Vendor 126											
Vendor 127											
Vendor 128											
Vendor 129											
Vendor 130											
Vendor 131											
Vendor 132											
Vendor 133											
Vendor 134											
Vendor 135											
Vendor 136											
Vendor 137											
Vendor 138											
Vendor 139											
Vendor 140											
Vendor 141											
Vendor 142											
Vendor 143											
Vendor 144											
Vendor 145											
Vendor 146											
Vendor 147											
Vendor 148											
Vendor 149											
Vendor 150											
Vendor 151											
Vendor 152											
Vendor 153											
Vendor 154											
Vendor 155											
Vendor 156											
Vendor 157											
Vendor 158											
Vendor 159											
Vendor 160											
Vendor 161											
Vendor 162											
Vendor 163											
Vendor 164											
Vendor 165											
Vendor 166											
Vendor 167											
Vendor 168											
Vendor 169											
Vendor 170											
Vendor 171											
Vendor 172											
Vendor 173											
Vendor 174											
Vendor 175											
Vendor 176											
Vendor 177											
Vendor 178											
Vendor 179											
Vendor 180											
Vendor 181											
Vendor 182											
Vendor 183											
Vendor 184											
Vendor 185											
Vendor 186											
Vendor 187											
Vendor 188											
Vendor 189											
Vendor 190											
Vendor 191											
Vendor 192											
Vendor 193											
Vendor 194											
Vendor 195											
Vendor 196											
Vendor 197											
Vendor 198											
Vendor 199											
Vendor 200											

Cloud Solutions
Solicitation # SK18008
Stage 2 Evaluation Summary

Stage 1 - Minimum Mandatory Requirements	Vendor 01	Hyland Software	Vendor 02	Vendor 03	Vendor 04	Vendor 05	Vendor 06	Vendor 07	Vendor 08	Vendor 09	Vendor 10	Vendor 11	Vendor 12
Administrative/Management of Applications	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Layer	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Management	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Organization	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Presentation	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Security	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Storage	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Workflow	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Archiving	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Migration	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Replication	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Search	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Analytics	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Compliance	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Retention	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Archiving	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Migration	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Replication	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Search	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Analytics	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Compliance	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
Content Retention	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS

Stage 2 - Technical Scores	Vendor 01	Hyland Software	Vendor 02	Vendor 03	Vendor 04	Vendor 05	Vendor 06	Vendor 07	Vendor 08	Vendor 09	Vendor 10	Vendor 11	Vendor 12
Check 01 (0-10) - Business Profile													
Check 01 - Total Points	10	10	10	10	10	10	10	10	10	10	10	10	10
Check 02 (0-10) - Content Management													
Check 02 - Total Points	10	10	10	10	10	10	10	10	10	10	10	10	10
Check 03 (0-10) - Content Organization													
Check 03 - Total Points	10	10	10	10	10	10	10	10	10	10	10	10	10
Check 04 (0-10) - Content Presentation													
Check 04 - Total Points	10	10	10	10	10	10	10	10	10	10	10	10	10
Check 05 (0-10) - Content Security													
Check 05 - Total Points	10	10	10	10	10	10	10	10	10	10	10	10	10
Check 06 (0-10) - Content Storage													
Check 06 - Total Points	10	10	10	10	10	10	10	10	10	10	10	10	10
Check 07 (0-10) - Content Workflow													
Check 07 - Total Points	10	10	10	10	10	10	10	10	10	10	10	10	10
Check 08 (0-10) - Content Archiving													
Check 08 - Total Points	10	10	10	10	10	10	10	10	10	10	10	10	10
Check 09 (0-10) - Content Migration													
Check 09 - Total Points	10	10	10	10	10	10	10	10	10	10	10	10	10
Check 10 (0-10) - Content Replication													
Check 10 - Total Points	10	10	10	10	10	10	10	10	10	10	10	10	10
Check 11 (0-10) - Content Search													
Check 11 - Total Points	10	10	10	10	10	10	10	10	10	10	10	10	10
Check 12 (0-10) - Content Analytics													
Check 12 - Total Points	10	10	10	10	10	10	10	10	10	10	10	10	10
Check 13 (0-10) - Content Compliance													
Check 13 - Total Points	10	10	10	10	10	10	10	10	10	10	10	10	10
Check 14 (0-10) - Content Retention													
Check 14 - Total Points	10	10	10	10	10	10	10	10	10	10	10	10	10

Page 1 - Evaluation Report		Vendor 8	Vendor 9	Vendor 10	Vendor 11	Vendor 12	Vendor 13	Vendor 14	Vendor 15	Vendor 16	Vendor 17	Vendor 18	Vendor 19	Vendor 20	Vendor 21	Vendor 22	Vendor 23	Vendor 24	Vendor 25	Vendor 26	Vendor 27	Vendor 28	Vendor 29	Vendor 30	Vendor 31	Vendor 32	Vendor 33	Vendor 34	Vendor 35	Vendor 36	Vendor 37	Vendor 38	Vendor 39	Vendor 40	Vendor 41	Vendor 42	Vendor 43	Vendor 44	Vendor 45	Vendor 46	Vendor 47	Vendor 48	Vendor 49	Vendor 50	Vendor 51	Vendor 52	Vendor 53	Vendor 54	Vendor 55	Vendor 56	Vendor 57	Vendor 58	Vendor 59	Vendor 60	Vendor 61	Vendor 62	Vendor 63	Vendor 64	Vendor 65	Vendor 66	Vendor 67	Vendor 68	Vendor 69	Vendor 70	Vendor 71	Vendor 72	Vendor 73	Vendor 74	Vendor 75	Vendor 76	Vendor 77	Vendor 78	Vendor 79	Vendor 80	Vendor 81	Vendor 82	Vendor 83	Vendor 84	Vendor 85	Vendor 86	Vendor 87	Vendor 88	Vendor 89	Vendor 90	Vendor 91	Vendor 92	Vendor 93	Vendor 94	Vendor 95	Vendor 96	Vendor 97	Vendor 98	Vendor 99	Vendor 100
Page 2 - Evaluation Report		Vendor 8	Vendor 9	Vendor 10	Vendor 11	Vendor 12	Vendor 13	Vendor 14	Vendor 15	Vendor 16	Vendor 17	Vendor 18	Vendor 19	Vendor 20	Vendor 21	Vendor 22	Vendor 23	Vendor 24	Vendor 25	Vendor 26	Vendor 27	Vendor 28	Vendor 29	Vendor 30	Vendor 31	Vendor 32	Vendor 33	Vendor 34	Vendor 35	Vendor 36	Vendor 37	Vendor 38	Vendor 39	Vendor 40	Vendor 41	Vendor 42	Vendor 43	Vendor 44	Vendor 45	Vendor 46	Vendor 47	Vendor 48	Vendor 49	Vendor 50	Vendor 51	Vendor 52	Vendor 53	Vendor 54	Vendor 55	Vendor 56	Vendor 57	Vendor 58	Vendor 59	Vendor 60	Vendor 61	Vendor 62	Vendor 63	Vendor 64	Vendor 65	Vendor 66	Vendor 67	Vendor 68	Vendor 69	Vendor 70	Vendor 71	Vendor 72	Vendor 73	Vendor 74	Vendor 75	Vendor 76	Vendor 77	Vendor 78	Vendor 79	Vendor 80	Vendor 81	Vendor 82	Vendor 83	Vendor 84	Vendor 85	Vendor 86	Vendor 87	Vendor 88	Vendor 89	Vendor 90	Vendor 91	Vendor 92	Vendor 93	Vendor 94	Vendor 95	Vendor 96	Vendor 97	Vendor 98	Vendor 99	Vendor 100

Exhibit 1: Master Summary Evaluation

Cloud Solutions
 Solutions & Skills
 Stage 2 Evaluation Summary

Vendor	Vendor 1	Vendor 2	Vendor 3	Vendor 4	Vendor 5	Vendor 6	Vendor 7	Vendor 8	Vendor 9	Vendor 10	Vendor 11	Vendor 12	Vendor 13	Vendor 14	Vendor 15	Vendor 16	Vendor 17	Vendor 18	Vendor 19	Vendor 20	Vendor 21	Vendor 22	Vendor 23	Vendor 24	Vendor 25	Vendor 26	Vendor 27	Vendor 28	Vendor 29	Vendor 30	Vendor 31	Vendor 32	Vendor 33	Vendor 34	Vendor 35	Vendor 36	Vendor 37	Vendor 38	Vendor 39	Vendor 40	Vendor 41	Vendor 42	Vendor 43	Vendor 44	Vendor 45	Vendor 46	Vendor 47	Vendor 48	Vendor 49	Vendor 50	Vendor 51	Vendor 52	Vendor 53	Vendor 54	Vendor 55	Vendor 56	Vendor 57	Vendor 58	Vendor 59	Vendor 60	Vendor 61	Vendor 62	Vendor 63	Vendor 64	Vendor 65	Vendor 66	Vendor 67	Vendor 68	Vendor 69	Vendor 70	Vendor 71	Vendor 72	Vendor 73	Vendor 74	Vendor 75	Vendor 76	Vendor 77	Vendor 78	Vendor 79	Vendor 80	Vendor 81	Vendor 82	Vendor 83	Vendor 84	Vendor 85	Vendor 86	Vendor 87	Vendor 88	Vendor 89	Vendor 90	Vendor 91	Vendor 92	Vendor 93	Vendor 94	Vendor 95	Vendor 96	Vendor 97	Vendor 98	Vendor 99	Vendor 100
Vendor 1	Vendor 2	Vendor 3	Vendor 4	Vendor 5	Vendor 6	Vendor 7	Vendor 8	Vendor 9	Vendor 10	Vendor 11	Vendor 12	Vendor 13	Vendor 14	Vendor 15	Vendor 16	Vendor 17	Vendor 18	Vendor 19	Vendor 20	Vendor 21	Vendor 22	Vendor 23	Vendor 24	Vendor 25	Vendor 26	Vendor 27	Vendor 28	Vendor 29	Vendor 30	Vendor 31	Vendor 32	Vendor 33	Vendor 34	Vendor 35	Vendor 36	Vendor 37	Vendor 38	Vendor 39	Vendor 40	Vendor 41	Vendor 42	Vendor 43	Vendor 44	Vendor 45	Vendor 46	Vendor 47	Vendor 48	Vendor 49	Vendor 50	Vendor 51	Vendor 52	Vendor 53	Vendor 54	Vendor 55	Vendor 56	Vendor 57	Vendor 58	Vendor 59	Vendor 60	Vendor 61	Vendor 62	Vendor 63	Vendor 64	Vendor 65	Vendor 66	Vendor 67	Vendor 68	Vendor 69	Vendor 70	Vendor 71	Vendor 72	Vendor 73	Vendor 74	Vendor 75	Vendor 76	Vendor 77	Vendor 78	Vendor 79	Vendor 80	Vendor 81	Vendor 82	Vendor 83	Vendor 84	Vendor 85	Vendor 86	Vendor 87	Vendor 88	Vendor 89	Vendor 90	Vendor 91	Vendor 92	Vendor 93	Vendor 94	Vendor 95	Vendor 96	Vendor 97	Vendor 98	Vendor 99	Vendor 100	

Item No.	Item Description	Unit	QTY	UNIT PRICE	TOTAL PRICE	REMARKS
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
50
51
52
53
54
55
56
57
58
59
60
61
62
63
64
65
66
67
68
69
70
71
72
73
74
75
76
77
78
79
80
81
82
83
84
85
86
87
88
89
90
91
92
93
94
95
96
97
98
99
100

Exhibit 1: Master Summary Evaluation



STATE OF UTAH COOPERATIVE CONTRACT

1. CONTRACTING PARTIES: This contract is between the Utah Division of Purchasing and the following Contractor:

Kyndryl, Inc.

Name

One Vanderbilt Avenue, 15th Floor

Street Address

New York

NY

10017

City

State

Zip

Vendor #: VC249766 Commodity Code #: 920-05 Legal Status of Contractor: For-Profit Corporation

Contact Name: Dari Desilva Phone Number: 720-233-4280 Email: dari.desilva@kyndryl.com

2. CONTRACT PORTFOLIO NAME: Cloud Solutions.

3. GENERAL PURPOSE OF CONTRACT: Provide Cloud Solutions under the service models awarded in Attachment B.

4. PROCUREMENT: This contract is entered into as a result of the contract assignment from International Business Machines Corp (IBM) under master agreement # AR3107 that resulted from the procurement process on FY2018, Solicitation# SK18008

5. CONTRACT PERIOD: Effective Date: Wednesday, September 01, 2021. Termination Date: Tuesday, September 15, 2026 unless terminated early or extended in accordance with the terms and conditions of this contract.

6. Administrative Fee: Contractor shall pay to NASPO ValuePoint, or its assignee, a NASPO ValuePoint Administrative Fee of one-quarter of one percent (0.25% or 0.0025) of contract sales no later than 60 days following the end of each calendar quarter. The NASPO ValuePoint Administrative Fee shall be submitted quarterly and is based on sales of the Services.

7. ATTACHMENT A: NASPO ValuePoint Master Terms and Conditions, including the attached Exhibits

ATTACHMENT B: Scope of Services Awarded to Contractor

ATTACHMENT C: Pricing Discounts and Schedule

ATTACHMENT D: Assignment from IBM Contract # AR3107

ATTACHMENT E: Service Offering EULAs, SLAs

Any conflicts between Attachment A and the other Attachments will be resolved in favor of Attachment A.

9. DOCUMENTS INCORPORATED INTO THIS CONTRACT BY REFERENCE BUT NOT ATTACHED:

a. All other governmental laws, regulations, or actions applicable to the goods and/or services authorized by this contract.

b. Utah Procurement Code, Procurement Rules, and Contractor's response to solicitation #SK18008.

10. Each signatory below represents that he or she has the requisite authority to enter into this contract.

IN WITNESS WHEREOF, the parties sign and cause this contract to be executed. Notwithstanding verbal or other representations by the parties, the "Effective Date" of this Contract shall be the date provided within Section 5 above.

CONTRACTOR

DIVISION OF PURCHASING

[Handwritten signature of Dari Desilva]

[Handwritten signature of Director]

07/29/2021

07/30/2021

Contractor's signature

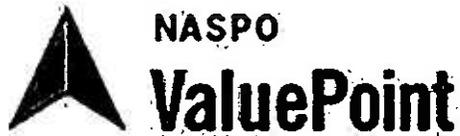
Date

Director, Division of Purchasing

Date

Dari Desilva, Director, SLED Market

Type or Print Name and Title



Attachment A: NASPO ValuePoint Master Agreement Terms and Conditions

1. Master Agreement Order of Precedence

a. Any Order placed under this Master Agreement shall consist of the following documents:

(i) A Participating Entity's Participating Addendum ("PA")¹.

(ii) NASPO ValuePoint Master Agreement Terms & Conditions, including the following Exhibits:²

(1) Exhibit 1: Infrastructure-as-a-Service

(iii) Kyndryl Ordering Documents (also known as Transaction Documents, or TDs), to the extent these Transaction Documents are specifically relevant to Exhibit 1, incorporate the applicable hosting and delivery policies, Kyndryl's Cloud Services Agreement (CSA), Data Processing Agreement (DPA) and Data Security and Privacy Principles for Kyndryl Cloud Services (DSP), as well any other applicable service documentation. Copies of the Kyndryl CSA, DPA, and DSP current as of the effective date of this Master Agreement, are attached hereto as Addendums 1 - 3. These documents may also be found at www.kyndryl.com.

Online versions are for reference only, and the official versions for purposes of this Agreement and an Order are the ones posted to the NASPO ValuePoint website (<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/>) or at such other site as agreed to by NASPO and Kyndryl.

The Lead State agrees that this Master Agreement and the information which is incorporated into this Master Agreement by written reference together with the applicable Order and Participating Addendum, is the complete agreement for the Services ordered by the Purchasing Entity and supersedes all prior or contemporaneous agreements or representations, written or oral, regarding such Services.

It is expressly agreed that the documents in the order of precedence above shall supersede the terms in any purchase order, procurement internet portal, or other similar non-Kyndryl document and no terms included in any such purchase order, portal, or other non-Kyndryl document shall apply to the Services ordered. In the event of any

¹ A Sample Participating Addendum will be published after the contracts have been awarded.

² The Exhibits comprise the terms and conditions for the service model IaaS.

inconsistencies between the terms of an Order and the Master Agreement, the Master Agreement shall take precedence; however, unless expressly stated otherwise in an Order, the terms of the Data Processing Agreement and Data Security and Privacy Principles for Kyndryl Cloud Services shall take precedence over the Order. No third party beneficiary relationships are created by this Master Agreement.

The parties agree to review any updates and or changes to the Kyndryl documents in a timely manner.

2. Definitions - Unless otherwise provided in this Master Agreement, capitalized terms will have the meanings given to those terms in this Section.

Ancillary Software means any software agent or tool that Kyndryl makes available to the Purchasing Entity for download for purposes of facilitating the Purchasing Entity's access to, operation of, and/or use with, the Services Environment.

Cloud Services means, collectively, the Kyndryl Infrastructure as a Service offering listed in Purchasing Entity's Order and defined in the Service Specifications. The term "Cloud Services" does not include Professional Services.

Confidential Information means any and all information of any form that is marked as confidential or would by its nature be deemed confidential, that is disclosed or otherwise made available in the performance of this Master Agreement by either party to the other party, including by a Participating Entity or Purchasing Entity or each of their respective employees or agents, including, but not necessarily limited to (1) any Purchasing Entity's records, (2) personnel records, and (3) information concerning individuals.

Contractor means the person or entity providing solutions under the terms and conditions set forth in this Master Agreement. Contractor also includes its employees, subcontractors, agents and affiliates who are providing the services agreed to under the Master Agreement.

Data means all information following the risk assessment process receiving a Data Categorization as "High Risk Data", Moderate Risk Data", or "Low Risk Data", whether in oral or written (including electronic) form, created by or in any way originating with a Participating Entity or Purchasing Entity, and all information that is the output of any computer processing, or other electronic manipulation, of any information that was created by or in any way originating with a Participating Entity or Purchasing Entity, in the course of using and configuring the Services provided under this Agreement.

Data Breach means any actual non-authorized access to or acquisition of computerized Non-Public Data or Personal Data that compromises the security, confidentiality, integrity or ability to access the Non-Public Data or Personal Data, or the ability of Purchasing Entity to access the Non-Public Data or Personal Data.

Data Categorization means the process of risk assessment of Data. See also "High Risk Data", "Moderate Risk Data" and "Low Risk Data". For purposes of clarity, the categorization of the data is the responsibility of the Purchasing Entity.

Data Center Region refers to the geographic region in which the Services Environment is physically located. The Data Center Region applicable to the Cloud Services is set forth in the Purchasing Entity's Order.

Fulfillment Partner means a third-party contractor qualified and authorized by Contractor and approved by the Participating State under a Participating Addendum, who may, to the extent authorized by Contractor, fulfill remarketing requirements of this Master Agreement and billing customers directly for such services. Contractor may, upon written notice to the Participating State, add or delete authorized Fulfillment Partners as necessary at any time during the contract term. Fulfillment Partner has no authority to amend this Master Agreement or to bind Contractor to any additional terms and conditions.

High Risk Data is as defined in FIPS PUB 199, Standards for Security Categorization of Federal Information and Information Systems.

Incident means an incident that creates suspicion of unauthorized access to or handling of Personal Data.

Infrastructure as a Service (IaaS) as used in this Master Agreement is defined the capability provided to the consumer to provision processing, storage, networks, and other fundamental computing resources where the consumer is able to deploy and run arbitrary software, which can include operating systems and applications. The consumer does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, deployed applications; and possibly limited control of select networking components (e.g., host firewalls).

Intellectual Property means any and all patents, copyrights, service marks, trademarks, trade secrets, trade names, patentable inventions, or other similar proprietary rights, in tangible or intangible form, and all rights, title, and interest therein.

Kyndryl means the Contractor.

Lead State means the State of Utah.

Low Risk Data is as defined in FIPS PUB 199, Standards for Security Categorization of Federal Information and Information Systems.

Master Agreement means this agreement executed by and between the Lead State, acting on behalf of NASPO ValuePoint, and the Contractor, together Exhibit 1 (Infrastructure-as-a-Service), each of which is attached hereto and incorporated herein, as now or hereafter amended.

Moderate Risk Data is as defined in FIPS PUB 199, Standards for Security Categorization of Federal Information and Information Systems.

NASPO ValuePoint is the NASPO ValuePoint Cooperative Purchasing Program, facilitated by the NASPO Cooperative Purchasing Organization LLC, a 501(c)(3) limited liability company (doing business as NASPO ValuePoint) is a subsidiary organization the

National Association of State Procurement Officials (NASPO), the sole member of NASPO ValuePoint. The NASPO ValuePoint Cooperative Purchasing Organization facilitates administration of the cooperative group contracting consortium of state chief procurement officials for the benefit of state departments, institutions, agencies, and political subdivisions and other eligible entities (i.e., colleges, school districts, counties, cities, some nonprofit organizations, etc.) for all states and the District of Columbia. The NASPO ValuePoint Cooperative Development Team is identified in the Master Agreement as the recipient of reports and may be performing contract administration functions as assigned by the Lead State.

Non-Public Data means High Risk Data and Moderate Risk Data that is not subject to distribution to the public as public information. It is deemed to be sensitive and confidential by the Purchasing Entity because it contains information that is exempt by statute, ordinance or administrative rule from access by the general public as public information. For purposes of clarity, it is the responsibility of the Purchasing Entity to inform Contractor of such classification.

Order or Ordering Document means the Contractor's or Contractor's authorized reseller's standard ordering document signed by Purchasing Entity when placing an order for Service pursuant to the Master Agreement.

Participating Addendum means a bilateral agreement executed by a Contractor and a Participating Entity incorporating this Master Agreement and any other additional Participating Entity specific language or other requirements, e.g. ordering procedures specific to the Participating Entity, other terms and conditions.

Participating Entity means a state, or other legal entity, properly authorized to enter into a Participating Addendum.

Participating State means a state, the District of Columbia, or one of the territories of the United States that is listed in the Request for Proposal as intending to participate. Upon execution of the Participating Addendum, a Participating State becomes a Participating Entity.

Personal Protected Data means data alone or in combination that includes information relating to an individual that identifies the individual by name, identifying number, mark or description can be readily associated with a particular individual and which is not a public record. Personal Information may include the following personally identifiable information (PII): government-issued identification numbers (e.g., Social Security, driver's license, passport); financial account information, including account number, credit or debit card numbers; or Protected Health Information (PHI) relating to a person.

Professional Services means, collectively, the Cloud Services-related consulting and other professional services which Purchasing Entity has ordered. Professional Services include any deliverables described in Purchasing Entity's Order and delivered by Kyndryl to Purchasing Entity under the Order. The term "Professional Services" does not include Cloud Services.

Program Documentation refers to the user manuals referenced within the Service Specifications for Cloud Services as well as any help windows and readme files for the Kyndryl Programs that are accessible from within the Services. The Program Documentation describes technical and functional aspects of the Kyndryl Programs. Purchasing Entity may access the documentation online at <https://www.ibm.com/cloud> or such other address specified by IBM.

Protected Health Information or (PHI). Protected Health Information, as defined at 45 C.F.R. § 160.103) that is subject to protection under the privacy and security requirements of the Health Insurance Portability and Accountability Act of 1996, as amended, including by the Health Information Technology for Economic & Clinical Health Act of the American Recovery and Reinvestment Act of 2009 ("HITECH Act").

Purchasing Entity means a state, city, county, district, or other political subdivision of a State, and a nonprofit organization under the laws of some states if authorized by a Participating Addendum, who issues a Purchase Order against the Master Agreement and becoming financially committed to the purchase.

Purchasing Entity Applications means all software programs, including any source code for such programs, that the Purchasing Entity or the Purchasing Entity's Users provide and load onto, or creating using, any Kyndryl "infrastructure-as-a-service" Cloud Services. Services under this Master Agreement, including Kyndryl Programs and Services Environments, Kyndryl intellectual property, and all derivative works thereof, do not fall within the meaning of the term "Purchasing Entity Applications".

Purchasing Entity Content means all text, files, images, graphics, illustrations, information, data (including Personal Data as that term is defined in Data Processing Agreement for Kyndryl Cloud Services attached as Addendum 2), audio, video, photographs and other content and material (other than Purchasing Entity Applications), in any format, provided by the Purchasing Entity or on behalf of the Purchasing Entity's Users that reside in, or run on or through the Services Environment.

Services mean any of the specifications described in the Scope of Services/SLA/SOW/SD/Ordering Document that are supplied or created by the Contractor pursuant to this Master Agreement. The following terms may be interchange under the Master Agreement and any applicable purchases or services provided there under, including but not limited to: Transaction Document (TD), Scope of Work (SOW), Statement of Work (SOW), Service Description (SD), Change Order, Quote, Service Level Agreement (SLA), Order Document, Purchase Order (PO), Purchase Agreement, Order, Price Agreement, Service Order, Task Order (TO), and Work Order.

Security Breach for the specific purpose of handling an incident in the Data Processing Agreement means the misappropriation of Personal Data located on Kyndryl systems or the Cloud Services environment that compromises the security, confidentiality or integrity of such information.

Services Environment refers to the combination of hardware and software components owned, license, or managed by Kyndryl to which Kyndryl grants Purchasing Entity and

Purchasing Entity's Users access as part of the Cloud Services which Purchasing Entity has ordered. As applicable and subject to the terms of this Master Agreement and Purchasing Entity's Order, Kyndryl programs, Third Party Content, Purchasing Entity Content and Purchasing Entity Applications may be hosted in the Services Environment.

Service Specifications means the descriptions by Kyndryl that are applicable to the Services under Purchasing Entity's Order, including not limited to any Program Documentation, data sheets, hosting, support and security policies (for example, Kyndryl Cloud Services Agreement), and other descriptions referenced or incorporated in such descriptions or Purchasing Entity's Order.

Service Level Agreement (SLA) issued against a Participating Addendum means a written agreement between both the Purchasing Entity and the Contractor that is subject to the terms and conditions in this Master Agreement and relevant Participating Addendum unless otherwise expressly agreed in writing between the Purchasing Entity and the Contractor. SLAs should include: (1) the technical service level performance promises, (i.e. metrics for performance and intervals for measure), (2) description of service quality, (3) identification of roles and responsibilities, (4) remedies, such as credits, and (5) an explanation of how remedies or credits are calculated and issued. SLAs may also be included in a Statement of Work (SOW), Ordering Document (Order or PO) or Service Description (SD) depending on the Service offering purchased by the Purchasing Entity ("SLA/SOW/SD").

Solicitation means the documents used by the State of Utah, as the Lead State, to obtain Contractor's Proposal.

Statement of Work (SOW) and/or Service Description (SD) means a written statement in a solicitation document or contract that describes the Purchasing Entity's service needs and expectations.

Third Party Content means all text, files, images, graphics, illustrations, information, data, audio, video, photographs and other content and material, in any format, that are obtained or derived from third party sources outside of Kyndryl and made available to Purchasing Entity through, within, or in conjunction with Purchasing Entity's use of, the Cloud Services. Examples of Third Party Content include data feeds from social network services, rss feeds from blog posts, and data libraries and dictionaries and marketing data.

Users mean those employees, contractors, and end users, as applicable, authorized by the Purchasing Entity or on the Purchasing Entity's behalf to use the Cloud Services in accordance with this Master Agreement and Purchasing Entity's Order. For Cloud Services that are specifically designed to allow the Purchasing Entity's clients, agents, customers, suppliers or other third parties to access the Cloud Services to interact with the Purchasing Entity, such third parties will be considered "Users" subject to the terms of this Master Agreement and Purchasing Entity's Order.

3. Term of the Master Agreement: Unless otherwise specified as a shorter term in a Participating Addendum, the term of the Master Agreement will run from contract execution to September 15, 2026.

4. Amendments: The terms of this Master Agreement shall not be waived, altered, modified, supplemented or amended in any manner whatsoever without prior written approval of the Lead State and Contractor except as set forth in a Participating Addendum, e.g. ordering procedures specific to the Participating Entity, other terms and conditions, subject to approval of the individual state procurement director and compliance with local statutory and regulatory provisions.

5. Assignment/Subcontracts: Except in the event of a merger, consolidation, acquisition, internal restructuring, or sale of all or substantially all of the assets of Kyndryl, Contractor shall not assign, sell, transfer, or sublet rights, or delegate responsibilities under this Master Agreement, in whole or in part, without the prior written approval of the WSCA-NASPO Master Agreement Administrator. The Lead State may not assign the Master Agreement and no Participating Entity may assign its Participating Addendum, in whole or in part, without the prior approval of Contractor. No Purchasing Entity may give or transfer the Services ordered under an Ordering Document to another individual or entity. Assignment of Kyndryl rights to receive payments is not restricted.

6. Discount Guarantee Period: All discounts must be guaranteed for the entire term of the Master Agreement. Participating Entities and Purchasing Entities shall receive the immediate benefit of price or rate reduction of the services provided under only net new Orders this Master Agreement in the event Kyndryl's commercial list price for the Services decreases. A price or rate reduction reflected in Kyndryl's commercial list price will apply automatically to the Master Agreement for purposes of net new Orders only, and an amendment is not necessary.

7. Termination: Unless otherwise stated, this Master Agreement may be terminated by either party upon 60 days written notice prior to the effective date of the termination. Further, any Participating Entity may terminate its participation upon 30 days written notice, unless otherwise limited or stated in the Participating Addendum.

Any termination under this provision shall not affect the rights and obligations that survive termination or expiration of this Master Agreement, such as those relating to limitation of liability, indemnification, payment and others which by their nature are intended to survive.

Termination of the Master Agreement or any Participating Addendum will not affect Orders that are outstanding at the time of termination, as permitted in a Participating Entity's Participating Addendum. Those Orders will be performed according to their terms as if this Master Agreement or the Participating Addendum were still in full force and effect. However, those Orders may not be renewed subsequent to termination of this Master Agreement.

8. Confidentiality, Non-Disclosure, and Injunctive Relief

a. Confidentiality. Each Party acknowledges that it and its employees or agents may, in the course of this Master Agreement, be exposed to or acquire Confidential Information. Any reports or other documents or items (including software) that result from the use of the Confidential Information shall be treated in the same manner as the Confidential Information from which it was derived. Confidential Information does not include

information that (1) is or becomes (other than by disclosure by the receiving party) publicly known; (2) is furnished by the disclosing party to others without restrictions similar to those imposed by this Master Agreement; (3) is rightfully in the receiving party's possession without the obligation of nondisclosure prior to the time of its disclosure under this Master Agreement; (4) is obtained from a source other than the disclosing party without the obligation of confidentiality; (5) is disclosed with the written consent of the disclosing party; or (6) is independently developed by employees, agents or subcontractors of the receiving party who can be shown to have had no access to the Confidential Information.

b. **Non-Disclosure.** Each party shall hold Confidential Information in confidence, using at least the industry standard of confidentiality, but no less than the standard of care such party uses for its own similar confidential information, and shall not copy, reproduce, sell, assign, license, market, transfer or otherwise dispose of, give, or disclose Confidential Information to third parties or use Confidential Information for any purposes whatsoever other than what is necessary to the performance of Orders placed under this Master Agreement. Each party shall advise each of its employees and agents of their obligations to keep Confidential Information confidential. Each party shall use commercially reasonable efforts to assist the disclosing party in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limiting the generality of the foregoing, the receiving party shall advise the disclosing party (including, as applicable the Purchasing Entity, applicable Participating Entity, and the Lead State) immediately if the receiving party learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Master Agreement, and the receiving party shall at its expense cooperate with the disclosing party in seeking injunctive or other equitable relief in the name of Purchasing Entity or Contractor against any such person. Except as directed by the disclosing party, the receiving party will not at any time during or after the term of this Master Agreement disclose, directly or indirectly, any Confidential Information to any person, except in accordance with this Master Agreement, and that upon termination of this Master Agreement or at the disclosing party's request, the receiving party shall turn over to the disclosing party all documents, papers, and other matter in the receiving party's possession that embody Confidential Information. If applicable law, regulation or document retention policy prevents the receiving party from destroying or returning all or part of the Confidential Information, the receiving party shall maintain the security and confidentiality of all such retained Confidential Information. Notwithstanding the foregoing, the receiving party may keep one copy of such Confidential Information necessary for quality assurance, audits and evidence of the performance of this Master Agreement.

c. **Injunctive Relief.** Each party acknowledges that monetary damages may not be a sufficient remedy for unauthorized disclosure of Confidential Information and that the disclosing party shall be entitled, without waiving any other rights or remedies under this Master Agreement, to seek such injunctive or equitable relief as may be deemed proper by a court of competition jurisdiction.

d. **Purchasing Entity Law.** These provisions shall be applicable only to extent they are not in conflict with the applicable public disclosure laws of any Purchasing Entity and any applicable statutory, local, or constitutional requirements. The expectation is that these

alterations, modifications, supplements, or amendments will be addressed in the Participating Addendum or, with consent, may be included in the Ordering used by the Purchasing Entity to place the Order.

9. Right to Publish: Throughout the duration of this Master Agreement, Contractor must secure prior approval from the Lead State or Participating Entity for the release of any information that pertains to the potential work or activities covered by the Master Agreement, including but not limited to reference to or use of the Lead State or a Participating Entity's name, Great Seal of the State, Coat of Arms, any Agency or other subunits of the State government, or any State official or employee, for commercial promotion which is strictly prohibited. News releases or release of broadcast e-mails pertaining to this Master Agreement or Participating Addendum shall not be made without prior written approval of the Lead State or a Participating Entity.

The Contractor shall not make any representations of NASPO ValuePoint's opinion or position as to the quality or effectiveness of the services that are the subject of this Master Agreement without prior written consent. Failure to adhere to this requirement may result in termination of the Master Agreement for cause.

Kyndryl may orally refer to this Master Agreement, and the potential work and activities covered by this Master Agreement, and may orally reference the Lead State or a Participating Entity as a customer in sales presentations and activities.

10. Defaults and Remedies

a. The occurrence of any of the following events shall be an event of default under this Master Agreement:

(1) Nonperformance of material contractual requirements; or

(2) A material breach of any applicable term or condition of this Master Agreement; or

(3) Any certification, representation or warranty by Contractor in response to the solicitation or in this Master Agreement that proves to be intentionally untrue or materially misleading; or

(4) Institution of proceedings under any bankruptcy, insolvency, reorganization or similar law, by or against Contractor, or the appointment of a receiver or similar officer for Contractor or any of its property, which is not vacated or fully stayed within thirty (30) calendar days after the institution or occurrence thereof; or

(5) Any default expressly specified in another section of this Master Agreement.

b. Upon the occurrence of an event of material default, the non-breaching party shall issue a written notice of default, identifying the nature of the default, and providing a period of 30 calendar days (or an additional period of time as may be agreed to by the parties) in which the other party shall have an opportunity to cure the default. Each party will allow the other a reasonable opportunity to comply before it claims that the other has not met its

obligations under this Agreement or an Ordering Document. The parties will attempt in good faith to resolve all disputes, disagreements or claims relating to this Agreement or any Ordering Document. In the event of a Contractor default, the Lead State shall not be required to provide advance written notice or a cure period and may immediately terminate this Master Agreement in whole or in part if the Lead State, in its sole discretion, determines that it is reasonably necessary to preserve public safety or prevent immediate public crisis. Time allowed for cure shall not diminish or eliminate either party's liability for damages.

c. If a party alleged to be in breach is afforded an opportunity to cure and fails to cure the default within the period specified in the written notice of default, such party shall be in breach of its obligations under this Master Agreement and the non-breaching party shall have the right to exercise any or all of the following remedies:

- (1) Exercise any remedy provided by law; and
- (2) Terminate the applicable portions that are the subject of the material breach in the Master Agreement and any related Contracts or portions thereof; and
- (3) Suspend Contractor's performance; and
- (4) Withhold applicable payment until the default is remedied.

d. Unless otherwise specified in the Participating Addendum, in the event of a default under a Participating Addendum, either party shall provide a written notice of default as described in this section and have all of the rights and remedies under this paragraph regarding its participation in the Master Agreement, in addition to those set forth in its Participating Addendum. Nothing in these Master Agreement Terms and Conditions shall be construed to limit the rights and remedies available to a Purchasing Entity under the applicable commercial code. The United Nations Convention on Contracts for the International Sale of Goods does not apply to transactions under this Master Agreement.

11. Changes in Contractor Representation: The Contractor must notify the Lead State of changes in the Contractor's key administrative personnel, consisting of Contract Manager & Report Administrator, in writing within 10 calendar days of the change. The Lead State reserves the right to approve changes in key personnel, as identified above. The Contractor agrees to propose replacement key personnel having substantially equal or better education, training, and experience as was possessed by the key person proposed and evaluated in the Contractor's proposal.

12. Force Majeure: Neither party to this (i) Master Agreement, (ii) a participating Addendum, or (iii) an Ordering Document shall be in default by reason of any failure or delay in performance of this Contract in accordance with reasonable control and without fault or negligence on their part. Such causes may include, but are not restricted to, acts of nature or the public enemy, restrictive acts of the government (including the denial or cancelation of any export, import, or other license) in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes and unusually severe weather, but in every case the failure to perform such must be beyond

the reasonable control and without the fault or negligence of the party. The parties will both use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than 30 days, either party may cancel unperformed Services and affected Orders upon written notice. This Section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or Purchasing Entity's obligation to pay for the Service.

13. Indemnification

a. Indemnification – Other than for Intellectual Property. The Contractor shall indemnify and hold harmless by defending (which includes paying fees and related costs of defense) NASPO, NASPO ValuePoint, the Lead State, Participating Entities, and Purchasing Entities, along with their officers, agents, and employees as well as any person or entity for which they may be legally liable (each, an "Indemnified Party" and collectively, the "Indemnified Parties"), from and against applicable, defined third-party claims, damages or causes of action brought against an Indemnified Party, for any death, bodily injury, or damage to real or tangible personal property arising directly from act(s), error(s), or omission(s) of the Contractor, its employees or subcontractors or volunteers, at any tier, in the performance under the Master Agreement. As used in this Section 13(a), the term "tangible personal property" shall not include software, documentation, data or data files. Contractor shall have no liability for any claim of bodily injury and/or tangible personal property damage arising from use of software or hardware. **This Section 13(a) states Contractor's entire liability and an Indemnified Party's exclusive remedy for bodily injury and property damage.**

b. Indemnification – Intellectual Property.

1. The Contractor shall indemnify and hold harmless by defending (which includes paying fees and related costs of defense) an Indemnified Party, from and against applicable, defined third-party claims, damages or causes of action brought against an Indemnified Party, arising out of the claim that the Product or its use, infringes Intellectual Property rights ("Intellectual Property Claim") of another person or entity.

2. The Contractor's obligations under this section shall not extend to any claims arising from, and Contractor has no responsibility for claims based on, (a) non-Contractor products and services, (b) items not provided by Contractor, or (c) any violation of law or third-party rights caused by Client's content, materials, designs, or specifications.

3. The Contractor's obligations under this section shall not extend to any claims arising from, and Contractor has no responsibility for claims based on, the combination of the Product with any other product, system or method, regardless of if the Product, system or method is: (a) provided by the Contractor or the Contractor's subsidiaries or affiliates; (b) specified by the Contractor to work with the Product; (c) reasonably required, in order to use the Product in its intended manner, and the infringement could not have been avoided by substituting another

reasonably available product, system or method capable of performing the same function; or (d) it would be reasonably expected to use the Product in combination with such product, system or method. Contractor has no responsibility for claims based, in whole or part, on Non-Contractor Products, items not provided by Contractor, or any violation of law or third-party rights caused by Participating Entity's content, materials, designs, specifications, or use of a non-current version or release of a Contractor Product when an infringement claim could have been avoided by using a current version or release. Contractor reserves the right to modify or replace a Service with an equivalent non-infringing one or, if replacement is not reasonably available, to discontinue a Service and provide a credit for any pre-paid unexpired term. The Indemnified Parties are responsible for any violation of law or any third-party rights caused by its content or, except as provided in this paragraph, its use of a Service.

4. This Section 13(b) provides the Indemnified Party's exclusive remedy for any infringement claims or damages.

c. The Indemnified Party shall notify the Contractor within a reasonable time after receiving notice of an Intellectual Property Claim or other indemnified claim or cause of action. Contractor will defend the Indemnified Party against such claims pursuant to this Section 13, and pay amounts finally awarded by a court against the Indemnified Party or included in a settlement approved by Contractor, provided that the Indemnified Party promptly (i) notifies Contractor in writing of the claim, (ii) supplies information requested by Contractor, and (iii) allows Contractor to control, and reasonably cooperates in, the defense and settlement, including mitigation efforts. If the Contractor promptly and reasonably investigates and defends any Intellectual Property Claim, it shall have control over the defense and settlement of it. The Indemnified Party shall furnish, at the Contractor's reasonable request and expense, information and assistance necessary for such defense. This section is subject to any limitations of liability in this Master Agreement or in any other document executed in conjunction with this Master Agreement.

14. Independent Contractor: The Contractor shall be an independent contractor. Contractor shall have no authorization, express or implied, to bind the Lead State, Participating States, other Participating Entities, or Purchasing Entities to any agreements, settlements, liability or understanding whatsoever, and agrees not to hold itself out as agent except as expressly set forth herein or as expressly agreed in any Participating Addendum.

15. Individual Customers: Except to the extent modified by a Participating Addendum, each Purchasing Entity shall follow the terms and conditions of the Master Agreement and applicable Participating Addendum and will have the same rights and responsibilities for its purchases as the Lead State has in the Master Agreement, including but not limited to, any indemnity or right to recover any costs as such right is defined in the Master Agreement and applicable Participating Addendum for its purchases. Each Purchasing Entity will be responsible for its own charges, fees, and liabilities. The Contractor will apply the charges and invoice each Purchasing Entity individually.

16. Insurance

a. Unless otherwise agreed in a Participating Addendum, Contractor shall, during the term of this Master Agreement, maintain in full force and effect, the insurance described in this section. Contractor shall acquire such insurance from an insurance carrier or carriers licensed to conduct business in each Participating Entity's state and having a rating of A-, Class VII or better, in the most recently published edition of Best's Reports. Failure to buy and maintain the required insurance may result in this Master Agreement's termination or, at a Participating Entity's option, result in termination of its Participating Addendum.

b. Coverage shall be written on an occurrence basis. The minimum acceptable limits shall be as indicated below, with no deductible for each of the following categories:

(1) Commercial General Liability covering premises operations, products and completed operations, blanket contractual liability, personal injury (including death), advertising liability, and property damage, with a limit of not less than \$1 million per occurrence/\$3 million general aggregate;

(2) CLOUD MINIMUM INSURANCE COVERAGE:

Level of Risk	Data Breach and Privacy/Cyberrisk Liability including Professional Technology Errors and Omissions Minimum Insurance Coverage
Low Risk Data	\$2,000,000
Moderate Risk Data	\$5,000,000
High Risk Data	\$10,000,000

Nothing in this Master Agreement shall be deemed to preclude Kyndryl from selecting a new insurance carrier or carriers or obtaining new or amended policies at any time, as long as the above insurance coverage is maintained. This provision is not intended to, and does not, increase or decrease Kyndryl's liability under the Limitation of Liability provision of this Master Agreement.

(3) Contractor must comply with any applicable State Workers Compensation or Employers Liability Insurance requirements. Contractor will carry Crime or Employee Fidelity Coverage for loss of money, securities and other tangible property belonging to the Participating Entity resulting directly from a fraudulent or dishonest act by a Contractor employee taken by any means including via a computer, while performing professional

services for the Participating Entity.

(4) Professional Errors and Omissions. As applicable, Professional Errors and Omissions Policy in the minimum amount of \$1,000,000 per occurrence and \$1,000,000 in the aggregate, written on an occurrence form that provides coverage for its work undertaken pursuant to each Participating Addendum.

c. Contractor shall pay premiums on all insurance policies. Such policies shall also reference this Master Agreement and shall have a condition that they not be revoked by the insurer until written notice of intended revocation thereof shall have been given to Purchasing Entity and Participating Entity by the Contractor in accordance with the terms of the policy.

d. Prior to commencement of performance, Contractor shall provide to the Lead State a Certificate of Insurance to the Contractor's Commercial General Liability insurance policy that (1) names the Participating States identified in the Request for Proposal as additional insureds, (2) provides that no material alteration, cancellation, non-renewal, or expiration of the coverage contained in such policy shall have effect unless the named Participating State has been given in accordance with the terms of the policy notice, and (3) provides that the Contractor's liability insurance policy shall be primary, with any liability insurance of any Participating State as secondary and noncontributory only with respect to liability arising out of this contract. Unless otherwise agreed in any Participating Addendum, the Participating Entity's rights and Contractor's obligations are the same as those specified in the first sentence of this subsection. Before performance of any Purchase Order issued after execution of a Participating Addendum authorizing it, the Contractor shall provide to a Purchasing Entity or Participating Entity who requests it the same information described in this subsection.

e. Contractor shall furnish to the Lead State, Participating Entity, and, on request, the Purchasing Entity copies of certificates of insurance within thirty (30) calendar days of the execution of this Master Agreement, the execution of a Participating Addendum, or the Purchase Order's effective date and prior to performing any work. The insurance certificate shall provide the following information if applicable to the insurance policy: the name and address of the insured; name, address, telephone number and signature of the authorized agent; name of the insurance company (authorized to operate in all states); a description of coverage in detailed standard terminology (including policy period, policy number, insurance amounts, exclusions and endorsements); and an acknowledgment of the requirement for notice of cancellation. Copies of renewal certificates of all required insurance shall be furnished within thirty (30) days after any renewal date. These certificates of insurance must expressly indicate compliance with each and every insurance requirement specified in this section. Failure to provide evidence of coverage may, at sole option of the Lead State, or any Participating Entity, result in this Master Agreement's termination or the termination of any Participating Addendum.

17. Laws and Regulations: Any and all Services offered and furnished shall comply fully with all applicable Federal and State laws and regulations that are applicable to Kyndryl in its role as a provider of information technology products and services under this agreement. Each party is responsible for complying with: i) laws and regulations applicable to its business and content, and ii) import, export and economic sanction laws and regulations, including those of the United States that prohibit or restrict the export, re-export, or transfer of products, technology, services or data, directly or indirectly, to or for certain countries, end uses or end users. The Purchasing Entity is responsible for its use of Contractor and non-Contractor products and services.

18. No Waiver of Sovereign Immunity: The Lead State, Participating Entity or Purchasing Entity to the extent it applies, does not waive its sovereign immunity by entering into this Contract and fully retains all immunities and defenses provided by law with regard to any action based on this Contract. If a claim must be brought in a federal forum, then it must be brought and adjudicated solely and exclusively within the United States District Court of (a) a Participating Entity's State if the dispute is between a Participating Entity or Purchasing Entity of that State, and Contractor; or (b) the Lead State if the dispute involves the Lead State.

19. Ordering

a. Master Agreement order and purchase order numbers shall be clearly shown on all acknowledgments, shipping labels, packing slips, invoices, and on all correspondence as appropriate.

b. This Master Agreement permits Purchasing Entities to define project-specific requirements and informally compete the requirement among other firms having a Master Agreement on an "as needed" basis. This procedure may also be used when requirements are aggregated or other firm commitments may be made to achieve reductions in pricing. This procedure may be modified in Participating Addenda and adapted to Purchasing Entity rules and policies. The Purchasing Entity may in its sole discretion determine which firms should be solicited for a quote. The Purchasing Entity may select the quote that it considers most advantageous, cost and other factors considered.

c. Each Purchasing Entity will identify and utilize its own appropriate purchasing procedure and documentation. If the Purchasing Entity provides the necessary information to Contractor, Contractor is expected to become familiar with the Purchasing Entities' rules, policies, and procedures regarding the ordering of supplies and/or services contemplated by this Master Agreement.

d. Contractor shall not begin providing Services without an Ordering Document.

e. Orders may be placed consistent with the terms of this Master Agreement during the term of the Master Agreement.

f. All Orders pursuant to this Master Agreement, at a minimum, shall include:

- (1) The services or supplies being delivered;

- (2) The place and requested time of delivery;
- (3) A billing address;
- (4) The name, phone number, and address of the Purchasing Entity representative;
- (5) The price per unit or other pricing elements consistent with this Master Agreement and the contractor's proposal;
- (6) A ceiling amount of the order for services being ordered; and
- (7) The Master Agreement identifier and the Participating State contract identifier.

g. Communications concerning administration of Orders placed under this Master Agreement shall be furnished solely to the authorized purchasing agent within the Purchasing Entity's purchasing office, or to such other individual identified in writing in the Order.

h. Orders must be placed pursuant to this Master Agreement prior to the termination date of this Master Agreement. Contractor is reminded that financial obligations of Purchasing Entities payable after the current applicable fiscal year are contingent upon agency funds for that purpose being appropriated, budgeted, and otherwise made available.

i. Notwithstanding the expiration or termination of this Master Agreement, Contractor agrees to perform in accordance with the terms of any Orders then outstanding at the time of such expiration or termination. Contractor shall not honor any Orders attempted after the expiration or termination of this Master Agreement. Orders from any separate indefinite quantity, task orders, or other form of indefinite delivery order arrangement priced against this Master Agreement may not be placed after the expiration or termination of this Master Agreement, notwithstanding the term of any such indefinite delivery order agreement.

20. Participants and Scope

a. Contractor may not deliver Services under this Master Agreement until a Participating Addendum acceptable to the Participating Entity and Contractor is executed. The NASPO ValuePoint Master Agreement Terms and Conditions are applicable to any Order by a Participating Entity (and other Purchasing Entities covered by their Participating Addendum), except to the extent altered, modified, supplemented or amended by a Participating Addendum. By way of illustration and not limitation, this authority may apply to unique delivery and invoicing requirements, confidentiality requirements, defaults on Orders, governing law and venue relating to Orders by a Participating Entity, indemnification, and insurance requirements. Statutory or constitutional requirements relating to availability of funds may require specific language in some Participating Addenda in order to comply with applicable law. The expectation is that these alterations, modifications, supplements, or amendments will be addressed in the Participating Addendum or, with the consent of the Purchasing Entity and Contractor, may be included in the Ordering Document (e.g. purchase order or contract) used by the Purchasing Entity to place the Order.

b. Subject to subsection 20c and a Participating Entity's Participating Addendum, the use of specific NASPO ValuePoint cooperative Master Agreements by state agencies, political

subdivisions and other Participating Entities (including cooperatives) authorized by individual state's statutes to use state contracts is subject to the approval of the respective State Chief Procurement Official.

c. Unless otherwise stipulated in a Participating Entity's Participating Addendum, specific services accessed through the NASPO ValuePoint cooperative Master Agreements for Cloud Services by state executive branch agencies, as required by a Participating Entity's statutes, are subject to the authority and approval of the Participating Entity's Chief Information Officer's Office.

d. Obligations under this Master Agreement are limited to those Participating Entities who have signed a Participating Addendum and Purchasing Entities within the scope of those Participating Addenda. States or other entities permitted to participate may use an informal competitive process to determine which Master Agreements to participate in through execution of a Participating Addendum. Financial obligations of Participating States are limited to the orders placed by the departments or other state agencies and institutions having available funds. Participating States incur no financial obligations on behalf of political subdivisions

e. NASPO ValuePoint is not a party to the Master Agreement. It is a nonprofit cooperative purchasing organization assisting states in administering the NASPO ValuePoint cooperative purchasing program for state government departments, institutions, agencies and political subdivisions (e.g., colleges, school districts, counties, cities, etc.) for all 50 states, the District of Columbia and the territories of the United States.

f. Participating Addenda shall not be construed to amend the terms of this Master Agreement between the Lead State and Contractor. This shall not prohibit the Lead State or other interested Participating States from negotiating different terms and conditions in its Participating Addendum.

g. Participating Entities who are not states may under some circumstances sign their own Participating Addendum, subject to the approval of participation by the Chief Procurement Official of the state where the Participating Entity is located. Coordinate requests for such participation through NASPO ValuePoint. Any permission to participate through execution of a Participating Addendum is not a determination that procurement authority exists in the Participating Entity; they must ensure that they have the requisite procurement authority to execute a Participating Addendum.

h. Resale. Subject to any explicit permission in a Participating Addendum, Purchasing Entities may not resell goods, software, or Services obtained under this Master Agreement.

21. Charges, Taxes and Payment: Orders under this Master Agreement are fixed-price or fixed-rate orders, not cost reimbursement contracts. Unless otherwise stipulated in the Participating Addendum, Payment is normally made within 30 days following the date of a correct invoice is received. Purchasing Entities reserve the right to withhold payment of a portion (including all if applicable) of disputed amount of an invoice. After 45 days the Contractor may assess overdue account charges up to a maximum rate of one percent

per month on the outstanding balance. Payments may be remitted by mail or electronically. Payments may be made via a State or political subdivision "Purchasing Card" with no additional charge. Purchasing Entity agrees to pay all applicable charges specific for a Service by Contractor and charges for use in excess of authorizations. Charges are exclusive of applicable taxes, levies, or fees imposed by any governmental authority resulting from Purchasing Entity's acquisitions under this Master Agreement, and any late payment fees. Charges shall be identified on Contractor's invoice. Prepaid Services must be used within the applicable period. Contractor does not give credits or refunds for any prepaid, one-time charges, or other charges already due or paid.

22. Data Access Controls: Data Access Controls will be set forth and governing in the applicable Ordering/SOW/SLA/SD agreements which may include the following terms as agreed upon therein: Contractor will provide access to Purchasing Entity's Data only to those Contractor employees, contractors and subcontractors ("Contractor Staff") who need to access the Data to fulfill Contractor's obligations under this Agreement. Contractor shall not access a Purchasing Entity's user accounts or Data, except on the course of data center operations, response to service or technical issues, as required by the express terms of this Master Agreement, or at a Purchasing Entity's written request.

Contractor may not share a Purchasing Entity's Data with its parent corporation, other affiliates, or any other third party without the Purchasing Entity's express written consent.

Contractor will ensure that, prior to being granted access to the Data, Contractor Staff who perform work under this Agreement have successfully completed annual instruction of a nature sufficient to enable them to effectively comply with all Data protection provisions of this Agreement; and possess all qualifications appropriate to the nature of the employees' duties and the sensitivity of the Data they will be handling.

23. Operations Management: Contractor shall maintain the administrative, physical, technical, and procedural infrastructure associated with the provision of the Product in a manner that is, at all times during the term of this Master Agreement, at a level equal to those specified in the Solicitation.

24. Public Information: This Master Agreement and all related documents, except Confidential or Protected Information, are subject to disclosure pursuant to the Purchasing Entity's public information laws.

25. Purchasing Entity Data:

Purchasing Entity retains full right and title to Purchasing Entity's Protected Data provided by it. Except as allowed under the provisions herein or unless otherwise provided in a Statement of Work or Service Level Agreement applicable to this provision, Contractor shall not collect, access, or use user-specific Purchasing Entity Protected Data except as necessary to provide Service to the Purchasing Entity. No information regarding Purchasing Entity's use of the Service will be used by the Contractor for personal gain or make any other improper use of such application information as may be disclosed, provided, rented or sold to any third party for any reason unless required by law or regulation or by an order of a court of competent jurisdiction. The obligation shall extend

beyond the term of this Master Agreement in perpetuity except if Protected Data is legally or contractually subject to application Statute of Limitation or Survival terms.

Contractor shall not use any information collected in connection with this Master Agreement, including Purchasing Entity Data, for any purpose other than fulfilling its obligations under this Master Agreement.

26. Records Administration and Audit.

a. The Contractor shall allow authorized agents of a government agency to audit financial data records, pertaining to this Master Agreement and orders placed by Purchasing Entities under it and its internal and external auditors once a year, subject to thirty (30) days prior written notice received by the Contractor, at a mutually agreed upon time during normal business hours, and in a manner that does not unreasonably disrupt Contractor's or customer's business and subject to Contractor's reasonable security and confidentiality requirements/procedures /policies. Contractor will assist the Lead State, a Participating Entity, a Purchasing Entity, the federal government (including its grant awarding entities and the U.S. Comptroller General), and any other duly authorized agent of a governmental agency, from whom Purchasing Entity will obtain a written agreement sufficient to obligate them to maintain the Contractor's Confidential Information in confidence in a manner not less protective than obligations under the Master Agreement Section 8 Confidentiality) in auditing only information (excluding costs) which is relevant to the provision of Services purchased under this Master Agreement. Contractor will provide access to information and data reasonably necessary to perform the audit. Contractor shall not allow Purchasing Entity or its auditor access to data of other Contractor customers, or except as necessary to comply with the foregoing, to Contractor's Confidential Information This right shall survive for a period of six (6) years following termination of this Agreement or final payment for any order placed by a Purchasing Entity against this Agreement, whichever is later, to assure compliance with the terms hereof or to evaluate performance hereunder.

b. Without limiting any other remedy available to any governmental entity, the Contractor shall reimburse the applicable Lead State, Participating Entity, or Purchasing Entity for any overpayments inconsistent with the terms of the Master Agreement or orders or underpayment of fees found as a result of the examination of the Contractor's records. Contractor may audit the Purchasing Entity's use of the Services (e.g., through use of software tools) to assess whether the Purchasing Entity's use of the Services is in accordance with the Purchasing Entity's Order and the terms of this Master Agreement. The Purchasing Entity agrees to cooperate with Contractor's audit and provide reasonable assistance and access to information. Any such audit shall not unreasonably interfere with the Purchasing Entity's normal business operations. The Purchasing Entity agrees to pay within 60 days of written notification any fees applicable to the Purchasing Entity's use of the Services in excess of the Purchasing Entity's rights. If the Purchasing Entity does not pay, Contractor can end the Purchasing Entity's Services and/or the Purchasing Entity's Order. The Purchasing Entity agrees that Contractor shall not be responsible for any of the Purchasing Entity's costs incurred in cooperating with the audit.

c. The rights and obligations herein exist in addition to any quality assurance obligation in

the Master Agreement requiring the Contractor to self-audit contract obligations and that permits the Lead State to review compliance with those obligations.

d. Consistent with terms set forth above, the Contractor shall allow the Purchasing Entity to audit conformance to the Master Agreement and applicable Participating Addendum terms. The Purchasing Entity may perform this audit or contract with a third party at its discretion and at the Purchasing Entity's expense.

27. Administrative Fees: The Contractor shall pay to NASPO ValuePoint, or its assignee, a NASPO ValuePoint Administrative Fee of one-quarter of one percent (0.25% or 0.0025) no later than 60 days following the end of each calendar quarter. The NASPO ValuePoint Administrative Fee shall be submitted quarterly and is based on sales of the Services. The NASPO ValuePoint Administrative Fee is not negotiable. This fee is to be included as part of the pricing submitted with proposal.

Additionally, some states may require an additional administrative fee be paid directly to the state on purchases made by Purchasing Entities within that state. For all such requests, the fee level, payment method and schedule for such reports and payments will be incorporated into the Participating Addendum that is made a part of the Master Agreement. The Contractor may adjust the Master Agreement pricing accordingly for purchases made by Purchasing Entities within the jurisdiction of the state. All such agreements shall not affect the NASPO ValuePoint Administrative Fee percentage or the prices paid by the Purchasing Entities outside the jurisdiction of the state requesting the additional fee. The NASPO ValuePoint Administrative Fee shall be based on the gross amount of all sales at the adjusted prices (if any) in Participating Addenda.

28. System Failure or Damage: In the event of system failure or damage caused by Contractor or its Services resulting in loss or damage to Participating Entity's Data, the Contractor agrees to restore or assist in restoring Data to the Cloud Service with the system to operational capacity from Participating Entity's last available backup copy in compatible format.

29. Title to Product: If access to the Product requires an application program interface (API), Contractor shall provide the API during the term of the Services. Upon termination of the Services use the API shall cease. Subject to the definitions applicable to "Product(s)" herein as excluded from the definition of Intellectual Property, for purposes of clarity of ownership of any such intellectual property rights shall not include any copyrights, patents, moral rights, trademarks, trade dress, trade secrets, or any other intellectual property rights created outside of or modified or enhanced as a result of the Services or SOW/SD/SLA/PO, including but not limited to any such rights that preexist. If Ancillary Software is licensed to the Purchasing Entity under separate third party license terms, then the Purchasing Entity's use of such software is subject solely to such separate terms.

30. Data Privacy: The Purchasing Entity is responsible for its use of Contractor and non-Contractor products and services, including IRS Pub 1075 as applicable to the Services containing Federal Tax Information and tax data. Prior to entering into an SLA/SOW/SD with a Purchasing Entity, the Contractor and Purchasing Entity must cooperate and hold

a meeting to determine the Data Categorization to determine whether the Contractor will hold, store, or process High Risk Data, Moderate Risk Data and Low Risk Data. The Parties/Contractor/Purchasing Entity must document the Data Categorization in the Ordering Document / SLA/SOW/SD or Statement of Work. If there is a violation of law or if there is a breach of security or breach of obligations by a Purchasing Entity applicable to the Cloud Services, Kyndryl may suspend, revoke, or limit the use of the Cloud Service and in which case of a suspension, charges continue to accrue for the Cloud Service for the duration of any such suspension. If the cause of the suspension is reasonably capable of being remedied, Kyndryl will provide notice of what actions must be taken to reinstate the Cloud Service where failure to take such actions within a reasonable time may result in termination of the Cloud Service.

31. Warranties, Disclaimers, and Exclusive Remedies:

a. Kyndryl warrants, as of the effective date of an applicable Ordering Document, it (i) has the necessary experience and expertise to provide the Cloud Service; (ii) has all approvals required by law to comply with its obligations under the Agreement where Kyndryl provides the Cloud Service; (iii) has all rights in the Cloud Service necessary to provide the Cloud Services as described in the relevant Ordering Document; and (iv) it will perform Cloud Services in all material respects as described in its Service Specifications, and Professional Services in a professional manner in accordance with its Service Specifications.

b. Purchasing Entity and Kyndryl each warrants and represents that: (i) it has the authority to enter into the Agreement or Ordering Document; (ii) the persons entering into the Agreement or Ordering Document on its behalf have been duly authorized to do so; and (iii) the Agreement and Ordering Document and the obligations created under them are binding upon it and enforceable against it in accordance with their terms, and do not and will not violate the terms of any other agreement, or any judgment or court order, to which it is bound.

c. If the Services provided to Purchasing Entity were not performed as warranted, Purchasing Entity must promptly provide written notice to Kyndryl that describes the deficiency in the Services (including as applicable, the service request number notifying Kyndryl of the deficiency in the Services).

d. KYNDRYL DOES NOT GUARANTEE THAT (i) THE SERVICES WILL BE PERFORMED ERROR-FREE OR UNINTERRUPTED OR THAT KYNDRYL WILL CORRECT ALL SERVICES ERRORS, (ii) THE SERVICES WILL OPERATE IN COMBINATION WITH PURCHASING ENTITY'S CONTENT OR ITS APPLICATIONS, OR WITH ANY OTHER HARDWARE OR SOFTWARE SYSTEMS, SERVICES, OR DATA NOT PROVIDED BY IBM, AND (iii) THE SERVICES WILL MEET PURCHASING ENTITY'S REQUIREMENTS, SPECIFICATIONS, OR EXPECTATIONS. PURCHASING ENTITY ACKNOWLEDGES THAT KYNDRYL DOES NOT CONTROL THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, AND THAT THE SERVICES MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF SUCH COMMUNICATIONS FACILITIES.

KYNDRYL IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES, OR OTHER DAMAGE RESULTING FROM SUCH PROBLEMS. KYNDRYL IS NOT RESPONSIBLE FOR ANY ISSUES RELATED TO THE PERFORMANCE, OPERATION, OR SECURITY OF THE SERVICES THAT ARISE FROM PURCHASING ENTITY'S CONTENT, ITS APPLICATIONS, OR THIRD-PARTY CONTENT. KYNDRYL WARRANTIES WILL NOT APPLY IF THERE HAS BEEN MISUSE, MODIFICATION, DAMAGE NOT CAUSED BY IBM, FAILURE TO COMPLY WITH INSTRUCTIONS PROVIDED BY IBM, OR IF OTHERWISE STATED IN AN ATTACHMENT OR TD. NON-KYNDRYL SERVICES ARE SOLD UNDER THE AGREEMENT AS-IS, WITHOUT WARRANTIES OF ANY KIND. THIRD PARTIES MAY PROVIDE THEIR OWN WARRANTIES.

e. FOR ANY BREACH OF SERVICES WARRANTY, PURCHASING ENTITY'S EXCLUSIVE REMEDY AND KYNDRYL'S ENTIRE LIABILITY SHALL BE THE CORRECTION OF THE DEFICIENT SERVICES THAT CAUSED THE BREACH OF WARRANTY, OR, IF KYNDRYL CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALY REASONABLE MANNER, PURCHASING ENTITY MAY END THE DEFICIENT SERVICES AND KYNDRYL WILL REFUND TO PURCHASING ENTITY THE FEES PAID FOR THE DEFICIENT SERVICES FOR THE PERIOD OF TIME DURING WHICH THE SERVICES WERE DEFICIENT.

f. TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS INCLUDING FOR SOFTWARE, HARDWARE, SYSTEMS, NETWORKS OR ENVIRONMENTS OR FOR MERCHANTABILITY, SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE.

32. Transition Assistance:

a. The Contractor shall reasonably cooperate with other parties in connection with all Services to be delivered under this Master Agreement, including without limitation any successor service provider to whom a Purchasing Entity's Data is transferred in connection with the termination or expiration of this Master Agreement. The Contractor shall assist a Purchasing Entity in exporting and extracting a Purchasing Entity's Data, in a format usable without the use of the Services and as agreed to between a Purchasing Entity and Contractor in a Statement of Work. Any transition services requested by a Purchasing Entity involving additional knowledge transfer and support shall be subject to a separate transition Statement of Work.

b. A Purchasing Entity and the Contractor shall, create a Transition Plan Document identifying the transition services to be provided and including a Statement of Work if applicable. Unless otherwise specified in a Statement of Work or SLA, Purchasing Entity shall have no expectation of access past the termination of the service nor Contractor maintaining Purchasing Entity's Data. Such Transition Plan shall be agreed upon before the end of the service.

c. The Contractor must maintain the confidentiality and security of a Purchasing Entity's

Data during the transition services, and thereafter as required in the Participating Addendum.

33. Waiver of Breach: Failure of the Lead State, Master Agreement Administrator, Participating Entity, Purchasing Entity or Contractor to declare a default or enforce any rights and remedies shall not operate as a waiver under this Master Agreement or Participating Addendum. Any waiver by the Lead State, Participating Entity, Purchasing Entity, or Contractor must be in writing. Waiver by the Lead State Master Agreement Administrator, Participating State Participating Entity or Contractor of any default, right or remedy under this Master Agreement or Participating Addendum, shall not be construed or operate as a waiver of any subsequent default or breach of such term or requirement, or of any other term or requirement under this Master Agreement, Participating Addendum, or Ordering Document.

34. Assignment of Antitrust Rights: Contractor irrevocably assigns to a Participating Entity who is a state any claim for relief or cause of action which the Contractor now has or which may accrue to the Contractor in the future by reason of any violation of state or federal antitrust laws (15 U.S.C. § 1-15 or a Participating Entity's state antitrust provisions), as now in effect and as may be amended from time to time, in connection with any goods or services provided to the Contractor for the purpose of carrying out the Contractor's obligations under this Master Agreement or Participating Addendum, including, at a Participating Entity's option, the right to control any such litigation on such claim for relief or cause of action.

35. Debarment: The Contractor certifies, to the best of its knowledge, that neither it nor its principals are presently debarred, suspended, declared ineligible, or voluntarily excluded from participation in this transaction (contract) by any governmental department or agency. This certification represents a recurring certification made at the time any Order is placed under this Master Agreement. If the Contractor cannot certify this statement, attach a written explanation for review by the Lead State.

36. Performance and Payment Time Frames that Exceed Contract Duration: Provided all Services have been purchased through an Kyndryl Ordering Document, all maintenance or other agreements for services entered into during the duration of an Ordering Document /SLA and whose performance and payment time frames extend beyond the duration of this Master Agreement shall remain in effect for performance and payment purposes (limited to the time frame and services established per each written agreement). No new leases, maintenance or other agreements for Services may be executed after the Master Agreement has expired. All Services which require payment must be paid in accordance with the invoice even after the expiration of the Master Agreement. For the purposes of this section, renewals of maintenance, subscriptions, SaaS subscriptions and agreements, and other service agreements, shall not be considered as "new."

37. Governing Law and Venue

a. The procurement, evaluation, and award of the Master Agreement shall be governed

by and construed in accordance with the laws of the Lead State sponsoring and administering the procurement. The construction and effect of the Master Agreement after award shall be governed by the law of the state serving as Lead State (in most cases also the Lead State). The construction and effect of any Participating Addendum or Order against the Master Agreement shall be governed by and construed in accordance with the laws of the Participating Entity's or Purchasing Entity's State.

b. Unless otherwise specified in the RFP, the venue for any protest, claim, dispute or action relating to the procurement, evaluation, and award is in the Lead State. Venue for any claim, dispute or action concerning the terms of the Master Agreement shall be in the state serving as Lead State. Venue for any claim, dispute, or action concerning any Order placed against the Master Agreement or the effect of a Participating Addendum shall be in the Purchasing Entity's State.

c. If a claim is brought in a federal forum, then it must be brought and adjudicated solely and exclusively within the United States District Court for (in decreasing order of priority): the Lead State for claims relating to the procurement, evaluation, award, or contract performance or administration if the Lead State is a party; the Participating State if a named party; the Participating Entity state if a named party; or the Purchasing Entity state if a named party.

d. This section is also not a waiver by the Participating State of any form of immunity, including but not limited to sovereign immunity and immunity based on the Eleventh Amendment to the Constitution of the United States.

38. No Guarantee of Service Volumes: The Contractor acknowledges and agrees that the Lead State and NASPO ValuePoint makes no representation, warranty or condition as to the nature, timing, quality, quantity or volume of business for the Services or any other products and services that the Contractor may realize from this Master Agreement, or the compensation that may be earned by the Contractor by offering the Services. The Contractor acknowledges and agrees that it has conducted its own due diligence prior to entering into this Master Agreement as to all the foregoing matters.

39. NASPO ValuePoint eMarket Center: In July 2011, NASPO ValuePoint entered into a multi-year agreement with JAGGAER, formerly SciQuest, whereby JAGGAER will provide certain electronic catalog hosting and management services to enable eligible NASPO ValuePoint's customers to access a central online website to view and/or shop the goods and services available from existing NASPO ValuePoint Cooperative Contracts. The central online website is referred to as the NASPO ValuePoint eMarket Center.

The Contractor will have visibility in the eMarket Center through Ordering Instructions. These Ordering Instructions are available at no cost to the Contractor and provided customers information regarding the Contractors website and ordering information.

At a minimum, the Contractor agrees to the following timeline: NASPO ValuePoint eMarket Center Site Admin shall provide a written request to the Contractor to begin Ordering Instruction process. The Contractor shall have thirty (30) days from receipt of written request to work with NASPO ValuePoint to provide any unique information and ordering

instructions that the Contractor would like the customer to have.

40. Contract Provisions for Orders Utilizing Federal Funds: Pursuant to Appendix II to 2 Code of Federal Regulations (CFR) Part 200, Contract Provisions for Non-Federal Entity Contracts Under Federal Awards, 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. These federal requirements may be proposed by Participating Entities in Participating Addenda and Purchasing Entities for incorporation in Orders placed under this master agreement. Kyndryl reserves the right to negotiate such terms and to decline such Orders.

41. Government Support: Unless otherwise provided in an Ordering Document, no support, facility space, materials, special access, personnel or other obligations on behalf of the states or other Participating Entities, other than payment, are required under the Master Agreement.

42. NASPO ValuePoint Summary and Detailed Usage Reports: In addition to other reports that may be required by this solicitation, the Contractor shall provide the following NASPO ValuePoint reports.

a. Summary Sales Data. The Contractor shall submit quarterly sales reports directly to NASPO ValuePoint using the NASPO ValuePoint Quarterly Sales/Administrative Fee Reporting Tool found at <http://calculator.naspovaluepoint.org>. Any/all sales made under the contract shall be reported as cumulative totals by state. Even if Contractor experiences zero sales during a calendar quarter, a report is still required. Reports shall be due no later than 30 day following the end of the calendar quarter (as specified in the reporting tool).

b. Detailed Sales Data. Contractor shall also report detailed sales data by: (1) state; (2) entity/customer type, e.g. local government, higher education, K12, non-profit; (3) Purchasing Entity name; (4) Purchasing Entity bill-to and ship-to locations; (5) Purchasing Entity and Contractor Purchase Order identifier/number(s); (6) Purchase Order Type (e.g. sales order, credit, return, upgrade, determined by industry practices); (7) Purchase Order date; and (8) line item description, including product number if used. The report shall be submitted in any form required by the solicitation. Reports are due on a quarterly basis and must be received by the Lead State and NASPO ValuePoint Cooperative Development Team no later than thirty (30) days after the end of the reporting period. Reports shall be delivered to the Lead State and to the NASPO ValuePoint Cooperative Development Team electronically through a designated portal, email, CD-Rom, flash drive or other method as determined by the Lead State and NASPO ValuePoint. Detailed sales data reports shall include sales information for all sales under Participating Addenda executed under this Master Agreement. The format for the detailed sales data report is in shown in Attachment H.

c. Reserved – Kyndryl does not permit personal use of this master agreement by Public Entity employees.

d. Contractor shall provide the NASPO ValuePoint Cooperative Development Coordinator with an executive summary each quarter that includes, at a minimum, a list of states with

an active Participating Addendum, states that Contractor is in negotiations with and any PA roll out or implementation activities and issues. NASPO ValuePoint Cooperative Development Coordinator and Contractor will determine the format and content of the executive summary. The executive summary is due 30 days after the conclusion of each calendar quarter.

e. Timely submission of these reports is a material requirement of the Master Agreement. The recipient of the reports shall have exclusive ownership of the media containing the reports. The Lead State and NASPO ValuePoint shall have a perpetual, irrevocable, non-exclusive, royalty free, transferable right to display, modify, copy, and otherwise use reports, data and information provided under this section.

f. If requested by a Participating Entity, the Contractor must provide detailed sales data within the Participating State.

43. NASPO ValuePoint Cooperative Program Marketing, Training, and Performance Review:

a. Contractor agrees to work cooperatively with NASPO ValuePoint personnel. Contractor agrees to present plans to NASPO ValuePoint for the education of Contractor's contract administrator(s) and sales/marketing workforce regarding the Master Agreement contract, including the competitive nature of NASPO ValuePoint procurements, the Master agreement and participating addendum process, and the manner in which qualifying entities can participate in the Master Agreement.

b. Contractor agrees, as Participating Addendums become executed, if requested by ValuePoint personnel to provide plans to launch the program within the participating state. Plans will include time frames to launch the agreement and confirmation that the Contractor's website has been updated to properly reflect the contract offer as available in the participating state.

c. Contractor agrees, absent anything to the contrary outlined in a Participating Addendum, to consider customer proposed terms and conditions, as deemed important to the customer, for possible inclusion into the Ordering Document. Contractor will ensure that their sales force is aware of this contracting option.

d. Contractor agrees to participate in an annual contract performance review at a location selected by the Lead State and NASPO ValuePoint, which may include a discussion of marketing action plans, target strategies, marketing materials, as well as Contractor reporting and timeliness of payment of administration fees.

e. Contractor acknowledges that the NASPO ValuePoint logos may not be used by Contractor in sales and marketing until a logo use agreement is executed with NASPO ValuePoint.

f. The Lead State expects to evaluate the utilization of the Master Agreement at the annual performance review. Lead State may, in its discretion, terminate the Master Agreement pursuant to section 6 when Contractor utilization does not warrant further administration

of the Master Agreement. The Lead State may exercise its right to not renew the Master Agreement if vendor fails to record or report revenue for three consecutive quarters, upon 60-calendar day written notice to the Contractor. This subsection does not limit the discretionary right of either the Lead State or Contractor to terminate the Master Agreement pursuant to section 7.

g. Reserved

44. Additional Terms and Conditions

a. Restrictions:

Effective Sept 1, 2021, IBM's IaaS offerings as found in the attached document (Attachment C) will become the offerings of Kyndryl. IBM retains the SaaS and PaaS categories and offerings within those categories. IBM/Kyndryl agrees that they do not now, and will not, until such time as this Agreement is open for additional category responses within the term of this Agreement, have duplicative scopes of work found in the IBM/Kyndryl NASPO ValuePoint Master Agreement. IBM/Kyndryl may not expand, modify or change the scope of work without the Lead State's consent, said consent may not be withheld where IBM and Kyndryl offerings do not overlap, or otherwise unreasonably withheld.

The Purchasing Entity may not and may not cause or permit others to:

- I. remove or modify any program markings or any notice of Kyndryl's or its licensors' proprietary rights;
- II. make the programs or materials resulting from the Services (excluding Purchasing Entity Content and Purchasing Entity Applications) available in any manner to any third party for use in the third party's business operations (unless such access is expressly permitted for the specific Services the Purchasing Entity has acquired);
- III. modify, make derivative works of, disassemble, decompile, reverse engineer, reproduce, distribute, republish or download any part of the Services (the foregoing prohibitions include but are not limited to review of data structures or similar materials produced by programs), or access or use the Services in order to build or support, and/or assist a third party in building or supporting, products or Services competitive to IBM;
- IV. perform or disclose any benchmark or performance tests of the Services, including the Kyndryl Programs;
- V. perform or disclose any of the following security testing of the Services Environment or associated infrastructure: network discovery, port and service identification, vulnerability scanning, password cracking, remote access testing, or penetration testing; and
- VI. license, sell, rent, lease, transfer, assign, distribute, host, outsource, permit timesharing or service bureau use, or otherwise commercially exploit or make available the Services, Kyndryl Programs, Ancillary Software, Services

Environments or Kyndryl materials, to any third party, other than as expressly permitted under the terms of the applicable Order.

b. Service Specifications:

- I. The Services are subject to and governed by Service Specifications applicable to the Purchasing Entity's Order. Service Specifications may define provisioning and management processes applicable to the Services (such as capacity planning), types and quantities of system resources (such as storage allotments), functional and technical aspects of the Kyndryl Programs, as well as any Services deliverables. The Purchasing Entity acknowledges that use of the Services in a manner not consistent with the Service Specifications may adversely affect Services performance and/or may result in additional fees. If the Services permit the Purchasing Entity to exceed the ordered quantity (e.g., soft limits on counts for Users, sessions, storage, etc.), then the Purchasing Entity is responsible for promptly purchasing such additional quantity to account for the Purchasing Entity's excess usage.
- II. Kyndryl may make changes or updates to the Services (such as infrastructure, security, technical configurations, application features, etc.) during the Services Period, including to reflect changes in technology, industry practices, patterns of system use, and availability of Third Party Content. The Service Specifications are subject to change at Kyndryl's discretion. Changes or updates will take effect (a) upon a new Order, (b), for Orders previously entered, upon the change effective date for ongoing Services, or (c) upon the renewal date for Services that automatically renew per Ordering Document. The intent of any modification will be to: i) improve or clarify existing commitments; ii) maintain alignment to current adopted standards and applicable laws; or iii) provide additional features and functionality. Modifications will not degrade the security or data protection features or functionality of a Cloud Service.

c. Use of the Services:

- I. The Purchasing Entity is responsible for identifying and authenticating all Users, for approving access by such Users to the Services, for controlling against unauthorized access by Users, and for maintaining the confidentiality of usernames, passwords and account information. By federating or otherwise associating the Purchasing Entity's and the Purchasing Entity's Users' usernames, passwords and accounts with IBM, the Purchasing Entity accept responsibility for the confidentiality and timely and proper termination of user records in the Purchasing Entity's local (intranet) identity infrastructure or on the Purchasing Entity's local computers. Kyndryl is not responsible for any harm caused by the Purchasing Entity's Users, including individuals who were not authorized to have access to the Services but who were able to gain access because usernames, passwords or accounts were not terminated on a timely basis in the Purchasing Entity's local identity management infrastructure or the Purchasing Entity's local computers. The Purchasing Entity is responsible for all activities that occur under

the Purchasing Entity's and the Purchasing Entity's Users' usernames, passwords or accounts or as a result of the Purchasing Entity's or the Purchasing Entity's Users' access to the Services, and agree to notify Kyndryl immediately of any unauthorized use. The Purchasing Entity agrees to make every reasonable effort to prevent unauthorized third parties from accessing the Services.

- II. The Purchasing Entity shall not use or permit use of the Services, including by uploading, emailing, posting, publishing or otherwise transmitting any material, including Purchasing Entity Content, Purchasing Entity Applications Content, for any purpose that may (1) menace or harass any person or cause damage or injury to any person or property, (2) involve the publication of any material that is false, defamatory, harassing or obscene, (3) violate privacy rights or promote bigotry, racism, hatred or harm, (4) constitute unsolicited bulk e-mail, "junk mail", "spam" or chain letters; (5) constitute an infringement of intellectual property or other proprietary rights, or (6) otherwise violate applicable laws, ordinances or regulations. In addition to any other rights afforded to Kyndryl under this Master Agreement, Kyndryl reserves the right, but has no obligation, to take remedial action if any material violates the restrictions in the foregoing sentence (the "Acceptable Use Policy"), including the removal or disablement of access to such material. Kyndryl shall have no liability to the Purchasing Entity in the event that Kyndryl takes such action. The Purchasing Entity shall have sole responsibility for the accuracy, quality, integrity, legality, reliability, appropriateness and ownership of all of Purchasing Entity Content, Purchasing Entity Applications. To the extent not prohibited by applicable law, the Purchasing Entity agrees to defend and indemnify Kyndryl against any claim arising out of a violation of the Purchasing Entity's obligations under this section.
- III. The Purchasing Entity is required to accept all patches, bug fixes, updates, maintenance and service packs (collectively, "Patches") necessary for the proper function and security of the Services, including for the Kyndryl Programs, as such Patches are generally released by Kyndryl as described in the Service Specifications. Kyndryl is not responsible for performance or security issues encountered with the Cloud Services that result from the Purchasing Entity's failure to accept the application of Patches that are necessary for the proper function and security of the Services. Except for emergency or security related maintenance activities, Kyndryl will coordinate with the Purchasing Entity the scheduling of application of Patches, where possible, based on Kyndryl's next available standard maintenance window.
- IV. The Purchasing Entity shall obtain at the Purchasing Entity's sole expense any rights and consents from third parties necessary for Purchasing Entity Content, Purchasing Entity Applications, and Third Party Content, as well as other vendor's products provided by the Purchasing Entity that the Purchasing Entity use with the Services, including such rights and consents as necessary for Kyndryl to perform the Services under this Master Agreement.

- V. The Purchasing Entity remains solely responsible for the Purchasing Entity's regulatory compliance in connection with the Purchasing Entity's use of the Services. The Purchasing Entity is responsible for making Kyndryl aware of any technical requirements that result from the Purchasing Entity's regulatory obligations prior to entering into an Order governed by this Master Agreement. Kyndryl will cooperate with the Purchasing Entity's efforts to determine whether use of the standard Kyndryl Services offering is consistent with those requirements. Additional fees may apply to any additional work performed by Kyndryl or changes to the Services.

d. Trial Use and Pilot Cloud Services:

- I. For certain Cloud Services, Kyndryl may make available "trials" and "conference room pilots" for non-production evaluation purposes. Cloud trials and conference room pilots must be ordered under a separate agreement.
- II. Kyndryl may make available "production pilots" for certain Cloud Services under this Master Agreement. Production pilots ordered by the Purchasing Entity is described in the Service Specifications applicable to the Purchasing Entity's Order, and are provided solely for the Purchasing Entity to evaluate and test Cloud Services for the Purchasing Entity's internal business purposes. The Purchasing Entity may be required to order certain Professional Services as a prerequisite to an Order for a production pilot.

e. Services Period; End of Services:

- I. Services provided under this Master Agreement shall be provided for the Services Period defined in the Purchasing Entity's Order, unless earlier suspended or terminated in accordance with this Master Agreement or the Order.
- II. Kyndryl may suspend or limit, to the extent necessary, Participating Entity's use of a Service if Kyndryl determines there is a material breach of Purchasing Entity's obligations, a security breach, violation of law, or breach of the terms as set forth in 7b of the Kyndryl CSA.

f. Limitation of Liability:

- A. CONTRACTOR'S AGGREGATE LIABILITY FOR ALL DAMAGES ARISING OUT OF OR RELATED TO THIS MASTER AGREEMENT OR A PURCHASING ENTITY'S ORDER, WHETHER IN CONTRACT OR TORT, OR OTHERWISE, SHALL IN NO EVENT EXCEED THE GREATER OF (i) TWO (2) TIMES THE TOTAL AMOUNTS ACTUALLY PAID TO KYNDRYL IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH LIABILITY LESS ANY REFUNDS OR CREDITS RECEIVED BY THE PURCHASING ENTITY FROM CONTRACTOR UNDER SUCH ORDER OR (ii) ONE MILLION DOLLARS (U.S.\$1,000,000).

- B. NOTWITHSTANDING THE ABOVE, NEITHER THE CONTRACTOR NOR THE PURCHASING ENTITY SHALL BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL, PUNITIVE OR SPECIAL DAMAGES OF ANY KIND ARISING DIRECTLY OR INDIRECTLY OUT OF THIS MASTER AGREEMENT OR A PURCHASING ENTITY'S ORDER, INCLUDING, WITHOUT LIMITATION, DAMAGES RESULTING FROM LOSS OF USE OR LOSS OF PROFIT OR REVENUE (EXCLUDING FEES UNDER THIS MASTER AGREEMENT), DATA, OR DATA USE BY THE PURCHASING ENTITY, THE CONTRACTOR, OR BY OTHERS.
- C. Contractor's obligation to indemnify for (i) infringement claims or damages under Sections 13(b) or (ii) claim(s) of bodily injury and tangible personal property damage under Section 13(a) shall apply without regard to whether the damages under such claim(s) (y) are classified as direct, indirect, or otherwise, or (z) exceed the limits on liability under this Section 44(f) (Additional Terms and Conditions: Limitation of Liability).

g. Third Party Web Sites, Content, Products and Services:

- I. The Services may enable the Purchasing Entity to link to, transmit Purchasing Entity Content to, or otherwise access, other Web sites, platforms, content, products, services, and information of third parties. Kyndryl does not control and is not responsible for such Web sites or platforms or any such content, products, services and information accessible from or provided through the Services, and the Purchasing Entity bear all risks associated with access to and use of such Web sites and third party content, products, services and information.
- II. Any Third Party Content made accessible by Kyndryl is provided on an "as-is" and "as available" basis without any warranty of any kind. Third Party Content may be indecent, offensive, inaccurate, infringing or otherwise objectionable or unlawful, and the Purchasing Entity acknowledge that Kyndryl is not responsible for and under no obligation to control, monitor or correct Third Party Content; however, Kyndryl reserves the right to take remedial action if any such content violates applicable restrictions under this Master Agreement, including the removal of, or disablement of access to, such content. Kyndryl disclaims all liabilities arising from or related to Third Party Content.
- III. The Purchasing Entity acknowledge that: (1) the nature, type, quality and availability of Third Party Content may change at any time during the Services Period, and (2) features of the Services that interoperate with third parties (each, a "Third Party Service"), depend on the continuing availability of such third parties' respective application programming interfaces (APIs) for use with the Services. Kyndryl may update, change or modify the Services under this Master Agreement as a result of a change in, or unavailability of, such Third Party Content, Third Party Services or APIs. If any third party ceases to make its Third Party Content or APIs available on reasonable terms for the Services, as determined by Kyndryl in its sole discretion, Kyndryl may cease providing access to the affected Third Party Content or Third

Party Services without any liability to the Purchasing Entity. Any changes to Third Party Content, Third Party Services or APIs, including their availability or unavailability, during the Services Period does not affect the Purchasing Entity's obligations under this Master Agreement or the applicable Order, and the Purchasing Entity will not be entitled to any refund, credit or other compensation due to any such changes.

- IV. Any Third Party Content that the Purchasing Entity store in the Purchasing Entity's Services Environment will count towards any storage or other allotments applicable to the Cloud Services that the Purchasing Entity ordered.

h. Service Analyses:

Kyndryl may (i) compile statistical and other information related to the performance, operation and use of the Services, and (ii) use data from the Services Environment in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (clauses i and ii are collectively referred to as "Service Analyses"). Kyndryl may make Service Analyses publicly available; however, Service Analyses will not incorporate Purchasing Entity Content or Confidential Information in a form that could serve to identify the Purchasing Entity or any individual, and Service Analyses do not constitute Personal Data. Kyndryl retains all intellectual property rights in Service Analyses.

i. Export:

a. Export laws and regulations of the United States and any other relevant local export laws and regulations apply to the Services. the Purchasing Entity agree that such export laws govern the Purchasing Entity's use of the Services (including technical data) and any Services deliverables provided under this Master Agreement, and the Purchasing Entity agree to comply with all such export laws and regulations (including "deemed export" and "deemed re-export" regulations). the Purchasing Entity agree that no data, information, software programs and/or materials resulting from Services (or direct product thereof) will be exported, directly or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws

b. The Purchasing Entity acknowledge that the Cloud Services are designed with capabilities for the Purchasing Entity and the Purchasing Entity's Users to access the Services Environment without regard to geographic location and to transfer or otherwise move Purchasing Entity Content and Purchasing Entity Applications between the Services Environment and other locations such as User workstations. The Purchasing Entity is solely responsible for the authorization and management of User accounts, as well as export control and geographic transfer of Purchasing Entity Content and Purchasing Entity Applications.

j. Notice:

i. All notices under this Master Agreement must be in writing and sent to the business address specified for this Master Agreement, unless a party designates in writing a different address.

ii. Kyndryl may give notices applicable to Kyndryl's Cloud Services customer base by means of a general notice on the Kyndryl portal for the Cloud Services, and notices specific to the Purchasing Entity by electronic mail to the Purchasing Entity's e-mail address on record in Kyndryl's account information or by written communication sent by first class mail or pre-paid post to the Purchasing Entity's address on record in Kyndryl's account information.

k. Miscellaneous:

i. If any term of this Master Agreement is found to be invalid or unenforceable, the remaining provisions will remain effective and such term shall be replaced with another term consistent with the purpose and intent of this Master Agreement.

ii. The purchase of Cloud Services, Professional Services, or other service offerings, programs or products are all separate offers and separate from any other Order. The Purchasing Entity understands that the Purchasing Entity may purchase Cloud Services, Professional Services, or other service offerings, programs or products independently of any other Order. The Purchasing Entity's obligation to pay under any Order is not contingent on performance of any other service offerings or delivery of programs or products.

45. NASPO ValuePoint Cloud Offerings Search Tool: In support of the Cloud Offerings Search Tool here: <http://www.naspovaluepoint.org/#/contract-details/71/search> Contractor shall ensure its Cloud Offerings are accurately reported and updated to the Lead State in the format/template shown in Attachment I.

46. Entire Agreement: This Master Agreement, along with any attachment and Exhibits contains the entire understanding of the parties hereto with respect to the Master Agreement unless a term is modified in a Participating Addendum or otherwise with a Participating or Purchasing Entity as set forth herein. For purposes of clarity, each Service Description, SOW, Order, or Transaction Document may contain references to associated documents or terms which, upon acceptance, will be incorporated as part of the Cloud Services as allowed under this Master Agreement. No click-through, or other end user terms and conditions or agreements required by the Contractor ("Additional Terms") provided with any Services hereunder shall be binding on Participating Entities or Purchasing Entities, unless even—~~if~~ use of such Services requires an affirmative "acceptance" of those Additional Terms before access is permitted. If any provision of the Master Agreement is invalid or unenforceable, the remaining provisions remain in full force and effect and nothing in this Agreement affects the statutory rights of consumers that cannot be waived or limited by contract.

Exhibit 1 to the Master Agreement: Infrastructure-as-a-Service

1. Data Ownership: The Purchasing Entity will own all right, title and interest in its Data that is related to the Services provided by this Master Agreement. The Contractor shall not access Purchasing Entity user accounts or Purchasing Entity Data, except (1) in the course of data center operations, (2) in response to service or technical issues, (3) as required by the express terms of this Master Agreement, Participating Addendum, Transaction Document (TD), and/or other contract documents (including compliance with applicable laws), or (4) at the Purchasing Entity's written request.

Unless set forth in a TD, Contractor shall not collect, access, or use user-specific Purchasing Entity Data except as strictly necessary to provide Service to the Purchasing Entity. No information regarding a Purchasing Entity's use of the Service may be disclosed, provided, rented or sold to any third party for any reason unless required by law or regulation or by an order of a court of competent jurisdiction or is publicly available. This obligation shall survive and extend beyond the term of this Master Agreement.

2. Data Protection: Protection of personal privacy and Data shall be an integral part of the business activities of the Contractor so that there is no inappropriate or unauthorized use of Purchasing Entity information at any time. To this end, the Contractor shall safeguard the confidentiality, integrity and availability of Purchasing Entity Data and comply with the following conditions:

a. The Contractor shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of Personal Data and Non-Public Data. Such security measures shall be in accordance with security measures described in applicable TD.

b. All Non-Public Data obtained from the Purchasing Entity by the Contractor in the performance of the Master Agreement shall become and remain the property of the Purchasing Entity.

c. All Personal Data shall be encrypted if, and to the extent as set forth in, an applicable TD regarding security requirements of data classification. If and unless otherwise stipulated in an applicable TD, the Contractor may not be responsible for encryption of the Personal Data. Any stipulation of responsibilities will identify specific roles and responsibilities and shall be included in the applicable TD, or otherwise made a part of the Master Agreement.

d. If stipulated in the applicable TD, the Contractor shall encrypt all Non-Public Data at rest and in transit based upon the applicable security requirements set forth and agreed to in the applicable TD. The Purchasing Entity shall identify data it deems as Non-Public Data to the Contractor. The level of protection and encryption for all Non-Public Data shall be identified in the applicable TD.

e. At no time shall any Data or processes defined as Confidential — that either belong to or are intended for the use of a Purchasing Entity or its officers, agents or employees — be copied, disclosed or retained by the Contractor or any party related to the Contractor for subsequent use in any transaction that does not include the Purchasing Entity.

f. The Contractor shall not use any Purchasing Entity Data in connection with the Services issued from this Master Agreement for any purpose other than fulfilling the Services.

g. Nothing contained herein shall be deemed to enlarge or otherwise change the Contractor's responsibilities for treatment of Confidential Information as set forth in Section 8 of the Master Agreement.

3. Data Location: As selected by Purchasing Entity from available Contractor data centers, the Contractor shall provide its services to the Purchasing Entity and its end users solely from data centers in the U.S. and storage of Purchasing Entity data at rest shall be located solely in data centers in the U.S. The Contractor shall not allow its personnel or contractors to store Purchasing Entity data on portable devices, including personal computers, except for devices that are used and kept only at its U.S. data centers. The Contractor shall permit its personnel and contractors to access Purchasing Entity data remotely only as required to provide technical and general administrative support. The Contractor may provide technical user support on a 24/7 basis using a Follow the Sun model, unless otherwise prohibited in a Participating Addendum.

4. Data Breach Notification: The Contractor shall inform the Purchasing Entity of Data Breach related to Purchasing Entity's Data within the possession or control of the Contractor and related to the service provided under the Master Agreement, Participating Addendum, or applicable TD. Such notice will be based upon Purchasing Entity's selection of security requirements described in the applicable TD.

a. **Incident Response:** The Contractor may need to communicate with outside parties regarding an Incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise, defined by law or contained in the Master Agreement, Participating Addendum, or applicable TD. Discussing Incidents with the Purchasing Entity should be handled on an urgent as-reasonably-needed basis, as part of Contractor's communication and mitigation processes as mutually agreed, defined by law or contained in the Master Agreement, Participating Addendum, or applicable TD.

b. **Security Breach Reporting Requirements:** Unless otherwise stipulated in a signed writing, the Contractor shall report a Security Breach subject to the same requirements in section 4(c) below related to its service under the Master Agreement, Participating Addendum, or applicable TD to the appropriate Purchasing Entity.

c. **Data Breach Reporting Requirements:** If the Contractor has actual knowledge of a confirmed Data Breach that affects the security of any Purchasing Entity data that is subject to applicable Data Breach notification law, the Contractor shall (1) promptly notify the appropriate Purchasing Entity as stipulated within the applicable TD (but no later than 72 hours after Contractor determines that Purchasing Entity Personal Data has been subject to a Data Breach), unless shorter time is required by applicable law, and (2) take commercially reasonable measures to address the Data Breach in a timely manner.

5. Breach Responsibilities: This section only applies when a Data Breach occurs with respect to Personal Data within the possession or control of the Contractor and related to the service provided under the Master Agreement, Participating Addendum or applicable TD.

a. The Contractor, shall notify the appropriate Purchasing Entity in accordance with the agreed upon notification requirements in the applicable TD.

b. The Contractor shall notify the appropriate Purchasing Entity identified contact as described in TD, unless shorter time is required by applicable law. If the Contractor confirms that there is a

Data Breach, the Contractor shall (1) cooperate with the Purchasing Entity as stipulated in the applicable TD to investigate and resolve the Data Breach, (2) promptly implement necessary remedial measures, if necessary, and (3) maintain & follow documented incident response policies consistent with NIST guidelines for computer security incident handling and will comply with data breach notifications terms of the Contractor's Cloud Services Agreement.

c. Unless otherwise stipulated, if a Purchasing Entity retained Contractor to encrypt Personal Data in accordance with an applicable TD, and a Data Breach is a direct result of Contractor's breach of its contractual obligation to encrypt Personal Data or otherwise prevent its release, the Contractor shall, subject to the conditions set forth in subsections (A) and (B) of this section, bear the costs (which shall be deemed direct damages) associated with (1) the investigation and resolution of the data breach; (2) notifications to individuals, regulators or others required by federal and state laws or as otherwise agreed to; (3) a credit monitoring service required by state (or federal) law or as otherwise agreed to; (4) a website or a toll-free number and call center for affected individuals required by federal and state laws — all not to exceed the average per record per person cost calculated for data breaches in the United States (currently \$217 per record/person) in the most recent Cost of Data Breach Study: Global Analysis published by the Ponemon Institute at the time of the data breach; and (5) completion of all corrective actions related to the delivery of the Service as reasonably determined by Contractor based on root cause analysis and findings, provided however that:

(A) CONTRACTOR'S ENTIRE OBLIGATION FOR ALL DAMAGES AND EXPENSES RELATED TO A DATA BREACH SHALL BE SUBJECT TO THE LIMITATION SET FORTH IN SECTION 44.f. OF THE MASTER AGREEMENT TERMS AND CONDITIONS, WHICH SHALL BE MODIFIED AS FOLLOWS SOLELY IN THE EVENT OF A DATA BREACH: (i) IN CONNECTION WITH ORDERS RECEIVED IN AGGREGATE VALUE BETWEEN ONE MILLION DOLLARS (U.S. \$1,000,000) AND FIVE MILLION DOLLARS (U.S. \$5,000,000), SUBSECTION 44.f.A.(ii) SHALL BE MODIFIED TO READ "TWO MILLION, FIVE HUNDRED THOUSAND DOLLARS (U.S. \$2,500,000)"; AND (ii) IN CONNECTION WITH ORDERS RECEIVED IN AGGREGATE VALUE THAT EXCEEDS FIVE MILLION DOLLARS (U.S. \$5,000,000), SUBSECTION 44.f.A.(ii) SHALL BE MODIFIED TO READ "THREE MILLION DOLLARS (U.S. \$3,000,000)"; and

(B) this Section 5.c sets forth Contractor's entire obligation and, when applicable, shall constitute Purchasing Entity's sole and exclusive remedy for all damages and expenses related to a Data Breach.

6. Notification of Legal Requests: The Contractor shall contact the Purchasing Entity upon receipt of any electronic discovery, litigation holds, discovery searches and expert testimonies related to the Purchasing Entity's Data under the Master Agreement, or which in any way might reasonably require access to the Purchasing Entity's Data. The Contractor shall not respond to subpoenas or service of process related to the Purchasing Entity without first notifying the Purchasing Entity, unless prohibited by law from providing such notice.

7. Termination and Suspension of Service:

a. In the event of an early termination of the Master Agreement, Participating Addendum or applicable TD, Contractor shall allow for the Purchasing Entity to retrieve its digital content and

provide for the subsequent secure disposal of the Purchasing Entity's digital content as stipulated in applicable TD.

b. During any period of service suspension, the Contractor shall not take any action to intentionally erase or otherwise dispose of any of the Purchasing Entity's Data except for material breach including non-payment, security breach or violation of law by Purchasing Entity.

c. In the event of early termination of any Services or agreement in entirety except for material breach including, as applicable, non-payment, security breach or violation of law, the Contractor shall not take any action to intentionally erase any Purchasing Entity's Data for a period to be outlined in the applicable TD. After such day period outline in the applicable TD, the Contractor shall have no obligation to maintain or provide any Purchasing Entity Data and shall thereafter, delete all Purchasing Entity data in its systems or otherwise in its possession or under its control. Any charges or fees assessed by Contractor for access and retrieval of Purchasing Entity Data, if any, shall be at Contractor's standard charges and fees for such access and retrieval.

d. The Purchasing Entity shall be entitled to any post termination assistance generally made available with respect to the services, unless a unique data retrieval arrangement has been established as part of an applicable TD.

e. Upon termination of the Services or the Agreement in its entirety, Contractor shall securely dispose of all Purchasing Entity's Data in all of its forms, such as disk, CD/ DVD, backup tape and paper, if stipulated in an applicable TD by the Purchasing Entity. Such Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods.

8. Background Checks:

a. Contractor follows a mandated set of employment verification requirements for all new hires, including regular, fixed term, supplementals, part time, interns, early professional and professional hires. These standards apply to Contractor's wholly owned subsidiaries and joint ventures. The requirements currently include, but may not be limited to, criminal background checks, proof of identity validation, and additional checks if the candidate previously worked for a government entity. Each country is responsible for implementing the above requirements in their hiring process as applicable and permissible pursuant to each country's local laws.

When requested under an applicable TD, the Contractor shall conduct a background investigation in accordance with Contractor's internal process. This investigation may be at the Purchasing Entity's expense. Contractor will conduct the background and/or verification checks in accordance with Contractor's policies and applicable law and background report may include a check of a national criminal database as well as the OFAC Listing.

b. The Contractor and the Purchasing Entity recognize that security responsibilities are shared. The Contractor is responsible for providing a secure infrastructure as provided in an applicable TD. The Purchasing Entity is responsible for its secure guest operating system, firewalls and other logs captured within the guest operating system. Specific shared responsibilities are identified within the applicable TD.

c. If any of the stated personnel providing services under an applicable TD is not acceptable to the Purchasing Entity as a result of the background investigation, the Purchasing Entity, shall have the option to either (1) request replacement of the person, or (2) terminate the Participating Addendum and any related service agreement in accordance with the Termination Section of the Master Agreement.

9. Access to Security Logs and Reports:

a. The Contractor shall provide reports specified in an applicable TD to the Purchasing Entity. Depending upon offering being purchased, reports may include latency statistics, user access, user access IP address, user access history and security logs for all Purchasing Entity files related to the Master Agreement, Participating Addendum, or applicable TD.

b. The Contractor and the Purchasing Entity recognize that security responsibilities are shared. The Contractor is responsible for providing a secure infrastructure as provided in an applicable TD. The Purchasing Entity is responsible for its secure guest operating system, firewalls and other logs captured within the guest operating system. Specific shared responsibilities are identified within the SLA.

10. Contract Audit: The Contractor shall allow the Purchasing Entity to audit financial data and records for conformance with Section 26 of the Master Agreement, Records and Audit Administration.

11. Data Center Audit: The Contractor shall perform an independent audit of its data centers at least annually at its expense, and upon request to a Purchasing Entity with a written non-disclosure agreement. A redacted Service Organization Control (SOC) 2 audit report or equivalent third-party audit will be provided. Data Center audit reports are Confidential Information of Contractor and shall be treated as such at all times. Access to such reports under an Open Records or Freedom of Information Act provision shall be addressed as needed in the Participating Addendum under which a Purchasing Entity procures a Cloud Service. Physical access to data centers is prohibited except as required by law.

12. Change Control and Advance Notice: The Contractor shall give reasonable notice as defined in an applicable TD to the Purchasing Entity of any upgrades (e.g., major upgrades, minor upgrades, system changes) that Contractor expects may impact service availability and performance. A major upgrade is a replacement of hardware, software or firmware with a newer or better version in order to bring the system up to date or to improve its characteristics. It may include a new version number.

Contractor will make updates and upgrades available to Purchasing Entity at no additional costs when Contractor makes such updates and upgrades generally available to its users at no cost. Additional costs may be required for specific customer requests, and these updates and upgrades will be based on list price less applicable contract discounts.

13. Security: Based upon selection of IaaS Service and as requested by a Purchasing Entity, the Contractor shall disclose its non-proprietary system security plans (SSP) or security processes and technical limitations to the Purchasing Entity such that adequate protection and flexibility can be attained between the Purchasing Entity and the Contractor. For example: virus checking and port sniffing — the Purchasing Entity and the Contractor shall understand each other's roles and responsibilities as described in an applicable TD.

14. Non-disclosure and Separation of Duties: The Contractor shall enforce separation of job duties, require commercially reasonable non-disclosure agreements in accordance with Master Agreement paragraph 8 Confidentiality, Non-Disclosure, and Injunctive Relief, and limit staff knowledge of Purchasing Entity data to that which is necessary to perform job duties.

15. Import and Export of Data: The Purchasing Entity shall have the ability to import or export data in piecemeal or in entirety at its discretion without interference from the Contractor at any time during the term of Contractor's contract with the Purchasing Entity. This includes the ability for the Purchasing Entity to import or export data to/from other Contractors subject to compliance with Master Agreement Section 17 Laws. Contractor shall specify in an applicable TD if Purchasing Entity is required to provide its' own tools for this purpose, including the optional purchase of Contractors tools if Contractors applications are not able to provide this functionality directly.

16. Responsibilities and Uptime Guarantee: The Contractor shall be responsible for the acquisition and operation of all hardware, software and network support related to the services being provided. The technical and professional activities required for establishing, managing and maintaining the environments are the shared responsibilities of the parties described in an applicable TD. The system shall be available as described in the applicable TD (with agreed-upon maintenance downtime) and provide service to customers as defined in the applicable TD.

17. Subcontractor Disclosure: Contractor shall identify corporate entities related to services provided under this Master Agreement, who shall be involved in any application development and/or operations. For purposes of clarity, Contractor is not required to identify its employees who are providing Services.

18. Business Continuity and Disaster Recovery: If requested as part of the Services, the Contractor shall provide a business continuity and disaster recovery (BC/DR) plan upon request, based on the Purchasing Entity's recovery time objective (RTO) of XXX hours/days (XXX hour/days shall be provided to Contractor by the Purchasing Entity.) As part of the BC/DR services, Contractor will work with the Purchasing Entity to perform an annual Disaster Recovery test and take action to correct any issues detected during the test in a time frame mutually agreed between the Contractor and the Purchasing Entity.

19. Subscription Terms: If set forth in an applicable TD, Contractor grants to a Purchasing Entity the ability to: (i) access and use the Service for its business purposes; (ii) for IaaS, use underlying software as embodied or used in the Service; and (iii) view, copy, upload and download (where applicable), and use Contractor's documentation. Except as set forth in the Master Agreement, no Contractor terms, including standard click through license or website terms or use of privacy policy, shall apply to Purchasing Entities unless such terms are included in this Master Agreement or in an applicable TD.

Exhibit 1 to the Master Agreement: Infrastructure-as-a-Service

1. Data Ownership: The Purchasing Entity will own all right, title and interest in its Data that is related to the Services provided by this Master Agreement. The Contractor shall not access Purchasing Entity user accounts or Purchasing Entity Data, except (1) in the course of data center operations, (2) in response to service or technical issues, (3) as required by the express terms of this Master Agreement, Participating Addendum, Transaction Document (TD), and/or other contract documents (including compliance with applicable laws), or (4) at the Purchasing Entity's written request.

Unless set forth in a TD, Contractor shall not collect, access, or use user-specific Purchasing Entity Data except as strictly necessary to provide Service to the Purchasing Entity. No information regarding a Purchasing Entity's use of the Service may be disclosed, provided, rented or sold to any third party for any reason unless required by law or regulation or by an order of a court of competent jurisdiction or is publicly available. This obligation shall survive and extend beyond the term of this Master Agreement.

2. Data Protection: Protection of personal privacy and Data shall be an integral part of the business activities of the Contractor so that there is no inappropriate or unauthorized use of Purchasing Entity information at any time. To this end, the Contractor shall safeguard the confidentiality, integrity and availability of Purchasing Entity Data and comply with the following conditions:

a. The Contractor shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of Personal Data and Non-Public Data. Such security measures shall be in accordance with security measures described in applicable TD.

b. All Non-Public Data obtained from the Purchasing Entity by the Contractor in the performance of the Master Agreement shall become and remain the property of the Purchasing Entity.

c. All Personal Data shall be encrypted if, and to the extent as set forth in, an applicable TD regarding security requirements of data classification. If and unless otherwise stipulated in an applicable TD, the Contractor may not be responsible for encryption of the Personal Data. Any stipulation of responsibilities will identify specific roles and responsibilities and shall be included in the applicable TD, or otherwise made a part of the Master Agreement.

d. If stipulated in the applicable TD, the Contractor shall encrypt all Non-Public Data at rest and in transit based upon the applicable security requirements set forth and agreed to in the applicable TD. The Purchasing Entity shall identify data it deems as Non-Public Data to the Contractor. The level of protection and encryption for all Non-Public Data shall be identified in the applicable TD.

e. At no time shall any Data or processes defined as Confidential — that either belong to or are intended for the use of a Purchasing Entity or its officers, agents or employees — be copied, disclosed or retained by the Contractor or any party related to the Contractor for subsequent use in any transaction that does not include the Purchasing Entity.

f. The Contractor shall not use any Purchasing Entity Data in connection with the Services issued from this Master Agreement for any purpose other than fulfilling the Services.

g. Nothing contained herein shall be deemed to enlarge or otherwise change the Contractor's responsibilities for treatment of Confidential Information as set forth in Section 8 of the Master Agreement.

3. Data Location: As selected by Purchasing Entity from available Contractor data centers, the Contractor shall provide its services to the Purchasing Entity and its end users solely from data centers in the U.S and storage of Purchasing Entity data at rest shall be located solely in data centers in the U.S. The Contractor shall not allow its personnel or contractors to store Purchasing Entity data on portable devices, including personal computers, except for devices that are used and kept only at its U.S. data centers. The Contractor shall permit its personnel and contractors to access Purchasing Entity data remotely only as required to provide technical and general administrative support. The Contractor may provide technical user support on a 24/7 basis using a Follow the Sun model, unless otherwise prohibited in a Participating Addendum.

4. Data Breach Notification: The Contractor shall inform the Purchasing Entity of Data Breach related to Purchasing Entity's Data within the possession and control of the Contractor and related to the service provided under the Master Agreement, Participating Addendum, or applicable TD. Such notice will be based upon Purchasing Entity's selection of security requirements described in the applicable TD.

a. **Incident Response:** The Contractor may need to communicate with outside parties regarding an Incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise, defined by law or contained in the Master Agreement, Participating Addendum, or applicable TD. Discussing Incidents with the Purchasing Entity should be handled on an urgent as-reasonably-needed basis, as part of Contractor's communication and mitigation processes as mutually agreed, defined by law or contained in the Master Agreement, Participating Addendum, or applicable TD.

b. **Security Breach Reporting Requirements:** Unless otherwise stipulated in a signed writing, the Contractor shall report a Security Breach subject to the same requirements in section 4(c) below related to its service under the Master Agreement, Participating Addendum, or applicable TD to the appropriate Purchasing Entity.

c. **Data Breach Reporting Requirements:** If the Contractor has actual knowledge of a confirmed Data Breach that affects the security of any Purchasing Entity data that is subject to applicable Data Breach notification law, the Contractor shall (1) promptly notify the appropriate Purchasing Entity as stipulated within the applicable TD (but no later than 72 hours after Contractor determines that Purchasing Entity Personal Data has been subject to a Data Breach), unless shorter time is required by applicable law, and (2) take commercially reasonable measures to address the Data Breach in a timely manner.

5. Breach Responsibilities: This section only applies when a Data Breach occurs with respect to Personal Data within the possession or control of the Contractor and related to the service provided under the Master Agreement, Participating Addendum or applicable TD.

a. The Contractor, shall notify the appropriate Purchasing Entity in accordance with the agreed upon notification requirements in the applicable TD.

b. The Contractor shall notify the appropriate Purchasing Entity identified contact as described in TD, unless shorter time is required by applicable law. If the Contractor confirms that there is a Data Breach, the Contractor shall (1) cooperate with the Purchasing Entity as stipulated in the applicable TD to investigate and resolve the Data Breach, (2) promptly implement necessary remedial measures, if necessary, and (3) maintain & follow documented incident response policies consistent with NIST guidelines for computer security incident handling and will comply with data breach notifications terms of the Contractor's Cloud Services Agreement.

c. Unless otherwise stipulated, if a Purchasing Entity retained Contractor to encrypt Personal Data in accordance with an applicable TD, and a Data Breach is a direct result of Contractor's breach of its contractual obligation to encrypt Personal Data or otherwise prevent its release, the Contractor shall, subject to the conditions set forth in subsections (A) and (B) of this section, bear the costs (which shall be deemed direct damages) associated with (1) the investigation and resolution of the data breach; (2) notifications to individuals, regulators or others required by federal and state laws or as otherwise agreed to; (3) a credit monitoring service required by state (or federal) law or as otherwise agreed to; (4) a website or a toll-free number and call center for affected individuals required by federal and state laws — all not to exceed the average per record per person cost calculated for data breaches in the United States (currently \$217 per record/person) in the most recent Cost of Data Breach Study: Global Analysis published by the Ponemon Institute at the time of the data breach; and (5) completion of all corrective actions related to the delivery of the Service as reasonably determined by Contractor based on root cause analysis and findings, provided however that:

(A) CONTRACTOR'S ENTIRE OBLIGATION FOR ALL DAMAGES AND EXPENSES RELATED TO A DATA BREACH SHALL BE SUBJECT TO THE LIMITATION SET FORTH IN SECTION 44.f. OF THE MASTER AGREEMENT TERMS AND CONDITIONS, WHICH SHALL BE MODIFIED AS FOLLOWS SOLELY IN THE EVENT OF A DATA BREACH: (i) IN CONNECTION WITH ORDERS RECEIVED IN AGGREGATE VALUE BETWEEN ONE MILLION DOLLARS (U.S. \$1,000,000) AND FIVE MILLION DOLLARS (U.S. \$5,000,000), SUBSECTION 44.f.A.(ii) SHALL BE MODIFIED TO READ "TWO MILLION, FIVE HUNDRED THOUSAND DOLLARS (U.S. \$2,500,000)"; AND (ii) IN CONNECTION WITH ORDERS RECEIVED IN AGGREGATE VALUE THAT EXCEEDS FIVE MILLION DOLLARS (U.S. \$5,000,000), SUBSECTION 44.f.A.(ii) SHALL BE MODIFIED TO READ "THREE MILLION DOLLARS (U.S. \$3,000,000)"; and

(B) this Section 5.c sets forth Contractor's entire obligation and, when applicable, shall constitute Purchasing Entity's sole and exclusive remedy for all damages and expenses related to a Data Breach.

6. Notification of Legal Requests: The Contractor shall contact the Purchasing Entity upon receipt of any electronic discovery, litigation holds, discovery searches and expert testimonies related to the Purchasing Entity's Data under the Master Agreement, or which in any way might reasonably require access to the Purchasing Entity's Data. The Contractor shall not respond to subpoenas or service of process related to the Purchasing Entity without first notifying the Purchasing Entity, unless prohibited by law from providing such notice.

7. Termination and Suspension of Service:

a. In the event of an early termination of the Master Agreement, Participating Addendum or applicable TD, Contractor shall allow for the Purchasing Entity to retrieve its digital content and provide for the subsequent secure disposal of the Purchasing Entity's digital content as stipulated in the applicable TD.

b. During any period of service suspension, the Contractor shall not take any action to intentionally erase or otherwise dispose of any of the Purchasing Entity's Data except for material breach including non-payment, security breach or violation of law by Purchasing Entity.

c. In the event of early termination of any Services or agreement in entirety except for material breach including, as applicable, non-payment, security breach or violation of law, the Contractor shall not take any action to intentionally erase any Purchasing Entity's Data for a period to be outlined in the applicable TD. After such day period outline in the applicable TD, the Contractor shall have no obligation to maintain or provide any Purchasing Entity Data and shall thereafter, delete all Purchasing Entity data in its systems or otherwise in its possession or under its control. Any charges or fees assessed by Contractor for access and retrieval of Purchasing Entity Data, if any, shall be at Contractor's standard charges and fees for such access and retrieval.

d. The Purchasing Entity shall be entitled to any post termination assistance generally made available with respect to the services, unless a unique data retrieval arrangement has been established as part of an applicable TD.

e. Upon termination of the Services or the Agreement in its entirety, Contractor shall securely dispose of all Purchasing Entity's Data in all of its forms, such as disk, CD/ DVD, backup tape and paper, if stipulated in an applicable TD by the Purchasing Entity. Such Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods.

8. Background Checks:

a. Contractor follows a mandated set of employment verification requirements for all new hires, including regular, fixed term, supplementals, part time, interns, early professional and

professional hires. These standards apply to Contractor's wholly owned subsidiaries and joint ventures. The requirements currently include, but may not be limited to, criminal background checks, proof of identity validation, and additional checks if the candidate previously worked for a government entity. Each country is responsible for implementing the above requirements in their hiring process as applicable and permissible pursuant to each country's local laws.

When requested under an applicable TD, the Contractor shall conduct a background investigation in accordance with Contractor's internal process. This investigation may be at the Purchasing Entity's expense. Contractor will conduct the background and/or verification checks in accordance with Contractor's policies and applicable law and background report may include a check of a national criminal database as well as the OFAC Listing.

b. The Contractor and the Purchasing Entity recognize that security responsibilities are shared. The Contractor is responsible for providing a secure infrastructure as provided in an applicable TD. The Purchasing Entity is responsible for its secure guest operating system, firewalls and other logs captured within the guest operating system. Specific shared responsibilities are identified within the applicable TD.

c. If any of the stated personnel providing services under an applicable TD is not acceptable to the Purchasing Entity as a result of the background investigation, the Purchasing Entity, shall have the option to either (1) request replacement of the person, or (2) terminate the Participating Addendum and any related service agreement in accordance with the Termination Section of the Master Agreement.

9. Access to Security Logs and Reports:

a. The Contractor shall provide reports specified in an applicable TD to the Purchasing Entity. Depending upon offering being purchased, reports may include latency statistics, user access, user access IP address, user access history and security logs for all Purchasing Entity files related to the Master Agreement, Participating Addendum, or applicable TD.

b. The Contractor and the Purchasing Entity recognize that security responsibilities are shared. The Contractor is responsible for providing a secure infrastructure as provided in an applicable TD. The Purchasing Entity is responsible for its secure guest operating system, firewalls and other logs captured within the guest operating system. Specific shared responsibilities are identified within the applicable TD.

10. Contract Audit: The Contractor shall allow the Purchasing Entity to audit financial data and records for conformance with Section 26 of the Master Agreement, Records and Audit Administration.

11. Data Center Audit: The Contractor shall perform an independent audit of its data centers at least annually at its expense, and upon request to a Purchasing Entity with a written non-disclosure agreement. A redacted Service Organization Control (SOC) 2 audit report or equivalent third-party audit will be provided. Data Center audit reports are Confidential Information of Contractor and shall be treated as

such at all times. Access to such reports under an Open Records or Freedom of Information Act provision shall be addressed as needed in the Participating Addendum under which a Purchasing Entity procures a Cloud Service. Physical access to data centers is prohibited except as required by law.

12. Change Control and Advance Notice: The Contractor shall give reasonable notice as defined in an applicable TD to the Purchasing Entity of any upgrades (e.g., major upgrades, minor upgrades, system changes) that Contractor expects may impact service availability and performance. A major upgrade is a replacement of hardware, software or firmware with a newer or better version in order to bring the system up to date or to improve its characteristics. It may include a new version number.

Contractor will make updates and upgrades available to Purchasing Entity at no additional costs when Contractor makes such updates and upgrades generally available to its users at no cost. Additional costs may be required for specific customer requests, and these updates and upgrades will be based on list price less applicable contract discounts.

13. Security: Based upon selection of IaaS Service and as requested by a Purchasing Entity, the Contractor shall disclose its non-proprietary system security plans (SSP) or security processes and technical limitations to the Purchasing Entity such that adequate protection and flexibility can be attained between the Purchasing Entity and the Contractor. For example: virus checking and port sniffing — the Purchasing Entity and the Contractor shall understand each other's roles and responsibilities as described in an applicable TD.

14. Non-disclosure and Separation of Duties: The Contractor shall enforce separation of job duties, require commercially reasonable non-disclosure agreements in accordance with Master Agreement paragraph 8 Confidentiality, Non-Disclosure, and Injunctive Relief, and limit staff knowledge of Purchasing Entity data to that which is necessary to perform job duties.

15. Import and Export of Data: The Purchasing Entity shall have the ability to import or export data in piecemeal or in entirety at its discretion without interference from the Contractor at any time during the term of Contractor's contract with the Purchasing Entity. This includes the ability for the Purchasing Entity to import or export data to/from other Contractors subject to compliance with Master Agreement Section 17 Laws. Contractor shall specify in an applicable TD if Purchasing Entity is required to provide its' own tools for this purpose, including the optional purchase of Contractors tools if Contractors applications are not able to provide this functionality directly.

16. Responsibilities and Uptime Guarantee: The Contractor shall be responsible for the acquisition and operation of all hardware, software and network support related to the services being provided. The technical and professional activities required for establishing, managing and maintaining the environments are the shared responsibilities of the parties described in an applicable TD. The system shall be available as described in the applicable TD (with agreed-upon maintenance downtime) and provide service to customers as defined in the applicable TD.

17. Subcontractor Disclosure: Contractor shall identify corporate entities related to services provided under this Master Agreement, who shall be involved in any application development and/or operations. For purposes of clarity, Contractor is not required to identify its employees who are providing Services.

18. Business Continuity and Disaster Recovery: If requested as part of the Services, the Contractor shall provide a business continuity and disaster recovery (BC/DR) plan upon request, based on the Purchasing Entity's recovery time objective (RTO) of XXX hours/days (XXX hour/days shall be provided to Contractor by the Purchasing Entity.) As part of the BC/DR services, Contractor will work with the Purchasing Entity to perform an annual Disaster Recovery test and take action to correct any issues detected during the test in a time frame mutually agreed between the Contractor and the Purchasing Entity.

19. Subscription Terms: If set forth in an applicable TD, Contractor grants to a Purchasing Entity the ability to: (i) access and use the Service for its business purposes; (ii) for IaaS, use underlying software as embodied or used in the Service; and (iii) view, copy, upload and download (where applicable), and use Contractor's documentation. Except as set forth in the Master Agreement, no Contractor terms, including standard click through license or website terms or use of privacy policy, shall apply to Purchasing Entities unless such terms are included in this Master Agreement or in an applicable TD.

Attachment B – Scope of Services Awarded to Contractor

1.1 Awarded Service Model(s).

Contractor is awarded the following Service Model:

- Infrastructure as a Service (IaaS)

1.2 Risk Categorization.*

Contractor's offered solutions offer the ability to store and secure data under the following risk categories:

Service Model	Low Risk Data	Moderate Risk Data	High Risk Data	Deployment Models Offered
IaaS	x	x	x	Public, Private, **Hybrid, ***Community

*Contractor may add additional OEM solutions during the life of the contract.

** In the Hybrid Deployment Model, some of the systems, applications, and database may reside on customer premises outside of KYNDRYL Cloud infrastructure. Therefore, those components must support the Data Risk classifications, as specified in the Table above for the end-to-end cloud solution to comply with the requirement in this document.

*** While the Community Cloud is not a standard Deployment Model, as per KYNDRYL Cloud terminology, it is supported on KYNDRYL Cloud platform.

2.1 Deployment Models.

Contractor may provide cloud based services through the following deployment methods:

- **Private cloud.** The cloud infrastructure is provisioned for exclusive use by a single organization comprising multiple consumers (e.g., business units). It may be owned, managed, and operated by the organization, a third party, or some combination of them, and it may exist on or off premises.
- **Community cloud.** The cloud infrastructure is provisioned for exclusive use by a specific community of consumers from organizations that have shared concerns (e.g., mission, security requirements, policy, and compliance considerations). It may be owned, managed, and operated by one or more of the organizations in the community, a third party, or some combination of them, and it may exist on or off premises.
- **Public cloud.** The cloud infrastructure is provisioned for open use by the general public. It may be owned, managed, and operated by a business, academic, or government organization, or some combination of them. It exists on the premises of the cloud provider.

- **Hybrid cloud.** The cloud infrastructure is a composition of two or more distinct cloud infrastructures (private, community, or public) that remain unique entities, but are bound together by standardized or proprietary technology that enables data and application portability (e.g., cloud bursting for load balancing between clouds)

Attachment C - Pricing Discounts and Schedule

Contractor: Kyndryl, Inc.

1. % discounts are based on minimum discounts off Contractor's commercially published pricelists versus fixed pricing. Nonetheless, Orders will be fixed-price or fixed-rate and not cost reimbursable contracts. Contractor has the ability to update and refresh its respective price catalog, as long as the agreed-upon discounts are fixed.
2. Minimum guaranteed contract discounts do not preclude an Offeror and/or its authorized resellers from providing deeper or additional, incremental discounts at their sole discretion.
3. Purchasing entities shall benefit from any promotional pricing offered by Contractor to similar customers. Promotional pricing shall not be cause for a permanent price change.
4. Contractor's price catalog include the price structures of the cloud service models, value added services (i.e., Maintenance Services, Professional Services, Etc.), and deployment models that it intends to provide including the types of data it is able to hold under each model. Pricing shall all-inclusive of infrastructure and software costs and management of infrastructure,
5. Contractor provides tiered pricing to accompany its named user licensing model, therefore, as user count reaches tier thresholds, unit price decreases.

Cloud Service Model: Infrastructure as a Service (IaaS)		Minimum Discount % Off
Description	IaaS Minimum Discount % *	3.00%
	(applies to all OEM's offered within this IaaS model)	
	Average IaaS OEM Discount Off	3.00%

Title(s)	Outyear rates are escalated using a 2% escalation factor		
	Minimum Education / Certification Level	Minimum Years of Experience	Jan 1, 2021 - Dec 31, 2021
Architect I	Bachelors	1	\$ 162.66
Architect II	Bachelors	3	\$ 195.73
Architect III	Bachelors	5	\$ 228.80
Architect IV	Bachelors	7	\$ 276.52
Architect V	Bachelors	12	\$ 344.36
Consultant I	Bachelors	1	\$ 223.27
Consultant II	Bachelors	3	\$ 251.82
Consultant III	Bachelors	5	\$ 275.68
Consultant IV	Bachelors	7	\$ 312.79
Consultant V	Bachelors	12	\$ 357.08
Database Administrator I	Bachelors	1	\$ 130.13
Database Administrator II	Bachelors	3	\$ 146.39
Database Administrator III	Bachelors	5	\$ 162.66
Database Administrator IV	Bachelors	7	\$ 233.35
Database Administrator V	Bachelors	12	\$ 303.24
Project Coordinator I	Bachelors	1	\$ 103.02
Project Coordinator II	Bachelors	3	\$ 113.07
Project Coordinator III	Bachelors	5	\$ 124.70
Project Coordinator IV	Bachelors	7	\$ 146.39
Project Manager I	Bachelors	1	\$ 125.97
Project Manager II	Bachelors	3	\$ 128.49
Project Manager III	Bachelors	5	\$ 190.16
Project Manager IV	Bachelors	7	\$ 243.98
Project Manager V	Bachelors	12	\$ 344.35
Systems Administrator - Client, Enterprise and Data Center Technologies I	Bachelors	1	\$ 131.19
Systems Administrator - Client, Enterprise and Data Center Technologies II	Bachelors	3	\$ 145.84
Systems Administrator - Client, Enterprise and Data Center Technologies III	Bachelors	5	\$ 160.49
Systems Administrator - Client, Enterprise and Data Center Technologies IV	Bachelors	7	\$ 183.28
Systems Administrator - Client, Enterprise and Data Center Technologies V	Bachelors	12	\$ 219.89
Technical Systems and Solutions Specialist I	Bachelors	1	\$ 136.13
Technical Systems and Solutions Specialist II	Bachelors	3	\$ 179.48
Technical Systems and Solutions Specialist III	Bachelors	5	\$ 228.80
Technical Systems and Solutions Specialist IV	Bachelors	7	\$ 252.88
Technical Systems and Solutions Specialist V	Bachelors	12	\$ 282.70
IT Analyst - Solutions I	Bachelors	1	\$ 119.29
IT Analyst - Solutions II	Bachelors	3	\$ 132.84
IT Analyst - Solutions III	Bachelors	5	\$ 146.39
IT Analyst - Solutions IV	Bachelors	7	\$ 162.66
IT Analyst - Solutions V	Bachelors	12	\$ 196.55
Security Analyst - Junior	Bachelors	1	\$ 96.02
Security Analyst - Intermediate	Bachelors	5	\$ 134.66
Security Analyst - Senior	Bachelors	7	\$ 175.98
Computer Network Defense (CND) Analyst - Junior	Bachelors	1	\$ 108.19
Computer Network Defense (CND) Analyst - Intermediate	Bachelors	5	\$ 146.84
Computer Network Defense (CND) Analyst - Senior	Bachelors	7	\$ 188.16
Security Architect - Junior	Bachelors	1	\$ 151.69
Security Architect - Intermediate	Bachelors	5	\$ 190.33
Security Architect - Senior	Bachelors	7	\$ 231.66
Information Assurance Analyst - Junior	Bachelors	1	\$ 129.29
Information Assurance Analyst - Intermediate	Bachelors	5	\$ 167.93
Information Assurance Analyst - Senior	Bachelors	7	\$ 203.52
Penetration Tester - Intermediate	Bachelors	3	\$ 159.46
Penetration Tester - Senior	Bachelors	6	\$ 178.67

Attachment C - Pricing Discounts and Schedule

Contractor: Kyndryl, Inc.

Cybersecurity Engineer - Junior	Bachelors	1	\$	100.65
Cybersecurity Engineer - Intermediate	Bachelors	5	\$	139.29
Cybersecurity Engineer - Senior	Bachelors	7	\$	180.61
Cybersecurity Technical Writer - Junior	Bachelors	1	\$	91.38
Cybersecurity Technical Writer -Intermediate	Bachelors	5	\$	130.03
Cybersecurity Assessment and Authorization (A&A) Analyst - Junior	Bachelors	1	\$	118.59
Cybersecurity Assessment and Authorization (A&A) Analyst - Intermediate	Bachelors	5	\$	157.23
Cybersecurity Assessment and Authorization (A&A) Analyst - Senior	Bachelors	7	\$	198.55
Vulnerability Management Analyst - Junior	Bachelors	1	\$	157.58
Vulnerability Management Analyst - Intermediate	Bachelors	5	\$	191.23
Vulnerability Management Analyst - Senior	Bachelors	7	\$	237.55
Cloud Computing Security Specialist (CCSS)-Subject Matter Expert (SME) - Staff	Bachelors	3	\$	185.47
Cloud Computing Security Specialist (CCSS)-Subject Matter Expert (SME) - Intermediate	Bachelors	5	\$	230.95
Cloud Computing Security Specialist (CCSS)-Subject Matter Expert (SME) - Senior	Bachelors	7	\$	295.92
Operational Technology Security Engineer - Junior	Bachelors	1	\$	143.40
Operational Technology Security Engineer - Intermediate	Bachelors	5	\$	182.04
Operational Technology Security Engineer - Senior	Bachelors	7	\$	229.36
Health IT Architect-S&M Level I	Bachelors	1	\$	162.66
Health IT Architect-S&M Level II	Bachelors	3	\$	195.73
Health IT Architect-S&M Level III	Bachelors	5	\$	228.80
Health IT Architect-S&M Level IV	Bachelors	7	\$	276.52
Health IT Architect-S&M Level V	Bachelors	12	\$	344.36
Health IT Consultant-S&M Level I	Bachelors	1	\$	273.17
Health IT Consultant-S&M Level II	Bachelors	3	\$	251.82
Health IT Consultant-S&M Level III	Bachelors	5	\$	275.68
Health IT Consultant-S&M Level IV	Bachelors	7	\$	312.79
Health IT Consultant-S&M Level V	Bachelors	12	\$	357.08
Health IT Database Administrator-S&M Level I	Bachelors	1	\$	130.13
Health IT Database Administrator-S&M Level II	Bachelors	3	\$	146.39
Health IT Database Administrator-S&M Level III	Bachelors	5	\$	162.66
Health IT Database Administrator-S&M Level IV	Bachelors	7	\$	233.35
Health IT Database Administrator-S&M Level V	Bachelors	12	\$	303.24
Health IT Project Coordinator-S&M Level I	Bachelors	1	\$	103.02
Health IT Project Coordinator-S&M Level II	Bachelors	3	\$	113.07
Health IT Project Coordinator-S&M Level III	Bachelors	5	\$	124.70
Health IT Project Coordinator-S&M Level IV	Bachelors	7	\$	146.39
Health IT Project Manager-S&M Level I	Bachelors	1	\$	125.97
Health IT Project Manager-S&M Level II	Bachelors	3	\$	128.49
Health IT Project Manager-S&M Level III	Bachelors	5	\$	190.16
Health IT Project Manager-S&M Level IV	Bachelors	7	\$	243.98
Health IT Project Manager-S&M Level V	Bachelors	12	\$	344.35
Health IT System Administrator - Client, Enterprise and Data Center Technologies-S&M Level I	Bachelors	1	\$	131.19
Health IT System Administrator - Client, Enterprise and Data Center Technologies-S&M Level II	Bachelors	3	\$	145.84
Health IT System Administrator - Client, Enterprise and Data Center Technologies-S&M Level III	Bachelors	5	\$	160.49
Health IT System Administrator - Client, Enterprise and Data Center Technologies-S&M Level IV	Bachelors	7	\$	183.26
Health IT System Administrator - Client, Enterprise and Data Center Technologies-S&M Level V	Bachelors	12	\$	219.89
Health IT Technical Systems and Solutions Specialist-S&M Level I	Bachelors	1	\$	130.13
Health IT Technical Systems and Solutions Specialist-S&M Level II	Bachelors	3	\$	179.46
Health IT Technical Systems and Solutions Specialist-S&M Level III	Bachelors	5	\$	228.80
Health IT Technical Systems and Solutions Specialist-S&M Level IV	Bachelors	7	\$	252.88
Health IT Technical Systems and Solutions Specialist-S&M Level V	Bachelors	12	\$	282.70
Health IT Analyst - Solutions-S&M Level I	Bachelors	1	\$	119.29
Health IT Analyst - Solutions-S&M Level II	Bachelors	3	\$	132.84
Health IT Analyst - Solutions-S&M Level III	Bachelors	5	\$	146.39
Health IT Analyst - Solutions-S&M Level IV	Bachelors	7	\$	162.66
Health IT Analyst - Solutions-S&M Level V	Bachelors	12	\$	196.55
Cloud Architect V	Bachelors	12	\$	344.36
Cloud Architect IV	Bachelors	7	\$	276.52
Cloud Architect III	Bachelors	5	\$	228.80
Cloud Architect II	Bachelors	3	\$	195.73
Cloud Architect I	Bachelors	1	\$	162.66
Cloud Business Analyst V	Bachelors	12	\$	344.36
Cloud Business Analyst IV	Bachelors	7	\$	276.52
Cloud Business Analyst III	Bachelors	5	\$	228.80
Cloud Business Analyst II	Bachelors	3	\$	179.46
Cloud Business Analyst I	Bachelors	1	\$	130.13
Cloud Consultant V	Bachelors	12	\$	468.97
Cloud Consultant IV	Bachelors	7	\$	312.79
Cloud Consultant III	Bachelors	5	\$	275.68
Cloud Database Administrator IV	Bachelors	7	\$	233.35
Cloud Database Administrator III	Bachelors	5	\$	162.66
Cloud Database Administrator II	Bachelors	3	\$	146.39
Cloud Project Coordinator IV	Bachelors	7	\$	146.39
Cloud Project Coordinator III	Bachelors	5	\$	124.70
Cloud Project Coordinator II	Bachelors	3	\$	113.07
Cloud Project Coordinator I	Bachelors	1	\$	103.02
Cloud Project Manager V	Bachelors	12	\$	344.35

Attachment C - Pricing Discounts and Schedule

Contractor: Kyndryl, Inc.

Cloud Project Manager IV	Bachelors	7	\$	243.98
Cloud Project Manager III	Bachelors	5	\$	190.16
Cloud Project Manager II	Bachelors	3	\$	128.49
Cloud Project Manager I	Bachelors	1	\$	125.97
Cloud Systems Administrator V	Bachelors	12	\$	219.89
Cloud Systems Administrator IV	Bachelors	7	\$	183.36
Cloud Systems Administrator III	Bachelors	5	\$	160.49
Cloud Systems Administrator II	Bachelors	3	\$	145.84
Cloud Systems Administrator I	Bachelors	1	\$	131.19
Cloud Technical Systems and Solutions Specialist V	Bachelors	12	\$	282.70
Cloud Technical Systems and Solutions Specialist IV	Bachelors	7	\$	252.88
Cloud Technical Systems and Solutions Specialist III	Bachelors	5	\$	228.80
Cloud Technical Systems and Solutions Specialist II	Bachelors	3	\$	179.46
Cloud Analyst - Solutions V	Bachelors	12	\$	196.55
Cloud Analyst - Solutions IV	Bachelors	7	\$	162.66
Cloud Analyst - Solutions III	Bachelors	5	\$	146.39
Cloud Analyst - Solutions II	Bachelors	3	\$	132.84
Cloud Analyst - Solutions I	Bachelors	1	\$	119.29
Cloud Security Analyst - Senior	Bachelors	7	\$	175.98
Cloud Security Analyst - Intermediate	Bachelors	5	\$	134.66
Cloud Security Analyst - Junior	Bachelors	1	\$	96.02
Cloud Computer Network Defense (CND) Analyst - Senior	Bachelors	7	\$	188.18
Cloud Computer Network Defense (CND) Analyst - Intermediate	Bachelors	5	\$	146.84
Cloud Computer Network Defense (CND) Analyst - Junior	Bachelors	1	\$	108.19
Cloud Security Architect - Senior	Bachelors	7	\$	231.66
Cloud Security Architect - Intermediate	Bachelors	5	\$	190.33
Cloud Information Assurance Analyst - Senior	Bachelors	7	\$	203.52
Cloud Information Assurance Analyst - Intermediate	Bachelors	5	\$	167.93
Cloud Information Assurance Analyst - Junior	Bachelors	1	\$	129.29
Cloud Penetration Tester - Senior	Bachelors	4	\$	178.67
Cloud Penetration Tester - Intermediate	Bachelors	3	\$	159.46
Cloud Cybersecurity Engineer - Senior	Bachelors	7	\$	180.61
Cloud Cybersecurity Engineer - Intermediate	Bachelors	5	\$	139.29
Cloud Cybersecurity Engineer - Junior	Bachelors	1	\$	100.65
Cloud Cybersecurity Technical Writer - Intermediate	Bachelors	5	\$	130.03
Cloud Cybersecurity Technical Writer - Junior	Bachelors	1	\$	91.38
Cloud CyberSecurity Assessment and Authorization Analyst - Senior	Bachelors	7	\$	198.55
Cloud CyberSecurity Assessment and Authorization (A&A) Analyst - Intermediate	Bachelors	5	\$	157.23
Cloud Information Security Analyst (Data Protection) - Intermediate	Bachelors	5	\$	196.59
Cloud Vulnerability Management Analyst - Senior	Bachelors	7	\$	232.55
Cloud Vulnerability Management Analyst - Intermediate	Bachelors	5	\$	191.23
Cloud Vulnerability Management Analyst - Junior	Bachelors	1	\$	152.58
Cloud Computing Security Specialist (CCSS)-Subject Matter Expert (SME) - Senior	Bachelors	7	\$	295.92
Cloud Computing Security Specialist (CCSS)-Subject Matter Expert (SME) - Intermediate	Bachelors	5	\$	230.95
Cloud Operational Technology Security Engineer - Senior	Bachelors	7	\$	223.36
Cloud Operational Technology Security Engineer - Intermediate	Bachelors	5	\$	182.04
Cloud Operational Technology Security Engineer - Junior	Bachelors	1	\$	143.40
Director - General	N/A	N/A	\$	302.34
Consultant I - General	N/A	N/A	\$	108.42
Consultant II - General	N/A	N/A	\$	128.70
Consultant III - General	N/A	N/A	\$	147.76
Management Consultant - General	N/A	N/A	\$	155.69
Senior Management Consultant - General	N/A	N/A	\$	200.17
Manager - General	N/A	N/A	\$	219.37
Senior Manager - General	N/A	N/A	\$	263.50
Functional Specialist/SME I - General	N/A	N/A	\$	199.60
Functional Specialist/SME II - General	N/A	N/A	\$	254.32
Program Support - General	N/A	N/A	\$	194.42

Attachment E - Service Offering EULAs, SLAs

Kyndryl Master Agreement AR3710

Intentionally Left Blank