



**NEW YORK STATE DEPARTMENT OF CIVIL SERVICE  
EMPLOYEE BENEFITS DIVISION**

**AGREEMENT #C000631**

**BETWEEN**

**NEW YORK STATE  
DEPARTMENT OF CIVIL SERVICE**

**AND**

**ANCOR INFORMATION MANAGEMENT, LLC DBA HealthLOGIX**

THIS Agreement is entered into by and between New York State Department of Civil Service (“Department” or “The Department”), having its principal office at Empire State Plaza, Agency Building #1, Albany, NY, 12239 and Ancor Information Management, LLC, dba HealthLOGIX (“Contractor”), a company authorized to do business in the State of New York with a principal place of business located at 1911 Woodslee Drive, Troy, Michigan 48083, and collectively referred to as “the Parties.”

**WITNESSETH**

**WHEREAS**, Civil Service Law Article XI authorizes and directs the President of the State Civil Service Commission and New York State Department of Civil Service (“President”) to establish a health benefit plan for the benefit of State Employees, Retirees, and their Dependents, and for the benefit of Participating Employers’ Employees, Retirees, and their Dependents; and

**WHEREAS**, Civil Service Law Article XI authorizes and directs the President to purchase a contract or contracts to provide the benefits under the plan of health benefit; and

**WHEREAS**, the Department, oversees enrollment eligibility as well as the Services of a Contractor to produce and distribute employee benefit cards on behalf of the Department for Enrollees of The Empire Plan for New York State employees, Participating Employers (PE’s) and Participating Agencies (PA’s); and

**WHEREAS**, on October 1, 2014, the Department issued an Invitation for Bid (IFB) entitled, “The Empire Plan Employee Benefit Card” to secure the services of a qualified organization to provide card production and reporting services; and

**WHEREAS**, after thorough review and evaluation by the Department of proposals received in response to the IFB, the Contractor’s Proposal was selected as representing the Lowest Total Projected Cost to the State by a responsive and responsible bidder; and

**WHEREAS**, the Department, in reliance upon the expertise of the Contractor, desires to engage the Contractor to deliver the card production and reporting services, pursuant to the terms and conditions set forth in this Agreement;

THEREFORE, the Parties agree as follows:

**ARTICLE I: DEFINITION OF TERMS**

- 1.1.0 **Affiliate** means a person or organization which, through stock ownership or any other affiliation, directly, indirectly, or constructively controls another person or organization, is controlled by another person or organization, or is, along with another person or organization, under the control of a common parent.
- 1.2.0 **Agreement** means the contract that results from this IFB between the Department and the Contractor.
- 1.3.0 **Bid** means the submission by the Offeror in response to the IFB.
- 1.4.0 **Business Day(s)** means every Monday through Friday, except for days designated as Business Holidays by the State.
- 1.5.0 **Business Holiday(s)** means legal holidays observed by the State, including New Year's Day; Martin Luther King, Jr. Day; President's Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veteran's Day; Thanksgiving Day; Christmas Day.
- 1.6.0 **Calendar Year/Annual** means a period of 12 months beginning with January 1 and ending with December 31.
- 1.7.0 **Card Carrier** means a paper, cardstock or other acceptable medium designed to function as a holder (whether the cards are spot glued or perforated as a part of the holder), and able to carry printed content, for the benefit cards.
- 1.8.0 **Card/Employee Benefit Card** means an employee identification card that meets the specifications of this Agreement.
- 1.9.0 **Cardholder** means an individual covered by The Empire Plan for which an EBC has been requested to be produced or has been produced by the Contractor.

- 1.10.0 Contractor** means Ancor Information Management, LLC, the Contractor who executed a Contract with the Department to provide Program Services.
- 1.11.0 Day(s)** means calendar days unless otherwise noted.
- 1.12.0 DCS or Department** means the New York State Department of Civil Service.
- 1.13.0 Defective EBC(s) and/or Card Carrier(s)** means an EBC and/or Card Carrier that does not meet the Program specifications set forth in this Agreement, or, if after having been mailed, it is determined that the EBC was not properly matched with its associated Card Carrier. An EBC is defective if the Cardholder information contained in the EBC Data File is not properly displayed on the EBC. A Card Carrier is defective if the Cardholder information contained in the EBC Data File is not properly displayed on the Card Carrier.
- 1.14.0 Dependent** means the spouse, domestic partner, and children under twenty-six (26) years of age of an Enrollee.
- 1.15.0 EBC Data File** means the electronic file transmitted by the Department to the Contractor containing the information, as set forth in Exhibit II.B of the IFB, Exhibit B, necessary to produce and distribute EBCs.
- 1.16.0 EBC Program/ Program/ Program Services or Services** means the entire scope of services to be provided by the Contractor pursuant to the terms and conditions of this Agreement.
- 1.17.0 The Empire Plan** means the self-insured comprehensive health benefit program administered by the New York State Department of Civil Service.
- 1.18.0 Employee** means “Employee” as defined in 4 NYCRR Part 73, as amended, or as modified by collective bargaining agreement.
- 1.19.0 Employee Benefit Card(s) or EBC** means benefit cards that meet the specifications of this Agreement.

- 1.20.0 **Employee Benefits Division** means the functional unit within the Department of Civil Service which has responsibility for administering various employee benefit programs.
- 1.21.0 **Employer** means “Employer” as defined in 4 NYCRR Part 73, as amended.
- 1.22.0 **Enrollee** means a State, PE, or PA employee, former State, PE or PA employee, or other individual determined by the DCS to be eligible to enroll as the result of law, regulation, rules and/or collective bargaining, who is enrolled in the Empire Plan.
- 1.23.0 **Envelope** means a flat paper container with windows and a sealable flap, used to enclose the Card Carrier and Employee Benefit Card(s).
- 1.24.0 **ET** means prevailing Eastern Time.
- 1.25.0 **HIPAA** means Health Insurance Portability and Accountability Act of 1996, as amended
- 1.26.0 **Implementation Period** means the 60-day period of time subsequent to the Office of the State Comptroller’s approval of this Agreement.
- 1.27.0 **IFB or Procurement** means the Invitation For Bid entitled “The Empire Plan Employee Benefit Card #EBC 2014-1”, dated October 1, 2014.
- 1.28.0 **Key Subcontractor(s)** means those vendor(s) with whom the Contractor subcontracts to provide Program Services and incorporated as a part of the Contractor’s Program Team.
- 1.29.0 **NYS** means New York State.
- 1.30.0 **NYSHIP** means the New York State Health Insurance Program.
- 1.31.0 **OSC** means the New York State Office of the State Comptroller.
- 1.32.0 **Participating Agency (PA)** means any unit of local government such as school districts, special districts and district or municipal corporations which elects, with the approval of

the President of the Civil Service Commission, to participate in the New York State Health Insurance Program.

- 1.33.0 Participating Employer (PE)** means a public authority, public benefit corporation, or other public agency, subdivision, or quasi-public organization of the State which elects, with the approval of the President of the Civil Service Commission, to participate in the New York State Health Insurance Program.
- 1.34.0 President** means the President of the Civil Service Commission who is also the Commissioner of the Department of Civil Service.
- 1.35.0 Production Cycle** means the time period that elapses from when the Department, or its agent, makes the EBC Data File available to the Contractor until the Contractor presents the associated EBCs to the U.S. Postal Service for delivery to the Cardholder, excluding any time period during which EBCs are stored by the Contractor prior to mailing, at the direction of the Department.
- 1.36.0 Proposal** means the Contractor's Administrative Proposal, Technical Proposal and Cost Proposal, including all responses to supplemental requests for clarification, information, or documentation, submitted during the course of the Procurement.
- 1.37.0 Regulations of the President of the New York State Civil Service Commission** means those regulations promulgated by the President of the Civil Service Commission under the authority of Civil Service Law, Article XI, as amended, and including, but not limited to those regulations to be promulgated as 4 New York Code of Rules and Regulations (NYCRR) Part 73.
- 1.38.0 Retiree** means any person defined as a Retiree pursuant to the terms of 4 NYCRR Part 73, as amended.
- 1.39.0 Specifications** means the detailed description of Employee Benefit Card Program requirements including Card, Card Carrier and Envelope stock, Card Processing and Design.

**1.40.0** State means New York State as a whole.

## **ARTICLE II: AGREEMENT DURATION AND AMENDMENTS**

**2.1.0** This Agreement shall be subject to and effective upon the approval of the New York State Attorney General's Office ("AG") and the New York State Office of the State Comptroller ("OSC"). The term of this Agreement shall include a 60-Day implementation period followed by five (5) years of Program Services, including but not limited to the production and distribution of Employee Benefit Cards and associated management reports. It is the Department's intent that this 60-Day implementation period shall begin following OSC approval of this Agreement, with all other contractual responsibilities to begin on the first day following the 60-Day implementation period and subject to the termination provisions contained herein.

**2.2.0** This Agreement is subject to amendment(s) only upon mutual consent of the Parties, reduced to writing and approved by the AG and the OSC.

## **ARTICLE III: INTEGRATION**

**3.1.0** This Agreement, including all Exhibits, copies of which are attached hereto and incorporated by reference, constitutes the entire Agreement between the Parties. All prior Agreements, representations, statements, negotiations, and undertakings are superseded hereby.

**3.2.0** All statements made by the Department shall be deemed to be representations and not warranties.

## **ARTICLE IV: DOCUMENT INCORPORATION AND ORDER OF PRECEDENCE**

**4.1.0** This Agreement consists of:

**4.1.1** The body of this Agreement (that portion preceding the signatures of the Parties in execution), and any amendments thereto;

- 4.1.2** Appendix A – Standard Clauses for All New York State Contracts;
- 4.1.3** Appendix B – Standard Clauses for All Department Contracts;
- 4.1.4** Appendix C – Third Party Connection and Data Sharing Agreement;
- 4.1.5** Appendix D – Participation by Minority Group Members and Women With Respect to State Contracts: Requirements and Procedures, Appendix D-1: Minority and Women-Owned Business Enterprises – Equal Employment Opportunity Policy Statement, and Appendix D-2: MWBE Utilization Reporting Responsibilities under Article 15-A;
- 4.1.6** The following Exhibits attached and incorporated by reference to the body of this Agreement:
- 4.1.6a** Exhibit A: which includes: the MacBride Act Statement, and the Non-Collusive Bidding Certification;
- 4.1.6b** Exhibit B: Invitation for Bid entitled “The Empire Plan Employee Benefit Card,” dated October 1, 2014, and Exhibit B-1: the official Department response to questions raised concerning the IFB, dated October 28, 2014;
- 4.1.6c** Exhibit C: the Contractor’s Proposal, and Exhibit C-1: written responses to clarifying questions regarding Contractor’s Proposal, dated December 5, 2014 and December 16, 2014;
- 4.1.6d:** Exhibit D: Employee Benefit Card Specifications; and
- 4.1.6e** Exhibit E: Employee Benefit Card Fee Schedule.
- 4.1.7** In the event of any inconsistency in, or conflict among, the document elements of this Agreement identified above, such inconsistency or conflict shall be resolved by giving precedence to the document elements in the following order:



- 4.17a** First, Appendix A – Standard Clauses for All New York State Contracts;
- 4.1.7b** Second, Appendix B – Standard Clauses for All Department of Civil Service Contracts;
- 4.1.7c** Third, Appendix C – Third Party Connection and Data Sharing Agreement;
- 4.1.7d** Fourth, Appendix D – Participation by Minority Group Members and Women With Respect to State Contracts: Requirements and Procedures, Appendix D-1 - Minority and Women-Owned Business Enterprises – Equal Employment Opportunity Policy Statement; and Appendix D-2: MWBE Utilization Reporting Responsibilities under Article 15-A;
- 4.1.7e** Fifth, any Amendments to the body of this Agreement;
- 4.1.6f** Sixth, the body of this Agreement;
- 4.1.6g** Seventh, Exhibit A: MacBride Act Statement and Non-Collusive Bidding Certification;
- 4.1.6h** Eighth, Exhibit B: the Invitation for Bids entitled “The Empire Plan Employee Benefit Card,” dated October 1, 2014, and Exhibit B-1: the official Department response to questions raised concerning the IFB, dated October 28, 2014;
- 4.1.7i** Ninth, Exhibit C: the Contractor’s Proposal, and Exhibit C-1: written responses to clarifying questions regarding Contractor’s Proposal, dated December 5, 2014 and December 16, 2014;
- 4.1.7j** Tenth, Exhibit D: Employee Benefit Card Specifications; and
- 4.1.7k** Eleventh, Exhibit E: Employee Benefit Card Fee Schedule;.

4.2.0 The terms, provisions, representations and warranties contained in this Agreement shall survive performance hereunder.

#### **ARTICLE V: LEGAL AUTHORITY TO PERFORM**

5.1.0 The Contractor shall maintain appropriate corporate and/or legal authority, which shall include but is not limited to the maintenance of an administrative organization capable of delivering the Program Services in accordance with this Agreement and the authority to do business in the State of New York or any other governmental jurisdiction in which the Program Services are to be delivered.

5.2.0 Contractor agrees that it shall perform its obligations under this Agreement in accordance with all applicable federal and NYS laws, rules and regulations, policies and/or guidelines now or hereafter in effect, including but not limited to the requirements set forth in Chapter 56 of the Laws of 2010.

5.3.0 The Contractor shall provide the Department with immediate notice in writing of the initiation of any legal action or suit which relates in any way to this Agreement, or which may affect the performance of Contractor's duties under this Agreement.

#### **ARTICLE VI: PROGRAM SERVICES**

6.1.0 During the term of this Agreement, the Contractor will be responsible for the performance of those services/tasks as described herein this Article VI: Program Services, of this Agreement and any and all other Program Services as referenced in this Agreement.

6.1.1 **The Empire Plan Identification Card Development/Implementation:** The Contractor agrees to be prepared to assume responsibility for the production and distribution of weekly EBCs, Card Detail reports and Summary reports after a 60-Day Implementation Period subsequent to approval of this Agreement by OSC.

**6.1.2 Administration:** The Contractor must maintain an organization sufficient to administer, manage and oversee all aspects of this Agreement during implementation and operation. Specifically, the Contractor must:

**6.1.2a** Establish and/or dedicate a team of employees to the Program and adjust staffing patterns at appropriate levels to provide required Program Services;

**6.1.2b** Maintain an administrative structure to oversee the billing, payment and processing of invoices to the Department for work performed under this Agreement;

**6.1.2c** Respond to questions and requests by the Department in a timely manner (within 1 to 2 Business Days);

**6.1.2d** Promptly notify the Department in writing (within 5 Business Days) of any changes in the personnel set forth in Article XVI: Notices;

**6.1.2e** Notify the Department in writing of changes in key personnel, Key Subcontractor(s) or production facility locations specifically identified in Exhibit C of this Agreement, the Contractor's Proposal. Substituted personnel, Key Subcontractor(s) or production locations must have comparable or better qualifications or facilities, as determined by the Department in its sole discretion, to those outlined in the Exhibit; and

**6.1.2f** Correct any and all errors in any reports, materials, documents and/or services provided or prepared by the Contractor pursuant to this Agreement due solely to an error by the Contractor. The Contractor will correct such errors at its own expense provided the Department notifies the Contractor of such errors and furnishes to the Contractor data and information the Department may be required to provide in order for the Contractor to make such corrections after delivery of any such report, material, document or service.

- 6.2.0 Materials, Processing and Prototype Specifications:** The Contractor shall comply with the following Materials Processing and Prototype Specifications:
- 6.2.1** The materials used in the production of EBCs, Card Carriers and Envelopes shall meet the materials specifications set forth in Exhibit D of this Agreement;
- 6.2.2** The Contractor may utilize any combination of offset, digital or flexographic methods for producing a durable EBC that meets the specifications set forth in Exhibit D of this Agreement;
- 6.2.3** The layout of the EBC, Card Carrier and Envelope shall meet the Prototype and Information Specifications set forth in Exhibit D of this Agreement;
- 6.2.4** A prototype of the Contractor's final EBC, Card Carrier and Envelope shall be submitted to the Department for approval during the Implementation Period. The Department shall, in its sole discretion, determine if the Contractor's EBC, Card Carrier, and Envelope meet the specifications set forth in Exhibit D of this Agreement;
- 6.2.5** The Contractor shall customize, modify and produce new or modified EBC layouts and Card Carrier contents within a 60-Day notice at the written direction and final approval of the Department;
- 6.2.6** The Contractor's production process shall display the Enrollee's name and up to five (5) Dependents' names on the EBC and attach up to four (4) EBCs with the same Enrollee identification number onto a single Card Carrier addressed to the Enrollee or Dependent, as applicable, and insert it into a single Envelope that meets the specifications set forth in Exhibit D of this Agreement. The Contractor must be capable of producing and distributing EBCs in all possible production scenarios as set forth in Exhibit II.G of this Agreement;
- 6.2.7** The Contractor shall pre-sort and mail the Envelopes containing the EBC(s) and Cards Carriers through the U.S. Postal Service (USPS), first class to all Enrollees and Dependents who reside in the United States and Canada in a manner that

ensures compliance with HIPPA requirements and USPS technology, and results in maximum postal discounts;

**6.2.8** The Contractor shall ensure that:

**6.28a** No Defective EBCs, Card Carriers or Envelopes are mailed;

**6.28b** All EBCs are mailed to the correct Cardholder(s), and

**6.28c** The Department is not invoiced for any Defective EBCs, Card Carriers or Envelopes or any associated postage charges;

**6.2.9** The Contractor shall ensure that all Program materials including blank EBCs, Card Carriers and/or Envelopes that contain the NYSHIP or NYS or logo pre-printed Program information are securely maintained and properly accounted for; and

**6.2.10** In the event of unforeseen emergency circumstances which affect the Contractor's ability to adhere to its Production Cycle, the Contractor shall immediately notify the Department and provide the following:

**6.2.10a** The circumstance(s) precluding production/delivery;

**6.2.10b** A statement of whether or not subsequent production/deliveries will be affected and when the situation will be corrected; and

**6.2.10c** The confirmation that the Contractor shall remain responsible for producing the associated EBCs and reports prior to the following week's Production Cycle.

**6.3.0** Weekly card production and distribution for new, duplicate and replacement EBCs:

- 6.3.1 The Contractor shall produce and distribute EBCs reflecting the data contained in the Department's weekly EBC Data File that comply with EBC specifications, the Production Cycle and the performance standards set forth in this Agreement.
- 6.3.2 The Contractor shall produce one (1) EBC for Enrollees with individual coverage and two (2) EBCs for Enrollees with family coverage who have five (5) or fewer Dependents. The Contractor shall produce two (2) additional EBCs for Enrollees having six (6) or more Dependents. Each EBC shall list the Enrollee and up to five (5) covered Dependents.
- 6.3.3 The Department anticipates placing weekly card production orders, but may request EBCs on a more frequent basis over the term of this Agreement. During each weekly Production Cycle, the Contractor shall complete all Program Services associated with the production and distribution of EBCs.
- 6.3.4 The Department will transmit to the Contractor a weekly computerized EBC Data File via secure transfer containing detailed benefit card data elements shown in Exhibit II.B of this Agreement.
- 6.3.5 Although EBC production/distribution must be in accordance with the Production Cycle, there may be unforeseen events outside the Contractor's control which affect the Contractor's ability to adhere to its Production Cycle (e.g. the untimely distribution of the EBC Data File by the Department, or the receipt of an EBC Data File that contains inaccurate or incomplete data). Likewise, there may be unforeseen events which are under the Contractor's control which affect the Contractor's ability to adhere to its Production Cycle (e.g., Contractor's equipment malfunction). The Contractor will remain responsible for producing the associated EBCs and reports prior to the following week's Production Cycle, when there are unforeseen events which the Department has determined in its sole discretion, are under the Contractor's control.

6.4.0 **Management Reports:** The Contractor shall create and electronically distribute to the Department in a HIPAA-compliant manner, accurate weekly Card Detail and Card Summary Reports, within 2 Business Days of the completion of each Production Cycle.

The Department reserves the right to request reports be sent in paper or an electronic format that is searchable, or both.

**6.5.0 Re-issuance of EBCs:** Should the Department require a complete or partial re-issuance of EBCs during the term of this Agreement, the Contractor shall agree to produce and distribute the EBCs and management reports. Routine weekly card Production Cycles will continue during the Production Cycle(s) for a complete or partial re-issuance. The Department does not anticipate that a complete re-issuance of EBCs to all Enrollees will occur during the term of this Agreement.

**6.6.0 Billing Requirements:** The Contractor shall bill the Department and will be paid for the production and distribution of EBCs and associated Card Carriers and Envelopes in accordance with the requirements set forth in this Agreement, and according to the Program Services fees quoted in Exhibit E of this Agreement. In addition to the quoted Program Services fees, the Contractor shall bill the Department and be reimbursed for actual United States Postal Service (USPS) costs incurred in accordance with Section 6.6.2 of this Agreement.

**6.6.1** The Contractor shall bill the Department and be paid for the production of:

**6.6.1a** EBCs, Card Carriers and Envelopes that meet the Program specifications set forth in this Agreement; and

**6.6.1b** only those Defective EBCs, and Card Carriers produced by the Contractor that the Department directly caused to be defective. An EBC, Card Carrier and/or Envelope is defective if it does not meet the Program specifications set forth in the Exhibit II.E of this Agreement, or, if after having been mailed, it is determined by the Department that the EBC(s) was not properly matched with its associated Card Carrier. An EBC and/or Card Carrier is also defective if the Cardholder information contained in the EBC Data File provided by the Department is not properly displayed on the EBC and/or Card Carrier.

- 6.6.2** The Contractor shall bill the Department and be reimbursed for the actual USPS charges, using the best U.S. Postal discounts available to the Program for mailing:
- 6.6.2a** EBCs and/or Card Carriers and Envelopes that meet the Program specifications set forth in this Agreement; and
  - 6.6.2b** Defective EBCs where the Department directly caused the EBCs and/or Card Carriers to be defective. The Contractor shall not bill or be reimbursed by the Department for any USPS charges the Contractor incurs to mail Defective EBCs that were not directly caused to be defective by the Department. The Contractor shall not bill and will not be reimbursed for any excess USPS charges incurred as a result of the Contractor's failure to qualify for the best USPS discounts available.
- 6.6.3** The Contractor will not be reimbursed for any postage charges associated with normal day-to-day functions undertaken by the Contractor to complete Program Services. Such postage charges are considered overhead expenses and, as such, included as a component of the Contractor's per EBC, Card Carrier and Envelope fees.
- 6.6.4** The Contractor shall invoice the Department, monthly in arrears, for all Program Services rendered during the preceding month, together with full supporting detail(s) to the Department's reasonable satisfaction and in a format required by the Department. Such invoices shall include, at a minimum, the quantity, unit price, and total amount due for EBCs, Card Carriers and Envelopes, as well as USPS charges. Accurate invoices shall be submitted to the Department for review, approval and payment by the 15<sup>th</sup> of every month. Upon review of the submitted invoices and verification of the charges, the Department will make best efforts to process all approved invoices within 30 Days of their receipt; however, failure to make payment within said timeframe shall not be considered a breach of contract. Timeliness of payment and any interest to be paid to the Contractor for late payment shall be governed by Article XI-A of the State Finance Law.



6.6.5 The State of New York is not liable for any cost incurred by the Contractor in preparation for or prior to the approval of an executed contract by the Comptroller of the State of New York.

## **ARTICLE VII: PERFORMANCE GUARANTEES**

7.1.0 The Parties agree that the following guarantees and the corresponding credit amounts for failure to meet the Contractor Performance Guarantees shall be implemented effective the first Day of the month following a 60-Day implementation period after the Office of the State Comptroller approves the Contract. The Contractor acknowledges and agrees that failure to perform the Program Services features in such a manner which either meets or exceeds any, and/or all of the Contractor Performance Guarantee(s) as set forth in this Article VII, and/or fails to make any payment(s) of any such credit amounts for such failure to meet any Performance Guarantee(s) does not relieve the Contractor of the performance of the activities, duties, and obligations as otherwise set forth in this Agreement. Credit amounts are cumulative. Amounts due from the Contractor to the Department for failure to perform and audit credit amounts, as determined pursuant to Article XIII of this Agreement, shall be made in such amounts as determined by the Department to be final. Upon such determination, the Department shall notify the Contractor, in writing, and the Contractor shall apply such amounts as a credit against the Program Services fee in accordance with Article X of this Agreement within 30 Days of receiving such notification by the Department.

### **7.2.0 Implementation and Start-Up Guarantee and Credit Amount:**

7.2.1 **Guarantee:** The Contractor guarantees that all implementation and start-up activities will be completed the first Day of the month following a 60-Day Implementation Period after the Office of the State Comptroller (OSC) approves this Agreement so that the Contractor can assume full operational responsibility for the services required by this Agreement for the production and distribution of EBCs, Card Carriers and Envelopes and production of Card Detail Reports and Summary Reports.

**7.2.2 Credit Amount:** If the Contractor fails to complete all implementation and start-up activities within the Implementation Period, the Contractor shall credit against the Program's fees one thousand dollars (\$1,000) per Day that the Contractor fails to assume full operational responsibility to the satisfaction of the Department.

**7.3.0 Production Cycle Guarantee and Credit Amount:**

**7.3.1 Guarantee:** The Contractor guarantees that each weekly Production Cycle shall be completed within the following time frames:

**7.3.1a** For orders  $\leq 10,000$  cards, within 3 Business Days from the date that the EBC Data File is made available by the Department;

**7.3.1b** For orders  $> 10,000$  but  $\leq 40,000$  cards, within 4 Business Days from the date that the EBC Data File is made available by the Department; and

**7.3.1c** For orders  $> 40,000$  cards, within the number of Business Days equal to the number of EBCs requested in the EBC Data File divided by 10,000, and then rounded up to the next whole number.

**7.3.2 Credit Amount:** The Contractor shall credit against the Program's fees \$250 per Day, for each weekly Production Cycle that is not completed within the required timeframe as set forth in Section 7.3.1 of this Agreement.

**7.4.0 Report Guarantee and Credit Amount:**

**7.4.1 Guarantee:** The Contractor guarantees that accurate Card Detail and Card Summary Reports shall be delivered to the Department 2 Business Days from the completion of each Production Cycle.

**7.4.2 Credit Amount:** The Contractor's shall credit against the Program's fees \$250 per Day, for each management report not received within 2 Business Days from the completion of each Production Cycle.

## **ARTICLE VIII: MODIFICATION OF PROGRAM SERVICES**

- 8.1.0** In the event that laws or regulations enacted by the Federal government and/or the State have an impact upon the conduct of this Agreement in such a manner that the Department determines that any design elements or requirements of this Agreement must be revised, the Department shall notify the Contractor of any such revisions and shall provide the Contractor with a reasonable time within which to implement such revisions.
- 8.2.0** In the event that the NYS and the unions representing State Employees enter into collective bargaining agreements, or the State otherwise requires changes in Plan design elements or requirements of this Agreement, the Department shall notify the Contractor of such changes and shall provide the Contractor with reasonable notice to implement such changes.
- 8.3.0** To the extent that any of the events as set forth in this Article shall take place and constitute a material and substantial change in the delivery of services that are contemplated in accordance with the terms of the EBC Program as of the Effective Date and which the Contractor is required to perform or deliver under this Agreement, either Party may submit a written request to initiate review of the fee(s) received by the Contractor for services provided and guarantees made by the Contractor under the terms of this Agreement, accompanied by appropriate documentation. The DCS reserves the right to request, and the Contractor shall agree to provide additional information and documentation the DCS deems necessary to verify that a modification of the fees or guarantees is warranted. The DCS will agree to modify the fee(s) to the extent necessary to compensate the Contractor for documented additional costs determined by DCS to be reasonable and necessary. The Contractor will agree to modify the fee (s) to the extent necessary to relieve the DCS of the obligation to pay for Program services that are no longer required. The DCS will agree to modify guarantees as determined by DCS to be necessary to reflect EBC Program modifications. Should the Parties agree to modify the fee(s) and/or guarantees, such approval shall be subject to written amendment and approval by OSC and the AG. The Contractor shall implement changes as required by the DCS with or without final resolution of any fee proposal.

## **ARTICLE IX: DATA SHARING AND OWNERSHIP**

- 9.1.0** All data related to the Department Program is the property of the State.
- 9.2.0** Except as directed by a court of competent jurisdiction, or as necessary to comply with applicable New York State or Federal law, or with the written consent of the Enrollee/Dependent, the Contractor shall not share, sell, release, or make the data available to third parties in any manner without the prior written consent of the Department.

## **ARTICLE X: PAYMENTS/(CREDITS) TO/FROM THE CONTRACTOR**

- 10.1.0** The Contractor agrees to manage such financial transactions in accordance with the following:
- 10.1.1** The Contractor will bill the Department monthly, in arrears, utilizing the fees (Program Services fees) set forth in Exhibit E of this Agreement, plus actual USPS charges;
- 10.1.2** Any credit amounts due from the Contractor to the Department for failure to meet the performance guarantees set forth in Article VII of this Agreement shall be applied as a credit against the Program Services fees charged to the EBC Program. Alternatively, the Department may request and receive payment of any performance guarantee amount directly from the Contractor, as opposed to a credit against the Program Services fees payable to the Contractor;
- 10.2.0** Upon final audit determination by the Department, any audit liability amount assessed by the Department shall be paid/credited to the EBC Programs within 30 Days of the date of the Department's final determination; and
- 10.3.0** This Agreement is subject to Article XI-A of NYS Finance Law. The Contractor agrees that EBC Program Services provided under this Agreement shall continue in full force and effect for a minimum of at least 30 Days beyond the payment due date as set forth in this Article X. If after the 35th calendar day after receipt of an accurate invoice, as set

forth in this Article X of this Agreement, the Contractor has not yet received payment from the State for said invoice, the Contractor may proceed under the Dispute Resolution provision in Appendix B and this Agreement shall remain in full force and effect until such final decision is made, unless the Parties can come to a mutual agreement, in which case, this Agreement shall also remain in full force and effect.

## **ARTICLE XI: REPORTS**

### **11.1.0 Quarterly Reports:**

**11.1.1 Quarterly Performance Guarantee Report:** The Contractor must submit quarterly the EBC Program's Performance Guarantee report that details the Contractor's compliance with all of the Contractor's proposed Performance Guarantees. The report should include the areas: Implementation; reporting and card production turnaround time. The Contractor must submit this report using a format approved by the Department. Documentation of compliance should be included with this report. The report is due 30 Days after the end of the quarter.

### **11.2.0 Weekly Reports:**

**11.2.1 Card Detail Report:** The Contractor must submit weekly a Card Detail Report that lists all the Enrollees and Dependents for whom EBCs were produced in each weekly Production Cycle. The Contractor must submit this report using a format approved by the Department. The report is due within 2 Business Days after the completion of the Production Cycle.

**11.2.2 Card Summary Report:** The Contractor must submit weekly a Card Summary Report that summarizes the EBCs produced for each Production Cycle. The Contractor must submit this report using a format approved by the Department. The report is due within 2 Business Days after completion of the Production Cycle.

## **ARTICLE XII: TRANSITION**

**12.1.0** The State may require the Contractor to provide uninterrupted Program Services after Agreement termination/expiration as the State deems reasonable and necessary and/or as necessary for the State to comply with all legal requirements for establishing a new contract to continue the provision of Program Services (“Transition Period”). Transition Services, as defined below, shall be governed as follows:

**12.1.1 Transition Period:** The transition period shall be determined by the State, and Contractor will be notified of the period in writing. The State shall consult with the Contractor prior to making such determination. The State reserves the right to subsequently amend the transition period upon 30 Days advance written notice to the Contractor.

**12.1.2 Transition Plan:** The Contractor must, 120 Days prior to the end of this Agreement, or within 45 Days of notification of termination, if this Agreement is terminated prior to the end of its term, provide the Department with a detailed written plan for transition which outlines, at a minimum, the tasks, milestones and deliverables associated with Program transition.

**12.1.2a** Within 15 Business Days from receipt of the Contractor’s proposed Transition Plan, the Department shall either approve the Transition Plan or notify the Contractor, in writing, of the changes required to the Transition Plan so as to make it acceptable to the Department.

**12.1.2b** Within 15 Business Days from the Contractor’s receipt of the required changes, the Contractor shall incorporate said changes into the Transition Plan and submit such revised Transition Plan to the Department.

**12.1.2c** The Contractor shall be responsible for transitioning the EBC Program in accordance with the approved Transition Plan.

**12.1.2d** The Contractor is required to provide Contractor-related obligations and deliverables to the Program through the final financial settlement of this Agreement, including but not limited to:

**12.1.2d(1)** Provide all Contractor-provided services associated with EBC production and distribution received on or before the scheduled termination date of this Agreement;

**12.1.2d(2)** Complete all reports required in Article XI of this Agreement;

**12.1.2d(3)** Provide the EBC Program with sufficient staffing in order to address State audit requests and reports in a timely manner;

**12.1.2d(4)** Agree to fully cooperate with all Department or Office of State Comptroller (OSC) audits consistent with the requirements of Article XVII "Audit Authority" of this Agreement and Appendices A and B;

**12.1.2d(5)** Perform timely reviews and responses to audit findings submitted by the Department and Comptroller's audit unit in accordance with the requirements set forth in Article XVII "Audit Authority" of this Agreement and Appendices A and B; and

**12.1.2d(6)** Remit reimbursement due the Program within 15 Days upon final audit determination consistent with the process specified in Article XIII, "Audit Authority" and Article X "Payments/Credits) to/from the Contractor" of this Agreement and Appendices A and B.

**12.1.3 No Interruption in Service:** At all times during the transition period and unless directed otherwise in writing by the State, the Contractor shall continue all contractual obligations set forth in this Agreement until such time as the State (i) has approved the Contractor's proposed Transition Plan, and (ii) an orderly

transition to the State, a third party, or the successor Contractor has been completed pursuant to the approved Transition Plan. The Contractor shall be required to meet its contractual obligations pursuant to this paragraph notwithstanding the issuance of a termination for cause or convenience by the State.

**12.1.4 State Responsibilities for Transition:** The State shall assume responsibility for Transition Program management. A Program manager responsible for coordinating Transition activities, maintaining the transition task schedule, and approving transition deliverables shall be appointed.

### **ARTICLE XIII: AUDIT AUTHORITY**

**13.1.0** In addition to the Audit Authority requirements specified in Appendices A and B to this Agreement, the Contractor acknowledges that the Department has the authority to conduct financial and performance audits of the Contractor's delivery of Program services in accordance with this Agreement and any applicable State and federal statutory and regulatory authorities;

**13.2.0** The Contractor shall maintain and make available documentary evidence necessary to perform the reviews. Documentation maintained and made available by the Contractor may include, but is not limited to: source documents; books of account; subsidiary records and supporting work papers; pertinent contracts; key subcontracts; and correspondence;

**13.3.0** The Contractor shall make available for audit all data in its computerized files that is relevant to and subject to this Agreement. Such data may, at the Department's discretion, be submitted to the Department in machine-readable format, or the data may be extracted by the Department, or by the Contractor under the direction of the Department;

**13.4.0** The Contractor shall support audits conducted by the Department, Office of the State Comptroller or any designee of these agencies, as follows, including but not limited to:



- 13.4.1** Providing ample audit resources including access to the Contractor's online system to the Department and OSC at their respective offices through the date of the final financial settlement of this Agreement;
- 13.4.2** Providing full cooperation with all Department and/or OSC audits consistent with the requirements of Appendices A and B and as set forth in this Agreement including provision of access to all confidential information when required for audit purposes as determined by the Department and/or OSC as appropriate. The Contractor must respond to all State (including OSC) audit requests for information and/or clarification within 15 Business Days. The Contractor must perform timely reviews and respond in a time period specified by the Department to preliminary findings submitted by the Department or the OSC's audit unit in accordance with the requirements of Article XIII "Audit Authority" in this Agreement. The Contractor shall, at the Department's request, and in a time period specified by the Department, search its files, retrieve information and records, and provide to the auditors such documentary evidence as they require. The Contractor shall make sufficient resources available for the efficient performance of audit procedures;
- 13.5.0** The Contractor shall, at the Department's request, and in a time period specified by the Department, search its files, retrieve information and records, and provide to the auditors such documentary evidence as they require. The Contractor shall make sufficient resources available for the efficient performance of audit procedures;
- 13.6.0** The Contractor shall comment on the contents of any audit report prepared by the Department and transmit such comments in writing to the Department within 30 Days of receiving any audit report. The response will specifically address each audit recommendation. If the Contractor agrees with the recommendation, the response will include a work plan and timetable to implement the recommendation. If the Contractor disagrees with an audit recommendation, the response will give all details and reasons for such disagreement. Resolution of any disagreement as to the resolution of an audit recommendation shall be subject to the Dispute Resolution provision set forth in Appendix B of this Agreement;

**13.7.0** If the Contractor has an independent audit performed of the records relating to this Agreement, a certified copy of the audit report shall be provided to the Department within 10 Days after receipt of such audit report by the Contractor; and

**13.8.0** The audit provisions contained herein shall in no way be construed to limit the audit authority or audit scope of the OSC as set forth in either Appendix A of this Agreement, Standard Clauses for All New York State Contracts, or Appendix B, Standard Clauses for All Department Contracts.

#### **ARTICLE XIV: CONFIDENTIALITY**

**14.1.0** In addition to the Confidentiality requirements specified in Appendices A and B to this Agreement, the following provisions shall apply:

**14.1.1** All enrollee records relating to this Agreement are confidential and shall be used by the Contractor solely for the purpose of carrying out its obligations under this Agreement, for measuring the performance of the Contractor in accordance with the performance guarantees set forth in Section VII of this Agreement, and for providing the Department with material and information as may be specified elsewhere in this Agreement;

**14.1.2** Except as directed by a court of competent jurisdiction, or as necessary to comply with applicable New York State or Federal law, or with the written consent of the Enrollee/Dependent, no records may be otherwise used or released to any party other than the Department by the Contractor, its officers, employees, agents, consultants, Key Subcontractors or Affiliates either during the term of this Agreement or in perpetuity thereafter. Deliberate or repeated accidental breach of this provision may, at the sole discretion of the Department, be grounds for termination of this Agreement;

**14.1.3** The Contractor, its officers, employees, agents, consultants and/or any Key Subcontractors or Affiliates agree to comply, during the performance of this Agreement, with all applicable Federal and State privacy, security and confidentiality statutes, including but not limited to the Personal Privacy

Protection Law (New York Public Officer's Law Article 6-A, as amended), and its implementing regulations, policies and requirements, for all material and information obtained by the Contractor through its performance under this Agreement, with particular emphasis on such information relating to Enrollees and Dependents;

**14.1.4** The Contractor shall be responsible for assuring that any agreement between the Contractor and any of its officers, employees, agents, consultants and/or Key Subcontractors or Affiliates contains a provision that strictly conforms to the various confidentiality provisions of this Agreement; and

**14.1.5** The Contractor shall promptly advise the Department of all requests made to the Contractor for information regarding the performance of services under this Agreement, including, but not limited to, requests for any material and information provided by the Department, except as required by Key Subcontractors or Affiliates solely for the purpose of fulfilling the Contractor's obligations under this Agreement or as required by law.

#### **ARTICLE XV: USE AND DISCLOSURE OF PROTECTED HEALTH INFORMATION**

**15.1.0** For purposes of this Article, the term "Protected Health Information" ("PHI") means any information, including demographic information collected from an individual, that relates to the past, present, or future physical or mental health or condition of an individual, to the provision of health care to an individual, or to the past, present, or future payment for the provision of health care to an individual, that identifies the individual, or with respect to which there is a reasonable basis to believe that the information can be used to identify the individual. Within the context of this Agreement, PHI may be received by the Contractor from the Department or may be created or received by the Contractor on behalf of the Department in Contractor's capacity as a business associate. All PHI received or created by the Contractor in Contractor's capacity as a business associate and as a consequence of its performance under this Agreement is referred to herein collectively as "Department's PHI."

**15.2.0** The Contractor acknowledges that the Department administers on behalf of New York State several group health plans as that term is defined in the Health Insurance Portability and Accountability Act's (HIPAA) implementing regulations at 45 CFR Parts 160 and 164, and that each of those group health plans consequently is a "covered entity" under HIPAA. These group health plans include NYSHIP, which encompasses the Empire Plan as well as participating health maintenance organizations; the Dental Plan, and the Vision Plan. In this capacity, the Department is responsible for the administration of these "covered entities" under HIPAA. The Contractor further acknowledges that the Department has designated NYSHIP and The Empire Plan as an Organized Health Care Arrangement (OHCA). The Contractor further acknowledges that the Contractor is a HIPAA "business associate" of the Department as a consequence of the Contractor's provision of services to and/or on behalf of the Department as administrator of the "covered entities" within the context of the Contractor's performance under this Agreement, and that the Contractor's provision of such services may involve the disclosure to the Contractor of individually identifiable health information from the Department or from other parties on behalf of the Department, and also may involve the Contractor's disclosure to the Department of individually identifiable health information as a consequence of the services performed under this Agreement. To the extent Contractor acts as a HIPAA "business associate" of the group health plans identified as "covered entities" in this Section 15.2.0, Contractor shall adhere to the requirements as set forth in Article XV of this Agreement.

**15.3.0 Permitted Uses and Disclosures of the Department's PHI:** The Contractor may create, receive, maintain, access, transmit, use and/or disclose the Department's PHI solely in accordance with the terms of this Agreement. In addition, the Contractor may use and/or disclose NYSHIP's PHI to provide data aggregation services relating to the health care operations of the Department. Further, the Contractor may use and disclose NYSHIP's PHI for the proper management and administration of the Contractor if such use is necessary for the Contractor's proper management and administration or to carry out the Contractor's legal responsibilities, or if such disclosure is required by law or the Contractor obtains reasonable assurances from the person to whom the information is disclosed that it shall be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the person, and the person notifies

the Contractor of any instances of which it is aware in which the confidentiality of the information has been breached.

**15.4.0 Nondisclosure of NYSHIP's PHI:** The Contractor shall not create, receive, maintain, access, transmit, use or further disclose the NYSHIP's PHI otherwise than as permitted or required by this Agreement or as otherwise required by law. The Contractor shall limit its uses and disclosures of PHI when practical to the information comprising a Limited Data Set, and in all other cases to the minimum necessary to accomplish the intended purpose of the PHI's access, use, or disclosure.

**15.5.0 Safeguards:** The Contractor shall use appropriate, documented safeguards to prevent the use or disclosure of NYSHIP's PHI otherwise than as provided for by this Agreement. The Contractor shall maintain a comprehensive written information security program that includes administrative, technical, and physical safeguards that satisfy the standards set forth in the HIPAA Security Rule at 45 C.F.R. §§ 164.308, 164.310, and 164.312, along with corresponding policies and procedures, as required by 45 C.F.R. § 164.316, appropriate to the size and complexity of the Contractor's operations and the nature and scope of its activities, to reasonably and appropriately protect the confidentiality, integrity and availability of any electronic PHI that it creates, receives, maintains accesses, or that it transmits on behalf of the Department pursuant to this Agreement to the same extent that such electronic PHI would have to be safeguarded if credited, received, maintained, accessed or transmitted by a group health plan identified herein.

#### **15.6.0 Breach Notification**

**15.6.1 Reporting:** The Contractor shall report to the Department any breach of unsecured PHI, including any use or disclosure of NYSHIP's PHI otherwise than as provided for by this Agreement, of which the Contractor becomes aware. An acquisition, access, transmission, use or disclosure of NYSHIP's PHI that is unsecured in a manner not permitted by HIPAA or this Agreement is presumed to be a breach unless the Contractor demonstrates that there is a low probability that NYSHIP's PHI has been compromised based on the Contractor's risk assessment of at least the following factors: (i) the nature and extent of NYSHIP's PHI involved, including the types of identifiers and the likelihood of re-identification;

(ii) the unauthorized person who used NYSHIP's PHI or to whom the disclosure was made; (iii) the unauthorized person who used NYSHIP's PHI was actually acquired or viewed; and (iv) the extent to which the risk to NYSHIP's PHI has been mitigated. Further, the Contractor shall report to the Department any security incident of which it becomes aware subject to Section 15.6.5. "Security incident" shall mean the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information, or interference with system operations in an information system. The Contractor shall notify the Department within 5 Business Days of the date the Contractor becomes aware of the event for which reporting is required by this Section 15.6.1.

**15.6.2 Required Information:** The Contractor shall provide the following information to the Department within 10 Business Days of discovery except when, despite all reasonable efforts by the Contractor to obtain the information required, circumstances beyond the control of the Contractor necessitate additional time. Under such circumstances, the Contractor shall provide to the Department the following information as soon as possible and without unreasonable delay, but in no event later than 30 Days from the date of discovery:

**15.6.2a** The date of the breach incident;

**15.6.2b** The date of the discovery of the breach;

**15.6.2c** A brief description of what happened;

**15.6.2d** A description of the types of unsecured PHI that were involved;

**15.6.2e** Identification of each individual whose unsecured PHI has been, or is reasonably believed to have been, accessed, acquired, or disclosed during the breach;

**15.6.2f** A brief description of what the Contractor is doing to investigate the breach, to mitigate harm to individuals and to protect against any further breaches; and

**15.6.2g** Any other details necessary to complete an assessment of the risk of harm to the individual.

**15.6.3** The Department will be responsible for providing notification to individuals whose unsecured PHI has been or is reasonably believed to have been accessed, acquired or disclosed as a result of a breach, as well as the Secretary of the U.S. Department of Health and Human Services and the media, as required by 45 CFR Part 164.

**15.6.4** The Contractor shall maintain procedures to sufficiently investigate the breach, mitigate losses, and protect against any future breaches, and to provide a description of these procedures and the specific findings of the investigation to the Department upon request.

**15.6.5** For purposes of this Agreement, “Unsuccessful Security Incidents” include activity such as pings and other broadcast attacks on Business Associate’s firewall, port scans, unsuccessful log-on attempts, denials of service, and any combination of the above, so long as no such incident results in unauthorized access, use, or disclosure of electronic PHI.

**15.6.6** The Contractor shall mitigate, to the extent practicable, any harmful effects from any use or disclosure of PHI by the Contractor not permitted by this Agreement.

**15.7.0 Associate’s Agents:** The Contractor shall require all of its agents or key Subcontractors to whom it provides NYSHIP’s PHI, whether received from the Department or created or received by the Contractor on behalf of the Department, agree by way of written contract or other written arrangement, to the same restrictions and conditions on the access, use, and disclosure of PHI that apply to the Contractor with respect to NYSHIP’s PHI under this Agreement.

**15.8.0 Availability of Information to the Department:** The Contractor shall make available to the Department such information and documentation as the Department may require regarding any disclosures of PHI by the Contractor to fulfill the Department’s obligations

to provide access to, to provide a copy of, and to account for disclosures of NYSHIP's PHI in accordance with HIPAA and its implementing regulations. The Contractor shall provide such information and documentation within a reasonable amount of time of its receipt of the request from the Department. Contractor must provide the Department with access to NYSHIP's PHI in the form and format requested, if it is readily producible in such form and format; or if not, in a readable hard copy form or such other form and format as agreed to by the Parties, provided, however, that if NYSHIP's PHI that is the subject of the request for access is maintained in one or more designated record sets electronically and if requested by the Department, Contractor must provide the Department with access to the requested PHI in a readable electronic form and format.

**15.9.0 Amendment NYSHIP's PHI:** The Contractor shall make NYSHIP's PHI available to the Department as the Department may require to fulfill the Department's obligations to amend individuals' PHI pursuant to HIPAA and its implementing regulations. The Contractor shall, as directed by the Department, incorporate any amendments to NYSHIP's PHI into copies of NYSHIP's PHI as maintained by the Contractor.

**15.10.0 Internal Practices:** The Contractor shall make its internal practices, policies and procedures, books, records, and agreements relating to the use and disclosure of NYSHIP's PHI, whether received from the Department or created or received by the Contractor on behalf of the Department, available to Department and/or the Secretary of the U.S. Department of Health and Human Services in a time and manner designated by the Department and/or the Secretary for purposes of determining the Department's compliance with HIPAA and its implementing regulations.

**15.11.0 Termination:**

**15.11.1** This Agreement may be terminated by the Department at the Department's discretion if the Department determines that the Contractor, as a business associate, has violated a material term of this Article or of this Agreement with respect to the Contractor's obligations under this Article.

**15.11.2 Disposition of NYSHIP's PHI:** At the time this Agreement is terminated, the Contractor shall, if feasible, return or destroy all of NYSHIP's PHI, whether



received from the Department or created or received by the Contractor on behalf of the Department, that the Contractor still maintains in any form and retain no copies of such information. Alternatively, if such return or destruction is not feasible, the Contractor shall extend indefinitely the protections of this Agreement to the information and shall limit further uses and disclosures to those purposes that make the return or destruction of NYSHIP's PHI infeasible.

**15.12.0 Indemnification:** The Contractor agrees to indemnify, defend and hold harmless the State the group health plans identified herein, and the Department and its respective employees, officers, agents or other members of its workforce (each of the foregoing hereinafter referred to as "Indemnified Party") against all actual and direct losses suffered by the Indemnified Party and all liability to third parties arising from or in connection with any breach of this Agreement or from any acts or omissions related to this Agreement by the Contractor or its employees, officers, key Subcontractors, agents or other members of its workforce. Accordingly, the Contractor shall reimburse any Indemnified Party for any and all actual and direct losses, liabilities, lost profits, fines, penalties, costs or expenses (including reasonable attorneys' fees) which may for any reason be imposed upon any Indemnified Party by reason of any suit, claim, action, proceeding or demand by any third party which results from the Contractor's acts or omissions hereunder. The Contractor's obligation to indemnify any Indemnified Party shall survive the expiration or termination of this Agreement.

**15.13.0 Miscellaneous:**

**15.13.1 Amendments:** This Agreement may not be modified, nor shall any provision hereof be waived or amended, except in a writing duly signed by authorized representatives of the Parties and approved by the NYS Attorney General's Office and NYS Office of the State Comptroller. The Parties agree to take such action as is necessary to amend this Agreement from time to time as is necessary to achieve and maintain compliance with the requirements of HIPAA and its implementing regulations.

**15.13.2 Survival:** The respective rights and obligations of the Business Associate and the covered entities under HIPAA as set forth in this Article XV shall survive termination of this Agreement.

**15.13.3 Regulatory References:** Any reference herein to a federal regulatory section within the Code of Federal Regulations shall be a reference to such section as it may be subsequently updated, amended or modified, as of their respective compliance dates.

**15.13.4 Interpretation:** Any ambiguity in this Agreement shall be resolved to permit covered entities to comply with HIPAA.

## **ARTICLE XVI: NOTICES**

**16.1.0** All notices permitted or required hereunder shall be in writing and shall be transmitted either:

**16.1.1** Via certified or registered United States mail, return receipt requested;

**16.1.2** By facsimile transmission;

**16.1.3** By personal delivery;

**16.1.4** By expedited delivery service; or

**16.1.5** By e-mail.

**16.2.0** Such notices shall be addressed as follows or to such different addresses as the Parties may from time-to-time designate:

**State of New York Department of Civil Service**

Name: Mr. David Boland

Title: Director, Employee Benefits Division

Address: Employee Benefits Division, Room 1106, Albany, NY 12239

Telephone Number: [REDACTED]

Facsimile Number: 518-473-3292

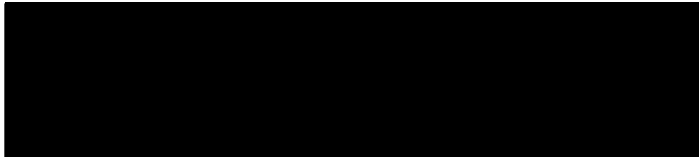
E-Mail Address: [REDACTED]

**HealthLOGIX**

Name: Kelly Colohan

Title: General Manager

Address: 1911 Woodslee Drive



16.3.0 Any such notice shall be deemed to have been given either at the time of personal delivery or, in the case of expedited delivery service or certified or registered United States mail, as of the date of first attempted delivery at the address and in the manner provided herein, or in the case of facsimile transmission or email, upon receipt.

16.4.0 The Parties may, from time to time, specify any new or different address in the United States as their address for purpose of receiving notice under this Agreement by giving 15 mutually designate individuals as their respective representatives for the purposes of receiving notices under this Agreement. Additional individuals may be designated in writing by the Parties for purposes of implementation and administration/billing, resolving issues and problems and/or for dispute resolution.

**ARTICLE XVII: IRAN DIVESTMENT ACT**

17.1.0 As a result of the Iran Divestment Act of 2012 (for purposes of this section only hereinafter referred to as “Act”), Chapter 1 of the 2012 Laws of New York, a new provision was added to the State Finance Law (“SFL”), §165-a, effective April 12, 2012. Under the Act, the Commissioner of the Office of General Services (“OGS”) was charged with the responsibility to develop a list (“prohibited entities list”) of “persons” who are engaged in “investment activities in Iran” (both are defined terms in the law). Pursuant to SFL § 165-a(3)(b), the initial list was posted on the OGS website on August 10, 2012.

**17.2.0** By entering into this Agreement, Contractor (or any assignee) certifies that it is not on the “Entities Determined To Be Non-Responsive Bidders/Offerors Pursuant to The New York State Iran Divestment Act of 2012” list (“Prohibited Entities List”) posted on the OGS website at <http://www.ogs.ny.gov/about/regs/docs/ListofEntities.pdf> and further certifies that it will not utilize on this Agreement any subcontractor that is identified on the Prohibited Entities List. Contractor agrees that should it seek to renew or extend the Agreement, it must provide the same certification at the time this Agreement is renewed or extended. Contractor also agrees that any proposed Assignee of this Agreement will be required to certify that it is not on the Prohibited Entities List before the Department may approve a request for Assignment of this Agreement.

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

**17.4.0** The Department reserves the right to reject any request for renewal, extension, or assignment for an entity that appears on the Prohibited Entities List prior to the renewal, extension or assignment of this Agreement, and pursue a responsibility review with Contractor should it appear on the Prohibited Entities List hereafter.

## **ARTICLE XVIII: VENDOR RESPONSIBILITY**

**18.1.0** The Contractor is required to provide the Department with an updated Vendor Responsibility Questionnaire when requested to do so by the Department throughout the term of this Agreement. Regardless, the Contractor is required to report to the Department any material changes in the information reported in its initial Vendor Responsibility Questionnaire.

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

**18.3.0** Suspension of Work (for Non-Responsibility): The Commissioner or his or her designee, in his or her sole discretion, reserves the right to suspend any or all activities under this Agreement, at any time, when he or she discovers information that call into question the responsibility of the Contractor. In the event of such suspension, the Contractor must comply with the terms of the suspension order. Agreement activity may resume at such time as the Commissioner or his or her designee issues a written notice authorizing a resumption of performance under this Agreement.

**18.4.0** Termination (for Non-Responsibility): Upon written notice to the Contractor, a reasonable opportunity to be heard with the appropriate Department officials or staff, the Contract may be terminated by the Commissioner or his or her designee at the Contractor's expense where the Contractor is determined by the Commissioner of the Department or his or her designee to be non-responsible. In such an event, the Commissioner or his or her designee may complete the requirements of this Agreement in any manner he or she may deem advisable and pursue legal or equitable remedies for breach.

## **ARTICLE XIX: TERMINATION OF AGREEMENT**

**19.1.0** In addition to the Termination of Agreement requirements specified in Appendices A and B to this Agreement, the following provisions must apply:

**19.1.1** The State retains the right to cancel all or any part of the Agreement without cause and in its sole discretion, provided that the Department must give written notice to the Contractor not less than thirty (30) Days prior to the date upon which termination must become effective, such notice to be made via registered or certified mail, return receipt requested or hand delivered. The date of such notice must be deemed to be the date of postmark in the case of mail or the date of hand delivery. This provision should not be understood as waiving the State's right to

terminate the Agreement for cause or to stop work immediately for unsatisfactory work, but is supplementary to that provision. In the event of cancellation without cause by the State, the State agrees to negotiate a payment based on time, materials and other documented expenses directly attributable to the Agreement actually expended by Contractor;

**19.1.2** If the Contractor ceases conducting business in the normal course, becomes insolvent, makes a general assignment for the benefit of creditors, suffers or permits the appointment of a receiver for its business or assets, or avails itself of or becomes subject to any proceeding under the Federal Bankruptcy Act or any statute of any state relating to insolvency or the protection of rights of creditors, the State, in its sole discretion, may terminate the Agreement or may exercise such other remedies as must be available under the Agreement, at law and/or equity;

**19.1.3** No delay or omission to exercise any right, power or remedy accruing to the State or the Department upon breach or default by the Contractor under the Agreement must impair any such right, power or remedy, or must be construed as a waiver of any such breach or default, or any similar breach or default thereafter occurring, nor must any waiver of a single breach or default be deemed a waiver of any subsequent breach or default. All waivers must be in writing;

**19.1.4** If, due to default that remains uncured for the period provided herein, a third party must commence to perform Contractor's obligations under the Agreement, the State must thereafter be released from all obligations to Contractor hereunder, including any obligation to make payment to Contractor, provided however that the State must continue to be obliged to pay for any and all Program Services provided prior to any such date. If the State employs a third party to perform Contractor's obligations under the Agreement, Contractor must be liable for the payment of any cost differential that the State incurs as a result of having to employ such third party to cure or resolve the issue;

**19.1.5** In the event of the Contractor's default, in addition to availing itself of specific remedies set forth in the Agreement, the State may pursue all legal and equitable

remedies for breach. In addition to pursuing any other legal or equitable remedies, the State must have the right to take one or more of the following actions:

**19.1.5a** Terminate the Agreement in whole or in part;

**19.1.5b** Suspend, in whole or in part, payments due Contractor under the Agreement; and

**19.1.5c** Pursue equitable remedies to compel Contractor to perform.

**19.1.6** The Contractor shall be liable for any and all excess costs for remedies pursued by the State, and for costs incurred by the State in procuring alternate Services;

**19.1.6a** For Violation of Procurement Lobbying Law: The Department reserves the right to terminate the Agreement in the event it is determined by the Department in its sole discretion that the certification filed by the Contractor in accordance with §139-j and/or §139-k of the New York State Finance Law was intentionally false or intentionally incomplete. Upon such finding, the Department may, at its sole option, exercise its termination right by providing 10 days written notification to the Contractor, or providing notice in accordance with other written notification terms in the Agreement;

**19.1.6b** For Violation of Section 5a of the Tax Law: The Department reserves the right to terminate the Agreement in the event that Contractor fails to file a certification pursuant to Section 5-a of the Tax Law or the Tax Department or OFT discovers that the certification(s) filed by the Contractor pursuant to Section 5-a of the Tax Law is/are false. Upon such finding(s), the Department may exercise its termination right by providing written notification to the Contractor;

**19.1.6c** Termination Notice: Notices required by this section must be provided consistent with Appendix B, Section 9 of this Agreement; and

**19.1.6d** Mitigation of Costs: The Contractor must not undertake any additional or new Contractual obligations on or after the date of return receipt notice without the prior written approval of the State. On or after the date of return receipt notice and during the termination notice period, the Contractor must take all commercially reasonable and prudent actions to close out unnecessary outstanding, existing obligations as economically as possible for the State.

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Contractor: Ancor Information Management, LLC

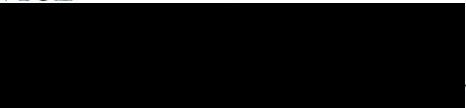
Agreement Number: C000631

IN WITNESS WHEREOF, the Parties hereto have hereunto signed this Agreement on the day and year appearing opposite their respective signatures.

Agency Certification: "In addition to the acceptance of this Agreement, I also certify that original copies of this signature page shall be attached to all other exact copies of this Agreement."

NEW YORK STATE DEPARTMENT OF CIVIL SERVICE

Date: 2-27-15

By: 

Name: \_\_\_\_\_

Title: DEPUTY COMMISSIONER FOR ADMINISTRATION

ANCOR INFORMATION MANAGEMENT, LLC

Date: 2/23/15

Name: Kelly Colohan

Title: General Manager

STATE OF }  
                  } SS.:  
COUNTY OF }

TERA MALEY  
NOTARY PUBLIC - MICHIGAN  
MACOMB COUNTY  
My Commission Expires March 11, 2015

On the 23rd day of February, 2015 before me personally came Kelly Colohan, to me known, and known to me to be the person who executed the above instrument, who, being duly sworn by me, did for her/himself depose and say that (s)he is the Mgr of Ancor the corporation or organization described in and which executed the above instrument; and that (s)he signed his/her name thereto

My commission expires: 3.11.15

NOTARY PUBLIC

Approved as to Form:  
ERIC SCHNEIDERMAN  
ATTORNEY GENERAL

APPROVED AS TO FORM  
NYS ATTORNEY GENERAL  
MAR 11 2015  
BENJAMIN L. MAGGI  
ASSISTANT ATTORNEY GENERAL

Approved:  
THOMAS P. DINAPOLI  
COMPTROLLER

By: \_\_\_\_\_

By: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

APPROVED  
DEPT. OF AUDIT & CONTROL  
MAR 20 2015  
FOR THE STATE COMPTROLLER

LEWIS & CLARK

1000 10th Street  
Portland, Oregon 97208

TERA MALEY  
NOTARY PUBLIC - MICHIGAN  
MACOMB COUNTY  
My Commission Expires March 11, 2012

APPROVED AS TO FORM  
BY ATTORNEY GENERAL  
MAY 11 2012  
T. J. M...  
ASSISTANT ATTORNEY GENERAL

**APPENDIX A**

**STANDARD CLAUSES FOR NEW YORK STATE CONTRACTS**

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

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**STANDARD CLAUSES FOR NYS CONTRACTS**

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

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

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

**3. COMPTROLLER'S APPROVAL.** In accordance with Section 112 of the State Finance Law (or, if this contract is with the State University or City University of New York, Section 355 or Section 6218 of the Education Law), if this contract exceeds \$50,000 (or the minimum thresholds agreed to by the Office of the State Comptroller for certain S.U.N.Y. and C.U.N.Y. contracts), or if this is an amendment for any amount to a contract which, as so amended, exceeds said statutory amount, or if, by this contract, the State agrees to give something other than money when the value or reasonably estimated value of such consideration exceeds \$10,000, it shall not be valid, effective or binding upon the State until it has been approved by

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the State Comptroller and filed in his office. Comptroller's approval of contracts let by the Office of General Services is required when such contracts exceed \$85,000 (State Finance Law Section 163.6-a). However, such pre-approval shall not be required for any contract established as a centralized contract through the Office of General Services or for a purchase order or other transaction issued under such centralized contract.

**4. WORKERS' COMPENSATION BENEFITS.** In accordance with Section 142 of the State Finance Law, this contract shall be void and of no force and effect unless the Contractor shall provide and maintain coverage during the life of this contract for the benefit of such employees as are required to be covered by the provisions of the Workers' Compensation Law.

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

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**6. WAGE AND HOURS PROVISIONS.** If this is a public work contract covered by Article 8 of the Labor Law or a building service contract covered by Article 9 thereof, neither Contractor's employees nor the employees of its subcontractors may be required or permitted to work more than the number of hours or days stated in said statutes, except as otherwise provided in the Labor Law and as set forth in prevailing wage and supplement schedules issued by the State Labor Department. Furthermore, Contractor and its subcontractors must pay at least the prevailing wage rate and pay or provide the prevailing supplements, including the premium rates for overtime pay, as determined by the State Labor Department in accordance with the Labor Law. Additionally, effective April 28, 2008, if this is a public work contract covered by Article 8 of the Labor Law, the Contractor understands and agrees that the filing of payrolls in a manner consistent with Subdivision 3-a of Section 220 of the Labor Law shall be a condition precedent to payment by the State of any State approved sums due and owing for work done upon the project.

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

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



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and void. The Contractor shall so notify the State Comptroller within 5 Business Days of such conviction, determination or disposition of appeal (2NYCRR 105.4).

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

**10. RECORDS.** The Contractor shall establish and maintain complete and accurate books, records, documents, accounts and other evidence directly pertinent to performance under this contract (hereinafter, collectively, "the Records"). The Records must be kept for the balance of the calendar year in which they were made and for six (6) additional years thereafter. The State Comptroller, the Attorney General and any other person or entity authorized to conduct an examination, as well as the agency or agencies involved in this contract, shall have access to the Records during normal business hours at an office of the Contractor within the State of New York or, if no such office is available, at a mutually agreeable and reasonable venue within the State, for the term specified above for the purposes of inspection, auditing and copying. The State shall take reasonable steps to protect from public disclosure any of the Records which are exempt from disclosure under Section 87 of the Public Officers Law (the "Statute") provided that: (i) the Contractor shall timely inform an appropriate State official, in writing, that said records should not be disclosed; and (ii) said records shall be sufficiently identified; and (iii) designation of said records as exempt under the Statute is reasonable. Nothing contained herein shall diminish, or in any way adversely affect, the State's right to discovery in any pending or future litigation.

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

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

**12. EQUAL EMPLOYMENT OPPORTUNITIES FOR MINORITIES AND WOMEN.** In accordance with Section 312 of the Executive Law and 5 NYCRR 143, if this contract is: (i) a written agreement or purchase order instrument, providing for a total expenditure in excess of \$25,000.00, whereby a contracting agency is committed to expend or does expend funds in return for labor, services, supplies, equipment, materials or any combination of the foregoing, to be performed for, or rendered or furnished to the contracting agency; or (ii) a written agreement in excess of \$100,000.00 whereby a contracting agency is committed to expend or does expend

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funds for the acquisition, construction, demolition, replacement, major repair or renovation of real property and improvements thereon; or (iii) a written agreement in excess of \$100,000.00 whereby the owner of a State assisted housing project is committed to expend or does expend funds for the acquisition, construction, demolition, replacement, major repair or renovation of real property and improvements thereon for such project, then the following shall apply and by signing this agreement the Contractor certifies and affirms that it is Contractor's equal employment opportunity policy that:

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

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

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

Contractor will include the provisions of "a", "b", and "c" above, in every subcontract over \$25,000.00 for the construction, demolition, replacement, major repair, renovation, planning or

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design of real property and improvements thereon (the "Work") except where the Work is for the beneficial use of the Contractor. Section 312 does not apply to: (i) work, goods or services unrelated to this contract; or (ii) employment outside New York State. The State shall consider compliance by a contractor or subcontractor with the requirements of any federal law concerning equal employment opportunity which effectuates the purpose of this section. The contracting agency shall determine whether the imposition of the requirements of the provisions hereof duplicate or conflict with any such federal law and if such duplication or conflict exists, the contracting agency shall waive the applicability of Section 312 to the extent of such duplication or conflict. Contractor will comply with all duly promulgated and lawful rules and regulations of the Department of Economic Development's Division of Minority and Women's Business Development pertaining hereto.

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

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

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

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

**17. SERVICE OF PROCESS.** In addition to the methods of service allowed by the State Civil Practice Law & Rules ("CPLR"), Contractor hereby consents to service of process upon it by registered or certified mail, return receipt requested. Service hereunder shall be complete upon Contractor's actual receipt of process or upon the State's receipt of the return thereof by the United States Postal Service as refused or undeliverable. Contractor must promptly notify the

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State, in writing, of each and every change of address to which service of process can be made. Service by the State to the last known address shall be sufficient. Contractor will have 30 Days after service hereunder is complete in which to respond.

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

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

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

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

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

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

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

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

The Omnibus Procurement Act of 1992 requires that by signing this bid proposal or contract, as applicable, Contractors certify that whenever the total bid amount is greater than \$1 million:

- (a) The Contractor has made reasonable efforts to encourage the participation of New York State Business Enterprises as suppliers and subcontractors, including certified minority and women-owned business enterprises, on this project, and has retained the documentation of these efforts to be provided upon request to the State;
- (b) The Contractor has complied with the Federal Equal Opportunity Act of 1972 (P.L. 92-261), as amended;
- (c) The Contractor agrees to make reasonable efforts to provide notification to New York State residents of employment opportunities on this project through listing any such positions with the

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Job Service Division of the New York State Department of Labor, or providing such notification in such manner as is consistent with existing collective bargaining contracts or agreements. The Contractor agrees to document these efforts and to provide said documentation to the State upon request; and

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

**21. RECIPROCITY AND SANCTIONS PROVISIONS.** Bidders are hereby notified that if their principal place of business is located in a country, nation, province, state or political subdivision that penalizes New York State vendors, and if the goods or services they offer will be substantially produced or performed outside New York State, the Omnibus Procurement Act 1994 and 2000 amendments (Chapter 684 and Chapter 383, respectively) require that they be denied contracts which they would otherwise obtain. NOTE: As of May 15, 2002, the list of discriminatory jurisdictions subject to this provision includes the states of South Carolina, Alaska, West Virginia, Wyoming, Louisiana and Hawaii. Contact NYS Department of Economic Development for a current list of jurisdictions subject to this provision.

**22. COMPLIANCE WITH NEW YORK STATE INFORMATION SECURITY BREACH AND NOTIFICATION ACT.** Contractor shall comply with the provisions of the New York State Information Security Breach and Notification Act (General Business Law Section 899-aa; State Technology Law Section 208).

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

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

**25. CERTIFICATION OF REGISTRATION TO COLLECT SALES AND COMPENSATING USE TAX BY CERTAIN STATE CONTRACTORS, AFFILIATES AND SUBCONTRACTORS.** To the extent this agreement is a contract as defined by Tax Law Section 5-a, if the contractor fails to make the certification required by Tax Law Section 5-a or if during the term of the contract, the Department of Taxation and Finance or the covered agency, as defined by Tax Law 5-a, discovers that the certification, made under penalty of perjury, is false, then such failure to file or false certification shall be a material breach of this contract and this contract may be terminated, by providing written notification to the Contractor in accordance with the terms of the agreement, if the covered agency determines that such action is in the best interest of the State.

**26. IRAN DIVESTMENT ACT.** By entering into this Agreement, Contractor certifies in accordance with State Finance Law §165-a that it is not on the "Entities Determined to be Non-Responsive Bidders/Offerors pursuant to the New York State Iran Divestment Act of 2012" ("Prohibited Entities List") posted at: <http://www.ogs.ny.gov/about/regs/docs/ListofEntities.pdf>

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

During the term of the Contract, should the state agency receive information that a person (as defined in State Finance Law §165-a) is in violation of the above-referenced certifications, the



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state agency will review such information and offer the person an opportunity to respond. If the person fails to demonstrate that it has ceased its engagement in the investment activity which is in violation of the Act within 90 Days after the determination of such violation, then the state agency shall take such action as may be appropriate and provided for by law, rule, or contract, including, but not limited to, imposing sanctions, seeking compliance, recovering damages, or declaring the Contractor in default.

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

*January 2014*

**APPENDIX B**  
**STANDARD CLAUSES FOR ALL DEPARTMENT CONTRACTS**

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**1. INTEGRATION**

The contract executed between the Department and the Contractor (or Purchase Order issued by the Department) is hereinafter referred to as the Agreement. The Agreement, including all Exhibits and Appendices, including this Appendix B, copies of which are attached thereto, and incorporated therein by reference, constitutes the entire agreement between the Parties for the purpose of the fulfillment of Program Services or Project Services. All prior agreements, representations, statements, negotiations and undertakings are superseded hereby.

All statements made by the Department shall be deemed to be representations and not warranties.

**2. EXECUTORY PROVISION**

Section 112 of the State Finance Law requires that any contract made by a State department which exceeds fifty thousand dollars (\$50,000) in amount be first approved by the Comptroller of the State of New York before becoming effective. The Parties recognize that, if the Agreement is for fifty thousand dollars or more, it is wholly executory until and unless approved by the Comptroller of the State of New York.

**3. CHOICE OF LAW**

The Parties agree that the Agreement shall be interpreted according to the laws of the State of New York, except where the federal supremacy clause requires otherwise. The Contractor shall be required to bring any legal proceeding against the Department arising from the Agreement in New York State courts located in Albany County.

**4. DISPUTE RESOLUTION**

Except as otherwise provided in the Agreement, any dispute raised by the Contractor concerning any question of fact or law arising under the Agreement which is not disposed of by mutual agreement of the Parties shall be decided initially by the designee of the President of the Civil Service Commission (President). A copy of the written decision shall be furnished to the Contractor. The Parties shall proceed diligently with the performance of the Agreement and shall comply with the provisions of such decision and continue to comply pending further resolution of any such dispute as provided herein. The decision of the designee of the President shall be final and conclusive unless, within ten (10) Days from the receipt of such decision, the Contractor furnishes the President a written appeal. In the event of an appeal, the President shall promptly review the initial decision, and confirm, annul, or modify it. The decision of the President shall be final and conclusive unless, as determined by a court of competent jurisdiction, it violates one of the provisions of section 7803 of the Civil Practice Law and Rules. Pending final decision of any Article 78 proceeding hereunder, both Parties shall proceed diligently with the performance of the Agreement in accordance with the President's decision.

**5. WAIVER OF BREACH**

No term or provision of the Agreement shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the Party claimed to have waived or consented. No consent by a Party to, or waiver of, a breach under the Agreement shall constitute a consent to, a waiver of, or excuse for any other, different or subsequent breach.

**6. NEW YORK STATE REQUIREMENTS**

The Contractor acknowledges that it is bound by the terms of Appendix A, Standard Clauses For All New York State Contracts, which is attached and incorporated by reference to the Agreement.

**7. OUTSIDE OF SCOPE**

The Contractor agrees that any and all work performed outside the scope of the Agreement shall be deemed to be gratuitous and not subject to any charge, cost or payment of any kind.

**8. NON-ASSIGNABILITY**

Neither the rights nor the obligations of the Contractor under the Agreement may be conveyed, assigned, delegated, or otherwise transferred in any manner whatsoever by the Contractor, either in whole or in part, without the prior written approval of the Department.

**9. NOTIFICATION**

All notices permitted or required by the Agreement to be given by one Party to the other shall be in writing and shall be transmitted either (1) via certified or registered mail, return receipt requested; (2) by facsimile transmission; (3) by personal delivery; (4) by expedited delivery service; or (5) by e-mail.

**10. INDEMNIFICATION**

The Contractor agrees to indemnify, defend and save harmless the Department, the State, its officers, agents and employees, for any claims or losses the Department, the State or any individuals may suffer when such claims or losses result from the claims of any person or organization for any and all injuries or damages caused by the negligent acts or omissions of the Contractor, its officers, employees, agents, consultants and/or sub-contractors in performance of the Agreement. Furthermore, the Contractor agrees to indemnify, defend and save harmless the Department and the State, its officers, agents, and employees from any and all claims or losses caused by the acts or omissions of any and all contractors, sub-contractors, consultants and any other persons, firms, or corporations furnishing or supplying work, services, materials, or supplies in connection with the performance of the Agreement and from all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged by the Contractor in the performance of the Agreement, and against any loss, damages or actions, including, but not limited to, costs and expenses, for violation of proprietary rights, copyrights, patents, or rights of privacy, arising out of the publication, translation, reproduction, delivery, performance, use, or disposition of any material, information or data furnished under the Agreement, or based on any libelous or otherwise unlawful matter contained in such material, information or data, except as otherwise provided in the Article entitled "Patent Copyright or Proprietary Rights Infringement" of this Appendix B.

The Contractor also shall provide indemnification against all losses, and/or cost expenses (including reasonable counsel fees) that may be incurred by reason of the Contractor's breach of any term, provision, covenant, warranty, or representation contained herein and/or in connection with the enforcement of the Agreement or any provision hereof.

The Department does not agree to any indemnification provisions in any documents attached hereto that require the Department or the State of New York to indemnify or save harmless the Contractor or third parties.

Notwithstanding anything to the contrary in the Agreement, neither the Department nor the Contractor shall be liable to the other for any special, consequential, or punitive damages, or loss of profits or revenues, whether such damages are alleged as a result of tort (including strict liability), contract, warranty, or otherwise, arising out of or relating to either Party's acts or omissions under the Agreement.

**11. PATENT, COPYRIGHT OR PROPRIETARY RIGHTS INFRINGEMENT**

The Contractor, solely at its expense, shall defend any claim or suit which may be brought against the Department or the State for the infringement of United States patents, copyrights or proprietary rights arising from the Contractor's or the Department's use of any software, equipment, data, materials and/or information of any kind prepared, developed or furnished by the Contractor in connection with performance of the Agreement and, in any such suit, shall satisfy any final judgment for such infringement. The Department shall give the Contractor written notice for such claim or suit and full right and opportunity to conduct the defense thereof, together with full information and all reasonable cooperation.

If principles of governmental or public law are involved, the State of New York may participate in the defense of any action identified under this Article, but no costs or expenses shall be incurred upon the account of the Contractor without the Contractor's written consent.

If, in the Contractor's opinion, any software, equipment, data, materials and/or information prepared, developed or furnished by the Contractor is likely to or does become the subject of a claim of infringement of a United States patent, copyright or proprietary right, then, without diminishing the Contractor's obligation to satisfy any final award, the Contractor may, with the Department's prior written approval, substitute other equally suitable software, equipment, materials, data and/or information. In the event that an action at law or in equity is commenced against the Department arising out of a claim that the Department's use of any software, equipment, materials and/or information under the Agreement infringes on any patent, copyright, or proprietary right, such action shall be forwarded by the Department to the Contractor for defense and indemnification under this Article and to the Office of the Attorney General of the State of New York together with a copy of the Agreement. If upon receipt of such request for defense, or at any time thereafter, the Contractor is of the opinion that the allegations in such action, in whole or in part, are not covered by the defense and indemnification set forth herein, the Contractor shall immediately notify the Department and the Office of the Attorney General of the State of New York, in writing, and shall specify to what extent the Contractor believes it is and is not obligated to defend and indemnify under the terms and conditions of the Agreement. The Contractor shall in such event protect the interests of the State of New York and shall take the steps necessary to secure a continuance to permit the State of New York to appear and defend its interest in cooperation with the Contractor, as is appropriate, including any jurisdictional defenses which the State shall have.

**12. DATE/TIME WARRANTY**

The Contractor warrants that products furnished pursuant to the Agreement shall be able to accurately process, date/time data (including, but not limited to, calculating, comparing, and sequencing) transitions, including leap year calculations. Where a Contractor proposes or an acquisition requires that specific products and/or services must perform as a package or system, this warranty shall apply to the products and/or services as a system.

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

This Date/Time Warranty shall survive beyond termination or expiration of the Agreement through a) ninety (90) days or b) the Contractor's or product manufacturer/developer's stated date/time warranty term, whichever is longer. Nothing in this warranty statement shall be construed to limit any rights or remedies otherwise available under the Agreement for breach of warranty.

### **13. VIRUS WARRANTY**

Product contains no viruses, either known to the Contractor or which reasonably should have been known to the Contractor exercising due diligence. The Contractor is not responsible for viruses introduced at the Department's site.

### **14. TITLE AND OWNERSHIP WARRANTY**

The Contractor warrants, represents and conveys (i) full ownership, clear title free of all liens, or (ii) the right to transfer or deliver perpetual license rights to any Product(s) transferred to the Department under the Agreement. The Contractor shall be solely liable for any costs of acquisition associated therewith. The Department may require the Contractor to furnish appropriate written documentation establishing the above rights and interests as a condition of payment. The Department's request or failure to request such documentation shall not relieve the Contractor of liability under this warranty.

### **15. USE RESTRICTIONS AND INTELLECTUAL PROPERTY**

The Parties agree that all work by the Contractor for the Department is intended as work for hire. The Parties agree that the Contractor's work is specifically ordered and commissioned for use as contributions to a collective work, or is other such work as specified by section 101(2) of the U.S. Copyright Act [17 U.S.C. 101(2)], and is intended to be a work for hire that is made for the use and ownership of the State of New York and the Department. Furthermore, the Department and the Contractor agree that the State of New York and the Department are the owners of all copyrights regarding the work. The Contractor warrants to the State of New York and the Department that the Contractor, and all of its subcontractors and their employees, who have been, or may be used in regard to the Agreement, forfeits all past or future claims of title or ownership to the work produced.

Materials such as forms and publications used by the Contractor in the course of its performance under the Agreement which have been agreed upon by the Parties as generic materials are specifically excluded from this provision.

### **16. OWNERSHIP/TITLE TO PRODUCT DELIVERABLES**

For purposes of this Article, the term "Department" is understood to mean the Department acting on behalf of the State.

#### **(A) Definitions**

##### **1. Product(s):**

A deliverable furnished under the Agreement by or through the Contractor, including existing and custom Product(s), including, but not limited to: a) components of the hardware environment; b) printed materials (including but not limited to training manuals, system and user documentation, reports, drawings); c) third party software; d) modifications, customizations, custom programs, program listings, programming tools, data, modules, components; and e) any properties embodied therein, whether in tangible or intangible form (including but not limited to utilities, interfaces, templates, subroutines, algorithms, formulas, source code, object code).

##### **2. Existing Product(s):**

Tangible Product(s) and intangible licensed Product(s) which exist prior to the commencement of work under the Agreement. The Contractor retains the burden of proving that a particular product existed before commencement of the Agreement.

3. Custom Product(s):

Product(s), preliminary, final or otherwise, which are created or developed by the Contractor, or its subcontractors, partners, employees, or agents under the Agreement for the benefit of the Department.

**(B) Title to Project Deliverables**

The Contractor acknowledges that it is commissioned by the Department to perform services detailed in the Agreement. Unless otherwise specified in writing in the Agreement, the Department shall have ownership and/or license rights as follows:

1. Existing Product(s):

a) Hardware - Title and ownership of Existing Hardware Product shall pass to Department upon acceptance.

b) Software - Title and ownership to Existing Software Product(s) delivered by the Contractor under the Agreement which is normally commercially distributed on a license basis by the Contractor or other independent software vendor/proprietary owner ("Existing Licensed Product"), whether or not embedded in, delivered or operating in conjunction with hardware or Custom Products, shall remain with the Contractor or other independent software vendor/proprietary owner ("ISV"). Effective upon acceptance, such Product shall be licensed to the Department in accordance with the Contractor or ISV owner's standard license agreement, provided, however, that such standard license, must, at a minimum: (a) grant the Department a non-exclusive, perpetual license to use, execute, reproduce, display, perform, adapt (unless the Contractor advises the Department as part of the Contractor's bid proposal that adaptation will violate existing agreements or statutes and the Contractor demonstrates such to the Department's satisfaction) and distribute Existing Licensed Product to the Department up to the license capacity stated in the work order with all license rights necessary to fully effect the general business purpose(s) stated in the Agreement and (b) recognize the State of New York as the licensee. Where these rights are not otherwise covered by the ISV's standard license agreement, the Contractor shall be responsible for obtaining these rights at its sole cost and expense. The Department shall reproduce all copyright notices and any other legend of ownership on any copies authorized under this paragraph.

2. Custom Product(s):

Effective upon creation of Custom Product(s), the Contractor hereby conveys, assigns and transfers to State the sole and exclusive rights, title and interest in Custom Product(s), whether preliminary, final or otherwise, including all trademark and copyrights. The Contractor hereby agrees to take all necessary and appropriate steps to ensure that the Custom Product(s) are protected against unauthorized copying, reproduction and marketing by or through the Contractor, its agents, employees, or subcontractors. Nothing herein shall preclude the Contractor from otherwise using the related or underlying general knowledge, skills, ideas, concepts, techniques and experience developed under the Agreement in the course of the Contractor's business.

Where payment for Custom Product does not involve Certificates of Participation (COPS) pursuant to Article 5-A of the State Finance Law or other third party

financing, the Department may, by providing written notice thereof to the Contractor, elect in the alternative to take a non-exclusive perpetual license to Custom Products in lieu of State taking exclusive ownership and title to such Products. In such case, the Department shall be granted a non-exclusive perpetual license to use, execute, reproduce, display, perform, adapt and distribute Custom Product as necessary to fully effect the general business purpose(s) as stated herein.

In the event that the Contractor wishes to obtain ownership rights to Custom Product(s), the sale or other transfer shall be at fair market value as determined by the Parties at the time of such sale or other transfer, and must be pursuant to a separate written agreement in a form acceptable to the State which complies with the terms of this paragraph.

3. Documentation, Data & Reports

The Department shall own title to all documentation, drawings, (e.g., engineering drawings, system diagrams, logic/schematics, plans, reports, training, maintenance or operating manuals), including network design, equipment configurations and other documentation prepared or developed pursuant to the Agreement, whether preliminary, final or otherwise. The Contractor shall deliver to the possession of the Department all work-in-progress documentation as it becomes available, but in no case longer than thirty (30) days after creation.

**17. FORCE MAJEURE**

Neither Party to the Agreement shall be liable or deemed to be in default for any delay or failure in performance under the Agreement resulting directly or indirectly from acts of God, civil or military authority, acts of public enemy, wars, riots, civil disturbances, insurrections, accident, fire, explosions, earthquakes, floods, the elements, acts or omissions of public utilities or strikes, work stoppages, slowdowns or other labor interruptions due to labor/management disputes involving entities other than the Parties to the Agreement, or any other causes not reasonably foreseeable or beyond the control of a Party. The Parties are required to use best efforts to eliminate or minimize the effect of such events during performance of the Agreement and to resume performance of the Agreement upon termination or cessation of such events.

**18. TIME OF THE ESSENCE**

The Department and the Contractor acknowledge and agree that time is of the essence for the Contractor's performance under the Agreement.

**19. RIGHTS AND REMEDIES**

The rights, duties and remedies set forth in the Agreement shall be in addition to, and not in limitation of, rights and obligations otherwise available at law.

**20. FEDERAL AND STATE COMPLIANCE**

The Contractor shall ensure that its employment practices comply with the Federal Equal Opportunity Act of 1972 (P.L. 92-261), as amended.

The Contractor shall ensure compliance with the Americans With Disabilities Act (42 USC §2101 et. seq.) such that programs and services provided during the course of performance of the Agreement shall be accessible under Title II of the Americans With Disabilities Act and as otherwise applicable under the Americans With Disabilities Act.



**21. TAXES**

It shall be understood that the Department, as an agency of the State of New York, is not liable for the payment of any sales, use, excise, or other form of tax however designated, levied or imposed, and shall agree to reimburse the Contractor for same only if taxes would have been incurred through the Department's normal business operations.

**22. INDEPENDENT CONTRACTOR**

The Parties agree that the Contractor is an independent contractor, and the Contractor, its officers, employees, agents, consultants and/or sub-contractors in the performance of the Agreement shall act in an independent capacity and not as agents, officers or employees of the State or the Department. Neither the Contractor nor any sub-contractor shall thereby be deemed an agent, officer, or employee of the State. The Contractor agrees, during the term of the Agreement, to maintain at the Contractor's expense those benefits to which its employees would otherwise be entitled by law, including health benefits, and all necessary insurance for its employees, including worker's compensation, disability and unemployment insurance, and to provide the Department with certification of such insurance upon request. The Contractor remains responsible for all applicable federal, State, and local taxes, and all FICA contributions.

**23. NO THIRD PARTY BENEFICIARIES**

Nothing contained in the Agreement, expressed or implied, is intended to confer upon any person, corporation, other than the Parties hereto and their successors in interest and assigns, any rights or remedies under or by reason of the Agreement.

**24. HEADINGS OR CAPTIONS**

The headings or captions contained within the Agreement are intended solely for convenience and reference purposes and shall in no way be deemed to define, limit or describe the scope or intent of the Agreement or any provisions thereof.

**25. PARTIAL INVALIDITY**

Each Party agrees that it shall perform its obligations under the Agreement in accordance with all applicable federal and State laws, rules, and regulations, policies and/or guidelines now or hereafter in effect. If any term or provision of the Agreement shall be found to be illegal or unenforceable, then, notwithstanding such term or provision, the Agreement shall remain in full force and effect, and such term or provision shall be deemed stricken.

**26. CONFLICT OF INTEREST**

The Contractor shall ensure that its officers, employees, agents, consultants and/or sub-contractors comply with the requirements of the New York State Public Officers Law ("POL"), as amended, including but not limited to sections 73 and 74, as amended, with regard to ethical standards applicable to State employees, and particularly POL sections 73(8)(a)(i) and (ii) regarding post-employment restrictions affecting former State employees. Additionally, the Contractor shall ensure that no violation of these provisions will occur by reason of the Contractor's proposal for or negotiation and execution of the Agreement or in its delivery of services pursuant to the Agreement. If, during the term of the Agreement, the Contractor becomes aware of a relationship, actual or potential, which may be considered a violation of the POL or which may otherwise be considered a conflict of interest, the Contractor shall notify the Department in writing immediately. Should the Department thereafter determine that such employment is inconsistent with State law; the Department shall so advise the Contractor in writing, specifying its basis for so determining, and may require that the contractual or employment relationship be canceled. Failure to comply with these provisions may result in suspension or cancellation of the Agreement and criminal proceedings as may be required by law.

The Contractor is required to make full disclosure of any circumstances that could affect its ability to perform in complete compliance with the POL. Any questions as to the applicability of these provisions should be addressed by the Contractor to the New York State Ethics Commission, 540 Broadway, Albany, NY 12207 (518) 408-3976.

## **27. AUDIT AUTHORITY**

The Contractor acknowledges that the Department and the Office of the State Comptroller have the authority to conduct financial and performance audits of the Contractor's delivery of Program Services (or Project Services) in accordance with the Agreement and any applicable State and federal statutory and regulatory authorities. Such audit activity may include, but not necessarily be limited to, the review of documentary evidence to determine the accuracy and fairness of all items on the Contractor's submission of claims for payment under the Agreement, and the review of any and all activities relating to the Contractor's performance and administration of the Agreement.

The Contractor shall make available documentary evidence necessary to perform such reviews. Documentation made available by the Contractor may include, but is not limited to, source documents, books of account, subsidiary records and supporting work papers, claim documentation and pertinent contracts and correspondence.

The audit provisions contained herein shall in no way be construed to limit the audit authority or audit scope of the Office of the State Comptroller as set forth in Appendix A of the Agreement - Standards Clauses for All New York State Contracts.

## **28. CONFIDENTIALITY**

All records maintained by the Contractor and relating to the Agreement are confidential and shall be used by the Contractor and its officers, employees, and subcontractors or agents solely for the purpose of carrying out its obligations under the Agreement. Except as directed by a court of competent jurisdiction or as may be permitted or required by applicable New York State or federal law or regulations, no such records may be otherwise used or released to any person by the Contractor, its employees, subcontractors or agents, either during the term of the Agreement or in perpetuity thereafter. Deliberate or repeated accidental breach of this provision may, at the sole discretion of the Department, be grounds for termination of the Agreement.

The Contractor shall promptly advise the Department of all requests made to the Contractor for information regarding the performance of services under the Agreement, including any information provided by the Department, except as required by subcontractors or agents solely for the purpose of carrying out obligations under the Agreement or as required by law.

The Contractor shall be responsible for assuring that any agreement between the Contractor and any of its officers, agents and employees or applicable subcontractors contains a provision that conforms strictly to the provisions of this Article.

## **29. INFORMATION SECURITY REQUIREMENTS**

In accordance with the Information Security Breach and Notification Act (ISBNA) (General Business Law §889-aa, State Technology Law §208), Contractor shall be responsible for complying with provisions of the ISBNA and the following terms contained herein with respect to any private information (as defined in ISBNA) received by Contractor under the Agreement (Private Information) that is within the control of the Contractor either on the Department's information security systems or the Contractor's information security system (System). In the event of a breach of the security of the System (as defined by ISBNA),

Contractor shall immediately commence an investigation, in cooperation with the Department, to determine the scope of the breach and restore security of the System to prevent any further breaches. Contractor shall also notify the Department of any breach of the security of the System immediately following discovery of such breach.

Except as otherwise instructed by the Department, Contractor shall, to the fullest extent possible, first consult with and receive authorization from the Department prior to notifying any individuals, the State Office of Cyber Security and Critical Infrastructure Coordination (CSCIC), the State Consumer Protection Board and the Office of the Attorney General (OAG) or any consumer reporting agencies of a breach of the security of the System or concerning any determination to delay notification due to law enforcement investigations. Contractor shall be responsible for providing the notice to all such required recipients and for all the costs associated with providing such notice. Contractor shall be liable for any other costs associated with noncompliance of ISBNA if caused by the Contractor or Contractor's agents, officers, employees, or subcontractors. Nothing herein shall in any way impair the authority of the OAG to bring an action against the Contractor to enforce the provisions of ISBNA or limit Contractor's liability for any violation of the ISBNA. Additional information relative to the law and the notification process is available at:

<http://www.cscic.state.ny.us/security/securitybreach>

Contemporaneous with the execution of the Agreement, the Contractor and its designees shall execute the Department's Third Party Connection and Data Exchange Agreement and any other protocol required by the Department, and shall ensure its employees, agents and designees complete the related Third Party Acceptable Use Policy and Agreement if applicable, to ensure the security of data transmissions and other information related to the administration of the Agreement. This request may be waived by the Department in its sole discretion.

### **30. NONDISCLOSURE OF CONFIDENTIAL INFORMATION**

Except as may be required by applicable law or a court of competent jurisdiction, the Contractor, its officers, agents, employees, and subcontractors shall maintain strict confidence with respect to any Confidential Information to which the Contractor, its officers, agents, employees, and subcontractors have access in the course of the Contractor's performance under the Agreement. For purposes of the Agreement, all State information of which the Contractor, its officers, agents, employees and subcontractors becomes aware during the course of performing services for the Department shall be deemed to be Confidential Information (oral, visual or written). Notwithstanding the foregoing, information that falls into any of the following categories shall not be considered Confidential Information:

- (a) information that is previously rightfully known to the receiving party without restriction on disclosure;
- (b) information that becomes, from no act or failure to act on the part of the receiving party, generally known in the relevant industry or is in the public domain; and
- (c) information that is independently developed by the Contractor without use of confidential information of the State.

The Contractor shall hold the State and the Department harmless from any loss or damage to the State or the Department resulting from the disclosure by the Contractor, its officers, agents, employees, and subcontractors of such Confidential Information.

The Contractor shall provide for its officers, agents, employees, and subcontractors to acknowledge and execute a nondisclosure agreement containing substantially the terms described in this Article, if requested to do so by the Department or the State.

This representation shall survive termination of the Agreement.

### **31. FREEDOM OF INFORMATION LAW**

Disclosure of information and material provided to the Department by the Contractor in the course of the Contractor's performance under the Agreement shall be permitted consistent with the laws of the State of New York, and specifically the Freedom of Information Law (FOIL), Article 6 of the Public Officers Law. The Department shall take reasonable steps to protect from public disclosure any of the records relating to the Contractor's performance under the Agreement that otherwise are exempt from disclosure under FOIL.

If the Contractor believes that any information or material provided to the Department constitutes trade secret information that should be exempted from FOIL disclosure, the Contractor must, at the time of the materials' submission, request the exemption in writing, specifically identifying the material by page number, line, or other appropriate designation, and provide a particularized explanation as to why the material constitutes trade secret information and how the disclosure of the identified information would cause substantial injury to the Contractor's competitive position. The material sought to be protected from disclosure must be clearly marked in yellow highlighter, on a duplicate copy of the submission and may be provided in hardcopy or on a CD. Generically marking all material as "Confidential" will not be considered adequate for the purpose of this Article.

The Department's receipt of the Contractor's submission of material and the Contractor's request for protection of the material from FOIL disclosure does not constitute a determination that the information is exempt from disclosure under FOIL. In the event any information or material is requested pursuant to FOIL, the Department will address each party's interests fully in accordance with the procedures required by Article 6 of the Public Officers Law.

### **32. TERMINATION OF AGREEMENT**

In addition to any termination provisions specified elsewhere in the Agreement, the following provisions also shall apply:

The Agreement may be terminated by mutual written agreement of the Parties.

The Agreement may be terminated by the Department for cause upon the failure of the Contractor to comply with the terms and conditions of the Agreement, including any exhibits incorporated herein, provided that the Department shall give the Contractor written notice via registered or certified mail, return receipt requested, or hand delivery, such written notice to specify the Contractor's failure and the termination of the Agreement. Termination shall be effective ten (10) Business Days after receipt of such notice unless the Contractor, in the opinion of the Department, has cured such failure. The Contractor agrees to incur no new obligations nor to claim for any expenses made after receipt of the notification of termination. Upon termination for cause, the Department shall have the right to award a new contract to another contractor. Termination for cause shall create a liability upon the Contractor for actual damages incurred and for all reasonable additional costs incurred in reassigning the Agreement.

The Agreement may be terminated if the Department deems that termination would be in the best interest of the State provided that the Department shall give written notice to the Contractor not less than thirty (30) Days prior to the date upon which termination shall become effective, such notice to be made via registered or certified mail, return receipt requested or hand delivered. The date of such notice shall be deemed to be the date of postmark in the case of mail or the date of hand delivery.

The Agreement may be terminated immediately in the event the Department determines that funds are unavailable. The Department agrees to provide notice to the Contractor as soon as it becomes aware that funds are unavailable in the event of termination under this paragraph. If the initial notice is via oral notification, the Department shall provide written notice immediately thereafter. The Department shall be obligated to pay the Contractor only for the expenditures made and obligations incurred by the Contractor until such time as notice of termination or received either orally or in writing by the Contractor from the Department.

In the event of termination for any reason, the Contractor shall not incur new obligations for the terminated portion. The Contractor agrees, after consultation with the Department, to cancel such outstanding obligations as the Contractor deems appropriate in the exercise of sound business judgment.

Upon termination of the Agreement each Party shall, if applicable, return to the other all papers, materials, and other properties of the other Party held by each for purposes of performance under the Agreement. In addition, each Party shall assist the other Party in orderly termination of the Agreement and the transfer of all aspects hereof, tangible, and intangible, as may be necessary to ensure the orderly administration of the State program.

### **33. CONTRACTOR PERSONNEL**

The Contractor shall designate an Account Executive, who shall be the contact person for all matters arising under the Agreement.

The Contractor agrees to be solely responsible for the recruitment, hiring, provision of employment benefits, payment of salaries, and management of its personnel. These functions shall be carried out by the Contractor in accordance with the provisions of the Agreement and with all applicable federal and State laws and regulations.

The Contractor is required to commit key personnel for the administration of all aspects of the Agreement. In the event that any of the key personnel will be or are unavailable for the performance of their duties, the Contractor will designate and propose to the Department an equally qualified alternate with full authority to act for the unavailable key person.

The Contractor shall notify the Department in writing of any changes in the key personnel designated for performance of the Agreement. This shall include any changes in the personnel designated to bind the Contractor.

The Department reserves the right to demand the reassignment or cancellation of assignment to duties under the Agreement of any Contractor personnel so assigned. The Department shall not exercise the authority unreasonably. The Contractor agrees to replace any employees so reassigned or canceled with an employee of equal or better qualifications. If the Department exercises its right under this provision, it agrees to provide written notice to the Contractor setting forth its reasons with specificity.

### **34. OPERATIONAL CONTACTS**

The Contractor shall maintain appropriate corporate and/or legal authority, which shall include, but not be limited to, the maintenance of an organization capable of delivering Program Services in accordance with the Agreement and the authority to do business in the State of New York or any other governmental jurisdiction in which Program Services are to be delivered pursuant to the Agreement. The Contractor also shall maintain operations, financial and legal staff that shall be directly available to the Department's operations, financial and legal staff, respectively. For purposes of the Agreement, maintenance of such staff and staff availability by the Contractor shall in no way create any agency relationship between the Department and the Contractor.

The Contractor acknowledges and agrees that no aspect of the Contractor's performance under the Agreement is contingent upon Department personnel or the availability of Department resources, with the exception of all proposed actions of the Contractor specifically identified in the Agreement as requiring the Department approval. With respect to such approval, the Department shall act promptly and in good faith.

The Contractor must cooperate fully with any other contractors who may be engaged by the Department relative to the the Agreement.

The Contractor must ensure that all contacts by the Contractor personnel with other New York State agencies, external organizations (Federal Agencies, Unions, etc.) which result in any charge, cost or payment of any kind, must receive prior written authorization from the Department's Contract Manager.

### **35. SUBCONTRACTING**

If allowed in the solicitation instrument (e.g., Request for Proposal, Invitation for Bids, etc.) that results in the Agreement, the Contractor may arrange for specified portion(s) of its responsibilities under the Agreement to be subcontracted to a Key Subcontractor(s). A "Key Subcontractor" means that vendor(s) with whom the Contractor subcontracts to provide any portion of Program Services. If the Contractor determines to subcontract a portion(s) of Program Services, the Key Subcontractors must be clearly identified and the nature and extent of its involvement in and/or proposed performance under the Agreement must be fully explained by the Contractor to the Department. The Contractor retains ultimate responsibility for all Program Services performed under the Agreement.

All subcontracts shall be in writing and shall contain provisions, which are functionally identical to, and consistent with, the provisions of the Agreement including, but not be limited to, the body of the Agreement, Appendix A - Standard Clauses For All New York State Contracts, Appendix B - Standard Clauses for All Department Contracts and if applicable as determined by the Department, Appendix C - Third Party Connection and Data Exchange Agreement. Unless waived in writing by the Department, all subcontracts between the Contractor and a Key Subcontractor shall expressly name the State of New York, through the Department, as the sole intended third party beneficiary of such subcontract. The Department reserves the right to review and approve or reject any subcontract with a Key Subcontractor, as well as any amendments to said subcontract(s), and this right shall not make the Department or the State of New York a party to any subcontract or create any right, claim, or interest in the Key Subcontractor or proposed Key Subcontractor against the Department.

The Department reserves the right, at any time during the term of the Agreement, to verify that the written subcontract between the Contractor and Key Subcontractor(s) is in compliance with all of the provision of this Article and any subcontract provisions contained in the Agreement. In addition to other remedies allowed by law, the Department reserves the right to terminate the Agreement for cause if an executed subcontract does not contain all of the provisions/statements stipulated above. If during the term of the Agreement, any executed subcontract between the Contractor and a Key Subcontractor is amended, the Contractor shall, within 30 calendar days of such amendment, provide a copy to the Department.

The Contractor shall give the Department immediate notice in writing of the initiation of any legal action or suit which relates in any way to a subcontract with a Key Subcontractor or which may affect the performance of the Contractor's duties under the Agreement. Any subcontract shall not relieve the Contractor in any way of any responsibility, duty and/or obligation of the Agreement.

**36. PUBLICITY AND COMMUNICATIONS**

The Contractor shall ensure that all requests for the Contractor's participation in events where the Contractor will be participating on behalf of the Department receive prior written authorization from the Department.

No public discussion or news releases relating to the Agreement shall be made or authorized by the Contractor or the Contractor's agent without the prior written approval of the Department, which written approval shall not be unreasonably withheld or delayed provided, however, that Contractor shall be authorized to provide copies of the Agreement and answer any questions relating thereto to any State or federal regulators or, in connection with its financial activities, to financial institutions for any private or public offering.

**37. CONSULTANT DISCLOSURE REQUIREMENTS**

Unless directed otherwise by the Department, the Contractor shall demonstrate its compliance with Chapter 10 of the Laws of 2006 throughout the term of the Agreement by submitting to the Department and to the Office of the State Comptroller a "State Consultant Services - Contractor's Annual Employment Report" for each State Fiscal Year. Such report shall be due no later than May 15<sup>th</sup> of each year following the end of the State Fiscal Year being reported. Such report shall be required of any contract that includes services for analysis, evaluation, research, training, data processing, computer programming, engineering, environmental, health and mental health services, accounting, auditing, paralegal, legal, or similar services. Such report shall conform with Bulletin No. G-226 - Form B as issued by the Office of the State Comptroller. The report must be submitted to the Office of the State Comptroller, Bureau of Contracts, 110 State Street, 11<sup>th</sup> floor, Albany, NY 12236, ATTN: Consultant Reporting; and to the Department's Contract Manager.

**38. PROCUREMENT LOBBYING RESTRICTIONS UNDER STATE FINANCE LAW SECTIONS 139-j AND 139-k**

The Contractor certifies that all information that it has provided or will provide to the Department pursuant to State Finance Law sections 139-j and 139-k is complete, true, and accurate, including but not limited to information regarding prior determinations of non-responsibility within the past four years based upon (i) impermissible contacts of other violations of SFL section 139-j, or (ii) the intentional provision of false or incomplete information to a governmental entity.

The Department reserves the right to terminate the Agreement in the event it is found that the Contractor's certification of its compliance with SFL sections 139-j or 139-k was intentionally false or intentionally incomplete. Upon such finding, the Department may exercise its right to terminate the Agreement by providing written notification to the Contractor in accordance with Article 9 of this Appendix B.

**39. VENDOR RESPONSIBILITY**

The Contractor is required to provide the Department with an updated Vendor Responsibility Questionnaire when requested to do so by the Department throughout the term of the Agreement. Regardless, the Contractor is required to report to the Department any material changes in the information reported in its initial Vendor Responsibility Questionnaire.

**40. TAX LAW SECTION 5-A - CERTIFICATION REGARDING SALES AND COMPENSATING USE TAXES**

In the event the value of the Agreement exceeds \$100,000, the Contractor must file a properly completed Form ST-220-CA with the Department and a properly completed Form ST-220-TD with the Department of Taxation & Finance before the Agreement may take effect.

In addition, after the Agreement has taken effect, the Contractor must file a properly completed Form ST-220-CA with the Department if the Agreement's term is renewed; further, a new Form ST-220-TD must be filed with the Department of Taxation & Finance if no ST-220-TD has been filed by the Contractor or if a previously filed Form ST-220-TD is no longer correct and complete.

**41. CONTRACT PAYMENT**

Contractor shall provide complete and accurate billing invoices to the Department in order to receive payment. Billing invoices submitted to the Department must contain all information and supporting documentation required by the Agreement, the Department and the State Comptroller. Payment for invoices submitted by the Contractor shall only be rendered electronically unless payment by paper check is expressly authorized by the Commissioner, in the Commissioner's sole discretion, due to extenuating circumstances. Such electronic payment shall be made in accordance with ordinary State procedures and practices. The Contractor shall comply with the State Comptroller's procedures to authorize electronic payments. Authorization forms are available at the State Comptroller's website at [www.osc.state.ny.us/epay/index.htm](http://www.osc.state.ny.us/epay/index.htm), by e-mail at [epunit@osc.state.ny.us](mailto:epunit@osc.state.ny.us), or by telephone at 518-474-4032. Contractor acknowledges that it will not receive payment on any invoices submitted under the Agreement if it does not comply with the State Comptroller's electronic payment procedures, except where the Commissioner has expressly authorized payment by paper check as set forth above.

*May 2011*



**APPENDIX C**  
**NEW YORK STATE DEPARTMENT OF CIVIL SERVICE**  
**THIRD PARTY CONNECTION AND DATA EXCHANGE AGREEMENT**

**THIS AGREEMENT** (the "Agreement") by and between the NYS Department of Civil Service ("DCS"), with principal offices in Albany, NY 12239, and

Ancor Information Management, LLC dba HealthLOGIX

with principal offices at

1911 Woodslee Drive
Troy, MI 48083



(hereinafter "Third Party"), is entered into as of the date last written below ("the Effective Date").

This Agreement consists of this signature page and the following attachments incorporated by reference:

- 1) Attachment 1: Third Party Connection and Data Exchange Agreement Terms and Conditions
- 2) Attachment 2: Third Party Connection and Data Exchange Request Requirements Document
- 3) Attachment 3: Third Party Acceptable Use Policy and Agreement
- 4) Attachment 4: DCS Equipment Loan Agreement (Applicable:  Yes  No )

This Agreement may only be modified by a written document executed by the parties hereto. Any disputes arising out of or in connection with this Agreement shall be governed by New York State law without regard to choice of law provisions.

**IN WITNESS WHEREOF**, the parties hereto have caused this Agreement to be duly executed. Each party warrants and represents that its respective signatories whose signatures appear below have been and are on the date of signature duly authorized to execute this Agreement.

<p>Third Party Name: HealthLOGIX</p>	<p>NYS Department of Civil Service (DCS)</p>
<p>Authorized Signature </p>	<p>Authorized Signature </p>
<p>Name (Print) Kelly Colohan</p>	<p>Name (Print) DEIRDRE TAYLOR</p>
<p>Date 2/12/15</p>	<p>Date 3/3/15</p>

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**NEW YORK STATE DEPARTMENT OF CIVIL SERVICE**  
**THIRD PARTY CONNECTION AND DATA EXCHANGE AGREEMENT**  
**ATTACHMENT 1 – SECURITY REQUIREMENTS**

**1. Right to Use Connection**

Third Party may only use the connection and the information obtained from DCS for business purposes as outlined by the Third Party Connection and Data Exchange Request Requirements Document (Attachment 2).

**2. Data Exchange**

2.1 Third Party may only use the data obtained for purposes outlined by the Third Party Connection and Data Exchange Request Requirements Document (Attachment 2) and the contract or Memoranda of Understanding, if any, that exists between DCS and Third Party for the provision of goods or services or governing conduct between DCS and Third Party with respect to the access to and use of DCS data.

2.2 Data exchange may be conducted only by methods and/or services outlined by the Third Party Connection and Data Exchange Request Requirements Document (Attachment 2). Third Party should expect that access to information and services may be limited, as determined or required by DCS.

**3. Network Security**

3.1 Third Party will allow only its own employees approved in advance by DCS (“Third Party Users”) to access the Network Connection or any DCS-owned equipment. Third Party shall be solely responsible for ensuring that Third Party Users are not security risks, and upon DCS’ request, Third Party will provide DCS with any information reasonably necessary for DCS to evaluate security issues relating to any Third Party User.

- 3.2 Third Party will promptly notify DCS whenever any Third Party User leaves Third Party's employ or no longer requires access to the connection or DCS-owned Equipment.
- 3.3 Each Party will be solely responsible for the selection, implementation, and maintenance of security procedures and policies that are sufficient to ensure that (a) such party's use of the connection (and Third Party's use of DCS-owned Equipment) is secure and is used only for authorized purposes, and (b) such Party's business records and data are protected against improper access, use, loss alteration or destruction.
- 3.4 The preferred connectivity method is via the Internet to a DCS-approved or DCS-provided Virtual Private Network (VPN) device. If the device is DCS-provided, DCS will loan the Third Party, in accordance with the DCS Equipment Loan Agreement, the required client software for establishing VPN connections with DCS. Normal DCS perimeter security measures will control access to the internal network.
- 3.5 Extranet – Designated routers are used in combination with firewall rules to allow access to be managed. A second authentication may be required.
- 3.6 Remote Access - Using the DCS-provided remote access software, Third Party will connect via an Internet browser. The account may be disabled until usage is required and controls are placed and managed by DCS. Third Party will be required to follow procedures to enable the account for each use.
- 3.7 Third Party Connections will be audited. All remote access user accounts for Third Parties will be given an expiration time. Renewals must be requested by Third Party and approved by the Department Sponsor. Obsolete Third Party connections will be terminated.
- 3.8 Software versions on all Third Party computers that connect to the DCS network must be versions that are currently supported by the software manufacturer, and all available security updates and hot fixes for that software must be applied in a timely fashion. Software and firmware for all Third Party networking equipment

that is part of the connection to the DCS network must be kept up to date, especially with patches that fix security vulnerabilities.

- 3.9 Anti-virus software and firewalls must be installed and enabled at all times on DCS-owned computers and on Third Party computers that connect to the DCS network. Additionally, virus definition files must be kept up to date.
- 3.10 In no case may a Third Party Connection to DCS be used as an Internet Connection for Third Party or for a Third Party User.

**4. Notifications**

- 4.1 Third Party shall notify DCS in writing promptly of any change in its Users for the work performed over the Network Connection or whenever Third Party believes a change in the connection and/or functional requirements of the connection is necessary.
- 4.2 Any notices required by this Agreement shall be given in hand, sent by first class mail, or via facsimile to the applicable address set forth below.

Third Party Name: HealthLOGIX	NYS Department of Civil Service Albany, New York 12239
Address: 1911 Woodslee Drive Troy, MI 48083	Fax: (518) 402-2835
Attention: Kelly Colohan	Attention: Toni Wasileski

**5. Citizen Notifications**

If Third Party maintains "identifying personal information" on behalf of the Department and such information is compromised. Third Party shall notify the Department immediately that the information has been compromised, the circumstances under which the information was compromised, and the measures undertaken by Third Party to address those circumstances and to otherwise mitigate the effects of the compromise. If encrypted data is compromised along with the corresponding encryption key and

encryption software, the data shall be considered unencrypted and the information will be considered compromised through unauthorized access. If the Department requests Third Party to do so, Third Party shall notify the persons whose identifying information was compromised. Such notification shall be communicated via postal service or email, as directed by the Department, and shall otherwise be executed in accordance with the Department's direction. Notification shall be delayed if a law enforcement agency determines that such notification may impede a criminal investigation. For the purpose of this section, "identifying personal information" shall be any information concerning an individual which, because of name, number, symbol, mark or other identifier in combination with any of the following, is unencrypted: (1) Social Security Number; or (2) driver's license number; or (3) financial account number, credit or debit card number, in combination with any required security code, access code, or password which would permit access to an individual's financial account; or (4) password which would permit access to the individual's account.

**6. Payment of Costs**

Each Party will be responsible for all costs incurred by that Party under this Agreement, including, without limitation, costs for phone charges, telecommunications equipment and personnel for maintaining the connection.

**7. Confidentiality**

7.1 Information exchanged for the business purposes outlined in Attachment 2 will be held confidential by the Parties to the maximum extent permitted by law. Each Party may internally use the information received from the other Party hereunder in connection with and as specifically necessary to accomplish the Business Purpose set forth in Attachment 2 and for no other purposes. Each Party may otherwise share such information with other third parties (e.g. consultants, subcontractors, control agencies) as required or permitted by law in order to effect the business purposes outlined in Attachment 2 and for no other purposes,

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provided that such third parties agree to the confidentiality restrictions set forth herein and as may be required otherwise by State and federal law.

- 7.2 Third Party must implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the sensitive information that it creates, receives, maintains, or transmits on behalf of DCS.
- 7.3 Unencrypted DCS information must not be transmitted over email.
- 7.4 Third Party must ensure that any agent, including a subcontractor, to whom it provides such information, agrees to implement reasonable and appropriate safeguards to protect it and report to the DCS Help Desk any security incident of which it becomes aware.

## **8. Third Party Users**

- 8.1 Third Party must require that each Third Party User executes a Third Party Acceptable Use Policy and Agreement (Attachment 3). Third Party must ensure that DCS is notified by fax or mail when the user base changes, following the specifications in the Third Party Connection & Data Exchange Agreement.
- 8.2 All aspects of Third Party connections within DCS control may be monitored by the appropriate DCS support group and/or the DCS Information Security Officer. Any unauthorized use or change to devices will be investigated immediately.
- 8.3 All Third Party Connections will be reviewed on a regular basis and information regarding specific Third Party connection will be updated as necessary. Obsolete Third Party connections will be terminated.

## **9. DCS-owned Equipment**

- 9.1 DCS may, in DCS' sole discretion, loan to Third Party certain equipment and/or software for use on Third Party premises (the DCS-owned Equipment) under the terms of the DCS Equipment Loan Agreement set forth in Attachment 4. DCS-owned equipment will only be configured for TCP/IP, and will be used solely by Third Party on Third Party's premises or other locations authorized by DCS for

the purposes set forth in this Agreement. DCS is responsible for ensuring that it has the right under applicable software licenses to permit third party use.

- 9.2 Third Party may modify the configuration of the DCS-owned equipment only after notification and approval in writing by authorized DCS personnel.
- 9.3 Third Party will not change or delete any passwords set on DCS-owned equipment without prior approval by authorized DCS personnel. Promptly upon any such change, Third Party shall provide DCS with such changed password.

**10. Term, Termination and Survival**

- 10.1 This Agreement will remain in effect until terminated by either Party, but in no event prior to the termination or expiration of any contract or agreement between the Parties for the purchase of goods or services that provides the business purpose for the exchange of data between the Parties, unless both Parties mutually agree to so terminate this Agreement.
- 10.2 Upon termination, Third Party shall return all tangible DCS data to DCS within a timeframe specified by DCS for that purpose, and further shall certify in writing to DCS that all other DCS data in whatever form has been destroyed. Additionally, any DCS-owned equipment and/or software shall be promptly returned to DCS at Third Party's expense.
- 10.3 Notwithstanding the above, the Parties' obligations to safeguard the confidentiality of the data subject to this Agreement shall survive the termination of this Agreement, and shall bind the Parties' employees, subcontractors, agents, heirs, successors and assigns.

**11. Severability**

If for any reason a court of competent jurisdiction finds any provision or portion of this Agreement to be unenforceable, that provision of the Agreement will be enforced to the maximum extent permissible so as to affect the intent of the Parties, and the remainder of this Agreement will continue in full force and effect.



**12. Waiver**

The failure of any Party to enforce any of the provisions of this Agreement will not be construed to be a waiver of the right of such Party thereafter to enforce such provisions.

**13. Assignment**

Third Party may not assign this Agreement, in whole or in part, without the prior written consent from DCS. Any attempt to assign this Agreement, without such consent, will be null and of no effect. Subject to the foregoing, this Agreement is for the benefit of and will be binding upon the parties' respective successors and permitted assigns.

**14. Force Majeure**

Neither Party will be liable for any failure to perform its obligations if such failure results from any act of God or other cause beyond such Party's reasonable control (including, without limitation, any mechanical, electronic or communications failure) which prevents such party from transmitting or receiving any data.

**15. Partial Invalidity**

If this Agreement is entered into as a consequence of Third Party's provision of goods or services to DCS pursuant to a contract or other written agreement, that Agreement supersedes this Agreement to the extent the agreements' provisions may be inconsistent.

July 2005

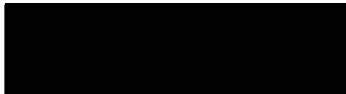
NEW YORK STATE DEPARTMENT OF CIVIL SERVICE  
THIRD PARTY CONNECTION AND DATA EXCHANGE AGREEMENT  
ATTACHMENT 2 – REQUEST REQUIREMENTS

In accordance with the DCS *Third Party Connection and Data Exchange Policy*, all requests for Third Party connections and data exchanges must be accompanied by this completed requirements document. This document should be completed by the DCS person or group requesting the Third Party connection and/or data exchange. The DCS Department Sponsor must be the Director of the Division whose business requires the Third Party connection and/or data exchange. DCS Divisions are encouraged to work with their IRM Liaison to complete the information in this document.

*Part 1 – Business Justification*

**A. DCS Sponsor (Division Director)**

David Boland  
Employee Benefits Division  
NYS Department of Civil Service  
Albany, New York 12239



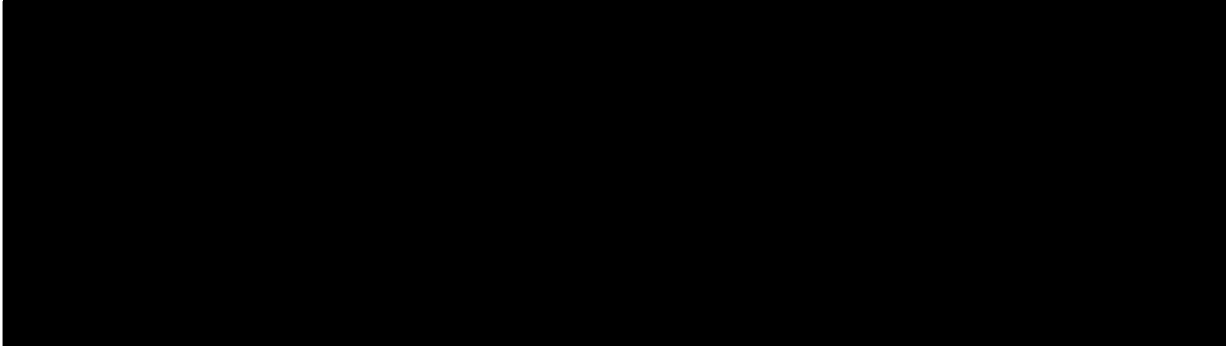
Back-up Point of Contact: *(Data Custodian)*

Barbara Vaughn  
Employee Benefits Division  
NYS Department of Civil Service  
Albany, New York 12239

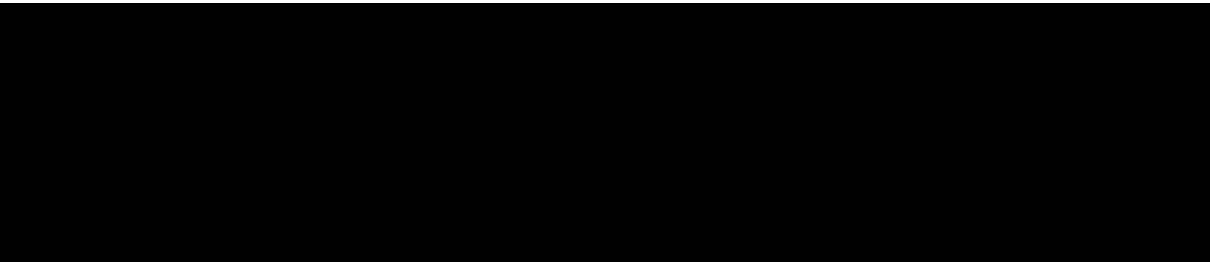


**B. Business Reason for Connection** *(To be completed by Sponsor)*

State the purpose of establishing the connection and the purpose of the data transmission. Specify the business needs of the proposed connection. Use additional sheets of paper if needed.

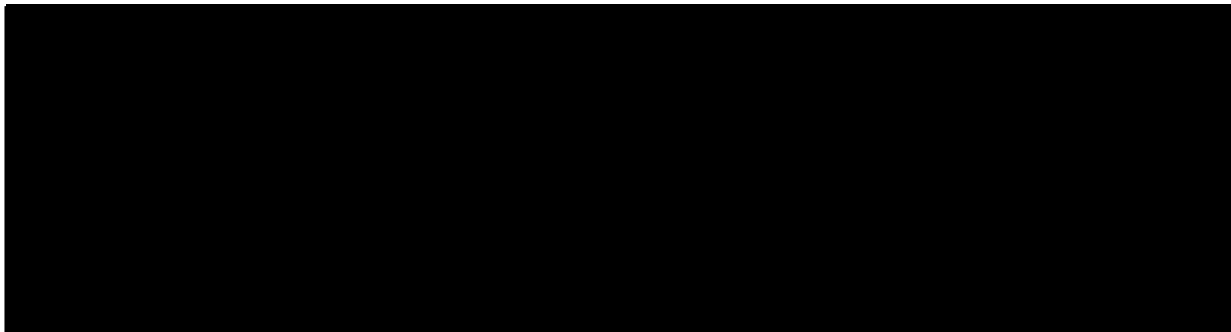


**C. Specify the details of the work to be accomplished via the connection. What applications will be used? What information will be used? What transactions will be accomplished?**

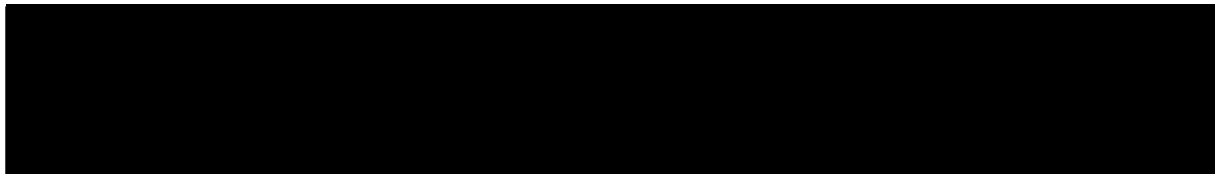


**D. Specify the Third Party Controls to be Implemented for Safeguarding DCS Data:**

Access Controls:



Audit Controls:



[REDACTED]

Working procedures or practices for handling printed material and verbal exchanges:

[REDACTED]

Method of Disposal of media and paper:

[REDACTED]

Secure receptacles are used to dispose of sensitive material.

[REDACTED]

Physical Security:



**E. Estimated number of hours of use each week?**

- 1 – 20                       21 – 40                       More than 40 hours per week

**F. Anticipated normal hours of use?**

- M – F, 8:00 – 5:00 pm Eastern Time                       Other (specify):

**G. What is the requested installation date? (Minimum lead-time is 30 days)**

April 1, 2015

**H. Approximately how long will the connection be needed?**

- Up to 6 months  6 – 12 months                       More than 12 months  
 Specific time period:

*Note: If a connection is needed for more than a year, the Connection Agreement must be renewed annually.*

**I. Other useful information**

**J. Third Party Information**

Name of Third Party: HealthLOGIX

Main Phone Number: 248-740-8866 [REDACTED]

Main Office Address: 1911 Woodslee Drive Troy MI 48083

Management Contact

Name: Ms. Kelly Flynn

Department: Business Development Manager

[REDACTED]  
Email Address: kflynn@healthlogixonline.com

Manager's Name: Mr. Kelly Colohan

Backup Contact

[REDACTED]  
Department: Project Manager

Address: 1911 Woodslee Drive Troy MI 48083

Technical Contact

[REDACTED]  
Department: IT

Address: 1911 Woodslee Drive Troy MI 48083



Manager's Name: Kelly Colohan



Technical Support Hours: 8:00 – 5:30 EST M-F

Escalation List:

Domain name(s):

Host name(s):

**User Names and Contact Information.** *(List all employees of the Third Party who will use this access.)*

User 1 *(name, phone, email):* N/A

User 2 *(name, phone, email):*

User 3 *(name, phone, email):*

User 4 *(name, phone, email):*

User 5 *(name, phone, email):*

User 6 *(name, phone, email):*

User 7 *(name, phone, email):*

User 8 *(name, phone, email):*

User 9 *(name, phone, email):*

User 10 (*name, phone, email*):

**K. Other information**

*July 2005*



**NEW YORK STATE DEPARTMENT OF CIVIL SERVICE  
THIRD PARTY CONNECTION AND DATA EXCHANGE AGREEMENT  
ATTACHMENT 3 – THIRD PARTY ACCEPTABLE USE POLICY AND AGREEMENT**

This Policy and Agreement applies to all forms of computer and networking use, including local access at the Department of Civil Service (DCS) premises, remote access via public or private networks, access using DCS equipment, access using individual or group accounts, and access via other methods.

A signed paper copy of this form must be submitted by any individual (1) for whom authorization of a new user account is requested, (2) who will use a shared third party account, and/or (3) who is requesting reauthorization of an existing use. Modifications to the terms and conditions of this agreement will not be accepted by DCS management.

Indicate here if this is a notification that the User named below no longer requires access:

User's Name ( <i>print</i> ):			
Organization:			
Telephone Number:	Area Code:	Number:	Extension:
Office Address:			
<i>The undersigned acknowledges that he or she has read, understands, and agrees to comply with this Third Party Acceptable Use Policy and Agreement governing the use of DCS computing resources.</i>			
User Signature:		Date:	

**You must sign this signature page and send it to DCS. Retain a copy of the signature page and the attached Policy for your records. This form must be delivered either by fax/ mail to: NYS Department of Civil Service, Albany, NY 12239, 518-485-5588, Attention: Help Desk**

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**NEW YORK STATE DEPARTMENT OF CIVIL SERVICE  
THIRD PARTY CONNECTION AND DATA EXCHANGE AGREEMENT  
ATTACHMENT 3 – THIRD PARTY ACCEPTABLE USE POLICY AND AGREEMENT**

**I. Protection of DCS Information**

All records and information maintained in DCS systems accessed by the User are confidential and shall be used by the User solely for the purpose of carrying out the User's official duties. Users may not use any such records and information for any other purpose. No such records or information may otherwise be used or released to any person by the User or by the User's employer or agent, except as may be required by applicable State or federal law or by a court of competent jurisdiction. All accounts and connections will be regularly reviewed.

**II. DCS Log-on Banner**

All users will follow the guidelines of the DCS Log-on Banner as stated below.

NOTICE \* The contents of this banner have been recommended to all State agencies by the Office for Technology in the NYS Preferred Standards and Procedures for Information Security. \* This electronic system, which includes hardware, software and network components and all data contained therein (the "system"), is the property of the New York State Department of Civil Service (DCS). \* Unauthorized use or attempted unauthorized use of this system is not permitted and may constitute a federal or state crime. Such use may subject you to appropriate disciplinary and/or criminal action. Use of this system is only permitted to the extent authorized by DCS. \* Use is limited to conducting official business of DCS. Under the Electronic Communications Privacy Act of 1986 (18 U.S.C. 2510, et seq.), notice is hereby given that there are NO facilities provided by this system for sending or receiving private confidential electronic communication. Any use, whether authorized or not, may be monitored, intercepted, recorded, read, copied, accessed or captured in any manner, and used or disclosed in any manner, by authorized DCS personnel without additional prior

notice to users. In this regard, users have no legitimate expectation of privacy during any use of this system or in any data on this system. \* Use, whether authorized or unauthorized, constitutes expressed consent for DCS to monitor, intercept, record, read, copy, access or capture and use or disclose such information. \* DCS policy regarding this matter can be reviewed on the DCS internal website. Copies can also be obtained from the Office of Human Resources Management. Such policies are subject to revision. This notice is consistent with the Acceptable Use Policy issued to DCS employees regarding acceptable use, June 15, 2005. I have read and understand this notification and department policy.

**III. Passwords**

The User is not permitted to share his/her password with anyone. Passwords must never be written down. The User must not use the same password for multiple applications. The User must use passwords that are not easily guessed and must not use their email address as their password.

**IV. Shared Accounts**

All use of shared accounts must be authorized by DCS. Users of shared accounts must be identified to DCS via the completion and signing of this policy/agreement. Third Parties are responsible for notification to DCS when the user base changes. Passwords for shared accounts must not be provided to individuals who have not been identified by Third Party to DCS and who have not completed and signed this policy/agreement.

**V. Virus Protection**

Anti-virus software must be installed and enabled at all times on DCS-owned computers and on third party computers used to conduct DCS business. Virus definition files must be kept up to date. DCS Information Resource Management (IRM) provides anti-virus software and maintains the configuration of that software for all DCS-owned computers.

**VI. Acceptable Use**

DCS computers, computing systems and their associated communication systems are provided to support the official business of DCS. All uses inconsistent with DCS' business activities and administrative objectives are considered to be inappropriate use.

Examples of unacceptable behavior include, but are not limited to the following.

- Any illegal activities that could result in legal actions against and/or financial damage to DCS.
- Computer usage that reasonably harasses or offends other employees, users, or outsiders, or results in public embarrassment to DCS.
- Computer usage that is not specifically approved and which consumes significant amounts of computer resources not commensurate with its benefit to DCS' mission or which interferes with the performance of a worker's assigned job responsibilities.
- Use in connection with compensated outside work or unauthorized not-for-profit business activities.
- Use of sniffers, spyware, ad-ware or other related technology.

**VII. Software Protection**

The User is responsible for complying with copyright, licensing, trademark protection, and fair use restrictions.

**VIII. Reporting Incidents**

Users are required to report incidents of system errors, data discrepancies, application performance problems, to the DCS Help Desk, at 518-457-5406 phone; 518-485-5588 fax.

**IX. DCS Rights**

Pursuant to the Electronic Communications Privacy Act of 1986 (18 USC 2510 et seq.), notice is hereby given that there are no facilities provided by this system for sending or

receiving private or confidential electronic communications. DCS has access to all access attempts, messages created and received, and information created or stored using DCS resources, and will monitor use as necessary to assure efficient performance and appropriate use. Information relating to or in support of illegal activities will be reported to the appropriate authorities.

DCS reserves the right to log and monitor use. DCS reserves the right to remove a user account from the network. DCS assumes no responsibility or liability for files or information deleted.

The DCS will not be responsible for any damages. This includes the loss of data resulting from delays, non-deliveries, or service interruptions caused by negligence, errors or omissions, or caused by the way the user chooses to use DCS computing facilities.

DCS reserves the right to change its policies and rules at any time.

**X. Penalties**

The User shall hold the State and DCS harmless from any loss or damage to the State and/or DCS resulting from the User's inappropriate disclosure of information covered by this User Agreement. Further, the User's non-compliance with this Agreement may result in the revocation of system privileges, termination of employment or contract with DCS, and/or criminal and/or civil penalties.

*July 2005*

**NEW YORK STATE DEPARTMENT OF CIVIL SERVICE  
THIRD PARTY CONNECTION AND DATA EXCHANGE AGREEMENT  
ATTACHMENT 4 – EQUIPMENT LOAN AGREEMENT**

Name And Address Of Borrower	DCS Business Unit (Loaning Organization)	
	Point Of Contact	
	Work Location	Telephone
Shipping Address ( <i>If different from borrower's</i> )	Manager's Name	
	Date To Be Loaned	
	Date To Be Returned	
<b>Equipment To Be Loaned</b>		
Quantity	Description	Value
Purpose Of Loan		
<b>CONDITIONS OF LOAN</b>		
1. The Borrower of the above equipment agrees to return same in like condition as received from DCS, normal wear and tear excepted, on or before the above return date, unless the loan period is formally extended.		

2. Upon termination of this Agreement, Borrower shall uninstall all DCS software included in this Agreement from Borrower's computer and/or network equipment.
3. The Borrower shall not make any copies of DCS software included in this Agreement.
4. In case of loss or damage beyond repair, DCS shall be reimbursed by Borrower at the current price of replacement.
5. The equipment shall not be loaned or transferred to a third party without the written consent of DCS.
6. The right is reserved to cancel the loan or recall the equipment upon \_\_\_\_\_ days' notice.
7. The Borrower shall assume all shipping and/or transportation costs involved.
8. Other conditions:

Agreed (Borrower)	Approved (DCS)
Borrowing Organization	Loaning Organization
Signature Of Authorized Official	Signature Of Authorized Official
Title	Title
Date	Date

**RECEIPT OF EQUIPMENT**

<b>Borrower</b> <i>(Upon initial receipt)</i>	<b>DCS Lender</b> <i>(Upon termination of Agreement)</i>
Borrowing Organization	Loaning Organization
Signature Of Authorized Official	Signature Of Authorized Official
Title	Title
Date	Date

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*July 2005*



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**PARTICIPATION BY MINORITY GROUP MEMBERS AND WOMEN WITH RESPECT TO STATE CONTRACTS: REQUIREMENTS AND PROCEDURES**

**I. General Provisions**

- A. The Department of Civil Service is required to implement the provisions of New York State Executive Law Article 15-A and 5 NYCRR Parts 140-145 (“MWBE Regulations”) for all State contracts as defined therein, with a value (1) in excess of \$25,000 for labor, services, equipment, materials, or any combination of the foregoing or (2) in excess of \$100,000 for real property renovations and construction.
- B. The contractor to the subject contract (the “Contractor” and the “Contract,” respectively) agrees, in addition to any other nondiscrimination provision of the Contract and at no additional cost to the New York State Department of Civil Service (the “Department”), to fully comply and cooperate with the Department in the implementation of New York State Executive Law Article 15-A. These requirements include equal employment opportunities for minority group members and women (“EEO”) and contracting opportunities for certified minority and women-owned business enterprises (“MWBEs”). The Contractor’s demonstration of “good faith efforts” pursuant to 5 NYCRR §142.8 shall be a part of these requirements. These provisions shall be deemed supplementary to, and not in lieu of, the nondiscrimination provisions required by New York State Executive Law Article 15 (the “Human Rights Law”) or other applicable federal, state or local laws.
- C. Failure to comply with all of the requirements herein may result in a finding of non-responsiveness, non-responsibility and/or a breach of contract, leading to the withholding of funds or such other actions, liquidated damages pursuant to Section VII of this Appendix or enforcement proceedings as allowed by the Contract.

**II. Contract Goals**

- A. For purposes of this procurement, the Department hereby establishes an overall goal of 30% for Minority and Women-Owned Business Enterprises (“MWBE”) participation, 0% for New York State certified minority-owned business enterprises (“MBE”) participation and 0% for New York State certified women-owned business enterprises (“WBE”) participation (collectively, “MWBE Contract Goals”) based on the current availability of qualified MBEs and WBEs.
- B. For purposes of providing meaningful participation by MWBEs on the Contract and achieving the MWBE Contract Goals established in Section II-A hereof, the Contractor should reference the directory of New York State Certified MBWEs found at the following internet address: <https://ny.newnycontracts.com>.

Additionally, the Contractor is encouraged to contact the Division of Minority and Woman Business Development ((518) 292-5250; (212) 803-2414; or (716) 846-8200) to discuss additional methods of maximizing participation by MWBEs on the Contract.

- C. Where MWBE Contract Goals have been established herein, pursuant to 5 NYCRR §142.8, the Contractor must document “good faith efforts” to provide meaningful participation by MWBEs as subcontractors or suppliers in the performance of the Contract. In accordance with Section 316-a of Article 15-A and 5 NYCRR §142.13, the Contractor acknowledges that if it is found to have willfully and intentionally failed to comply with the MWBE participation goals set forth in the Contract, such a finding constitutes a breach of contract and the Contractor shall be liable to the Department for liquidated or other appropriate damages, as set forth herein.

### **III. Equal Employment Opportunity (EEO)**

- A. The Contractor agrees to be bound by the provisions of Article 15-A and the MWBE Regulations promulgated by the Division of Minority and Women's Business Development of the Department of Economic Development (the “Division”). If any of these terms or provisions conflict with applicable law or regulations, such laws and regulations shall supersede these requirements.
- B. The Contractor shall comply with the following provisions of Article 15-A:
1. Contractor and subcontractor performing work on the Contract (“Subcontractor”) shall undertake or continue existing EEO programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status. For these purposes, EEO shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, or termination and rates of pay or other forms of compensation.
  2. The Contractor shall submit an EEO policy statement to the Department within seventy two (72) hours after the date of the notice by the Department to award the Contract to the Contractor.
  3. If the Contractor or Subcontractor does not have an existing EEO policy statement, the Department may provide the Contractor or Subcontractor a model statement (see Form – Minority and Women-Owned Business Enterprises Equal Employment Opportunity Policy Statement).
  4. The Contractor’s EEO policy statement shall include the following language:

- a. The Contractor will not discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex, age, disability or marital status, will undertake or continue existing EEO programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination, and shall make and document its conscientious and active efforts to employ and utilize minority group members and women in its work force.
- b. The Contractor shall state in all solicitations or advertisements for employees that, in the performance of the contract, all qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.
- c. The Contractor shall request each employment agency, labor union, or authorized representative of workers with which it has a collective bargaining or other agreement or understanding, to furnish a written statement that such employment agency, labor union, or representative will not discriminate on the basis of race, creed, color, national origin, sex age, disability or marital status and that such union or representative will affirmatively cooperate in the implementation of the Contractor's obligations herein.
- d. The Contractor will include the provisions of Subdivisions (a) through (c) of this Subsection 4 and Paragraph "E" of this Section III, which provides for relevant provisions of the Human Rights Law, in every subcontract in such a manner that the requirements of the subdivisions will be binding upon each Subcontractor as to work in connection with the Contract.

C. Form EEO-100 - Staffing Plan

To ensure compliance with this Section, the Contractor shall submit a staffing plan to document the composition of the proposed workforce to be utilized in the performance of the Contract by the specified categories listed, including ethnic background, gender, and Federal occupational categories. The Contractor shall complete the Staffing plan form and submit it as part of their bid or proposal or within a reasonable time, but no later than the time of award of the contract.

D. Form MWBE-100 - Workforce Employment Utilization Report ("Workforce Report")

1. Once a contract has been awarded and during the term of Contract, the Contractor is responsible for updating and providing notice to the Department of any changes to the previously submitted Staffing Plan. This information is to be submitted on a quarterly basis during the term of the contract to report the actual workforce utilized in the

performance of the contract by the specified categories listed including ethnic background, gender, and Federal occupational categories. The Workforce Report must be submitted to report this information.

2. Separate forms shall be completed by Contractor and any Subcontractor.
  3. In limited instances, the Contractor may not be able to separate out the workforce utilized in the performance of the Contract from the Contractor's and/or Subcontractor's total workforce. When a separation can be made, the Contractor shall submit the Workforce Report and indicate that the information provided related to the actual workforce utilized on the Contract. When the workforce to be utilized on the contract cannot be separated out from the Contractor's and/or Subcontractor's total workforce, the Contractor shall submit the Workforce Report and indicate that the information provided is the Contractor's total workforce during the subject time frame, not limited to work specifically under the contract.
- E. The Contractor shall comply with the provisions of the Human Rights Law, all other State and Federal statutory and constitutional non-discrimination provisions. The Contractor and Subcontractors shall not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.

#### **IV. MWBE Utilization Plan**

- A. The Contractor represents and warrants that Contractor has submitted an MWBE Utilization Plan, by submitting evidence thereof through the New York State Contract System (“NYSCS”), which can be viewed at <https://ny.newnycontracts.com>, provided, however, that the Contractor may arrange to provide such evidence via a non-electronic method to the Department, either prior to, or at the time of, the execution of the contract.
- B. The Contractor agrees to use such MWBE Utilization Plan for the performance of MWBEs on the Contract pursuant to the prescribed MWBE goals set forth in Section III-A of this Appendix.
- C. The Contractor further agrees that a failure to submit and/or use such MWBE Utilization Plan shall constitute a material breach of the terms of the Contract. Upon the occurrence of such a material breach, the Department shall be entitled to any remedy provided herein, including but not limited to, a finding of the Contractor non-responsiveness.

**V. Waivers**

- A. For Waiver Requests, the Contractor should use the NYSCS, provided, however, that Bidder may arrange to provide such evidence via a non-electronic method to the Department.
- B. If the Contractor, after making good faith efforts, is unable to comply with MWBE goals, the Contractor may submit a Request for Waiver documenting good faith efforts by the Contractor to meet such goals. If the documentation included with the waiver request is complete, the Department shall evaluate the request and issue a written notice of acceptance or denial within twenty (20) days of receipt.
- C. If the Department, upon review of the MWBE Utilization Plan and updated Quarterly MWBE Contractor Compliance Reports determines that the Contractor is failing or refusing to comply with the MWBE Contract Goals and no waiver has been issued in regards to such non-compliance, the Department may issue a notice of deficiency to the Contractor. The Contractor must respond to the notice of deficiency within seven (7) business days of receipt. Such response may include a request for partial or total waiver of MWBE Contract Goals.

**VI. Quarterly MWBE Contractor Compliance Report**

The Contractor is required to submit a Quarterly MWBE Contractor Compliance Report through the NYSCS, provided, however, that Bidder may arrange to provide such evidence via a non-electronic method to the Department by the 10<sup>th</sup> day following each end of quarter over the term of the Contract documenting the progress made towards achievement of the MWBE goals of the Contract.

**VII. Liquidated Damages - MWBE Participation**

- A. Where the Department determines that the Contractor is not in compliance with the requirements of the Contract and the Contractor refuses to comply with such requirements, or if the Contractor is found to have willfully and intentionally failed to comply with the MWBE participation goals, the Contractor shall be obligated to pay to the Department liquidated damages.
- B. Such liquidated damages shall be calculated as an amount equaling the difference between:
  - 1. All sums identified for payment to MWBEs had the Contractor achieved the contractual MWBE goals; and

2. All sums actually paid to MWBEs for work performed or materials supplied under the Contract.
- C. In the event a determination has been made which requires the payment of liquidated damages and such identified sums have not been withheld by the Department, the Contractor shall pay such liquidated damages to the Department within sixty (60) days after they are assessed by the Department unless prior to the expiration of such sixtieth day, the Contractor has filed a complaint with the Director of the Division of Minority and Woman Business Development pursuant to Subdivision 8 of Section 313 of the Executive Law in which event the liquidated damages shall be payable if Director renders a decision in favor of the Department.

**MINORITY AND WOMEN-OWNED BUSINESS ENTERPRISES – EQUAL  
EMPLOYMENT OPPORTUNITY POLICY STATEMENT**

**M/WBE AND EEO POLICY STATEMENT**

I, Kelly Colohan, the (awardee/contractor Ancor Information Management, LLC, dba HealthLOGIX agree to adopt the following policies with respect to the project being developed or services rendered at the New York State Department of Civil Service.

**M/WBE** This organization will and will cause its contractors and subcontractors to take good faith actions to achieve the M/WBE contract participations goals set by the State for that area in which the State-funded project is located, by taking the following steps:

- (1) Actively and affirmatively solicit bids for contracts and subcontracts from qualified State certified MBEs or WBEs, including solicitations to M/WBE contractor associations.
- (2) Request a list of State-certified M/WBEs from the Department and solicit bids from them directly.
- (3) Ensure that plans, specifications, request for proposals and other documents used to secure bids will be made available in sufficient time for review by prospective M/WBEs.
- (4) Where feasible, divide the work into smaller portions to enhanced participations by M/WBEs and encourage the formation of joint venture and other partnerships among M/WBE contractors to enhance their participation.
- (5) Document and maintain records of bid solicitation, including those to M/WBEs and the results thereof. The Contractor will also maintain records of actions that its subcontractors have taken toward meeting M/WBE contract participation goals.
- (6) Ensure that progress payments to M/WBEs are made on a timely basis so that undue financial hardship is avoided, and that bonding and other credit requirements are waived or appropriate alternatives developed to encourage M/WBE participation.

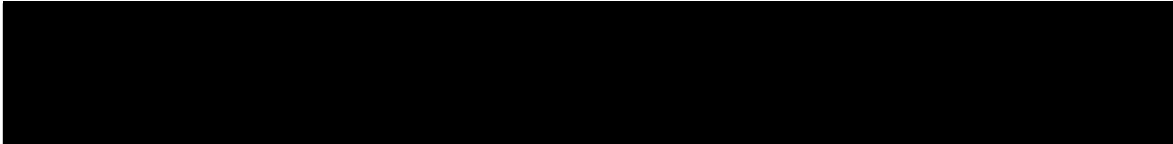
**EEO** (a) This organization will not discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex, age, disability or marital status, will undertake or continue existing programs of affirmative action to ensure that minority group members are afforded equal employment opportunities without discrimination, and shall make and document its conscientious and active efforts to employ and utilize minority group members and women in its work force on state contracts.

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

(c) At the request of the contracting agency, this organization shall request each employment agency, labor union, or authorized representative will not discriminate on the basis of race, creed, color, national origin, sex, age, disability or marital status and that such union or representative will affirmatively cooperate in the implementation of this organization's obligations herein.

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

(e) This organization will include the provisions of sections (a) through (d) of this agreement in every subcontract in such a manner that the requirements of the subdivisions will be binding upon each subcontractor as to work in connection with the State contract



Print: Kelly Colohan Title: General Manager



designated as the Minority Business Enterprise Liaison

(Name of Designated Liaison)

responsible for administering the Minority and Women-Owned Business Enterprises- Equal Employment Opportunity (M/WBE-EEO) program.

**M/WBE Contract Goals**

12.5% Minority and Women's Business Enterprise Participation

0% Minority Business Enterprise Participation

0% Women's Business Enterprise Participation

**EEO Contract Goals**

N/A % Minority Labor Force Participation

N/A % Female Labor Force Participation

Kelly Colohan  
(Authorized Representative)

Title: General Manager

Date: 2/12/2015





**Division of Minority  
and Women's  
Business Development**

## Your MWBE Utilization and Reporting Responsibilities Under Article 15-A

The New York State Contract System ("NYSCS") is your one stop tool compliance with New York State's MWBE Program. It is also the platform New York State uses to monitor state contracts and MWBE participation.

### **GETTING STARTED**

To access the system, you will need to login or create a user name and password at <https://ny.newnycontracts.com>. If you are uncertain whether you already have an account set up or still need to register, please send an email to the customer service contact listed on the Contact Us & Support page, or reach out to your contract's project manager. For verification, in the email, include your business name and contact information.

### **VENDOR RESPONSIBILITIES**

As a vendor conducting business with New York State, you have a responsibility to utilize minority- and/or women-owned businesses in the execution of your contracts, per the MWBE percentage goals stated in your solicitation, incentive proposal or contract documents. NYSCS is the tool that New York State uses to monitor MWBE participation in state contracting. Through the NYSCS you will submit utilization plans, request subcontractors, record payments to subcontractors, and communicate with your project manager throughout the life of your awarded contracts.

There are several reference materials available to assist you in this process, but to access them, you need to first be registered within the NYSCS. Once you log onto the website, click on the **Help & Support** >> link on the lower left hand corner of the Menu Bar to find recorded trainings and manuals on

A button with the text "Help &amp; Tools" and a gear icon.

all features of the NYSCS. You may also click on the icon at the top right of your screen to find videos tailored to primes and subcontractors. There are also opportunities available to join live trainings, read up on the "Knowledge Base" through the Forum link, and submit feedback to help improve future enhancements to the system. Technical assistance is always available through the **Contact Us & Support** link on the NYSCS website (<https://ny.newnycontracts.com>).

For more information, contact your project manager.



The Empire Plan Employee Benefit Card Program

Contract #C000631

**Placeholder for Exhibit B:** Invitation for Bid entitled, The Empire Plan Employee Benefit Card, dated October 1, 2014

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**New York State Department of Civil Service  
Invitation for Bid #EBC-2014-1  
The Empire Plan Employee Benefit Card  
Official Answers to Offeror Questions**

Following are the Department's answers to questions regarding the The Empire Plan Employee Benefit Card IFB.

Note: If the Offeror's questions included their name, the name has been replaced with "Offeror."

**Questions and Answers as of October 22, 2014, updated October 28, 2014**

<u>Section</u>	<u>Question &amp; Answer</u>
<b>Q1</b> General	Can you tell me who won the bid for last year and how much was the winning contract amount?
<b>A1</b>	There was no RFP released last year; however, the current contract is with Standard Register and the approximate amount of actual expenditures has been \$565,200 over a 5-year term, including all card, card carrier, envelope, and postage fees.
<b>Q2</b> General	Is this just to print the cards? Or is it to develop the cards and the backend as well?
<b>A2</b>	No. The specifications of the IFB are to produce and properly assemble the cards, card carriers and envelopes and then mail them to enrollees in a HIPAA-compliant and timely manner. See Exhibit II.E, entitled, Employee Benefit Card Specifications.
<b>Q3</b> Section III Page 3-4	What criteria should a Contractor use when determining whether a Subcontractor qualifies as a Key Subcontractor?

**A3** As defined in Section VIII of the IFB, a Key Subcontractor means those vendors with whom the Contractor subcontracts to provide Program Services and incorporated as a part of the Contractor's Program Team. Key Subcontractors include all vendors who will provide \$100,000 or more in Program Services over the term of the Agreement that results from this IFB, as well as any vendor who will provide Program Services in an amount lower than the \$100,000 threshold and who is a part of the Contractor's Program Team.

**Q4** Section III Is the Contractor required to identify as a Key Subcontractor any Subcontractor utilized as  
Page 3-4 part of its ordinary course of business (that provides services related to the Program Services) even if the Subcontractor is not considered part of the Contractor's Program Team?

**A4** As defined in Section VIII of the IFB, a Key Subcontractor means those vendors with whom the Contractor subcontracts to provide Program Services and incorporated as a part of the Contractor's Program Team. Key Subcontractors include all vendors who will provide \$100,000 or more in Program Services over the term of the Agreement that results from this IFB, as well as any vendor who will provide Program Services in an amount lower than the \$100,000 threshold and who is a part of the Contractor's Program Team.

**Q5** IV.A.2.g.iv Since postage expenses are a pass through item, will the State pre-pay postage? If not it is  
Page 4-8 assumed the Contractor should include carry costs in their per piece quote.

**A5** No, the Department will not pre-pay postage. As noted in Section VII 6.7.4 of the IFB, actual postage charges should be billed monthly in arrears, as for

all Program Services rendered during the preceding month. The postage should not be included in the price per card, card carrier/envelope.

**Amended October 28, 2014**

**Q6** General We would like to know the past bidding history. Is there a website link that shows past bid results?

**A6** You may access a redacted version of the current The Empire Plan Employee Benefit Card Agreement and the proposal submitted by Standard Register using the following link to the Department of Civil Service's public website: [http://www.cs.ny.gov/nyship/procurements/benefit\\_cards.cfm](http://www.cs.ny.gov/nyship/procurements/benefit_cards.cfm)

The Empire Plan Employee Benefit Card Program

Contract #C000631

**Placeholder for Exhibit C:** Ancor Information Management, LLC  
dba HealthLOGIX's Proposal

The Empire Plan Employee Benefit Card Program

Contract #C000631

**Placeholder for Exhibit C-1:** Written responses to clarifying questions regarding Contractor's Proposal, dated December 5, 2014 and December 16, 2014.



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**THE EMPIRE PLAN EMPLOYEE BENEFIT CARD  
SPECIFICATIONS**

**Materials**

**1. Card Stock Specifications**

- ✓ CR-80, PVC, 20 to 30 Mil thick
- ✓ Core Color of the Card Stock = White
- ✓ Core Ink for the front of the Card = Pantone 2748 screen at 20%
- ✓ Core Ink for the back top left box = Pantone 2748 at 100%
- ✓ Non-Variable Ink Color = Pantone 2748 at 100%
- ✓ Variable and Non-Variable Ink Color = Black at 100%

**2. Card Carrier Specifications**

- ✓ Paper Size = 8.5" x 11"; Weight 70# to 80#
- ✓ Color of the Card Carrier = White
- ✓ Variable and Non-Variable Ink Color = Black at 100%

**3. Envelope Stock Specifications**

**OPTION A – Custom oversize (not full face)**

- ✓ Single-Window Envelope
- ✓ Size #10, Stock Weight 24#
- ✓ Envelope Color = White

**OR**

**OPTION B (SELECTED BY CONTRACTOR)**

- ✓ Double -Window Envelope,
- ✓ Size #10, Stock Weight 24#
- ✓ Envelope Color = White
- ✓ Ink Color = Black

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**PROTOTYPE AND INFORMATION SPECIFICATIONS**

**1. Card Stock Prototype and Information**

**Front of Card:**

- a. Full Bleed Background color is Pantone 2748 screen at 20%
- b. Non-variable information:
  - “The Empire Plan” in Pantone 2748/NYSHIP Logo in Stock White  
1200 dpi  
Size: 2.9351’ x .9717’  
Placement: .0357’ from the top
  - “New York State Health Insurance Program” in Pantone 2748  
Font: Univers 57 Condensed Oblique, 5pt  
Placement: centered, 1.901” from the top
- c. Variable information:
  - Black at 100%:
  - Enrollee names (up to six names of up to 28 characters each)  
Font: B Univers 65 Bold, 8pt
  - Enrollee identification number (nine numeric digits)  
Font: B Univers 65 Bold, 16pt

**Back of Card**

- 1. Non-variable information:
  - Blue Box  
Color: Pantone 2748 at 100%  
Size: 1.3438” x 1.3438”  
Placement: bleeds off left & top .125”
  - Text in the Blue Box (“For enrollee services, precertification.....”)  
Size: 1.0417” x .6667”  
Placement: .125” from left & .1563” from top  
Font: Univers 67 Bold Condensed, 8pt  
Horizontal Scale 105%, centered
  - Text in the Blue Box (“1-877-7-NYSHIP 1-877-769-7447”)  
Size: 1.0417” x .3653”  
Placement: .125” from left & .8264” from top  
Font: Univers 67 Bold Condensed, 11pt  
Horizontal Scale 105%, centered
  - Remainder of the information in Black 100%, see example in Exhibit II.A

2. Card Carrier Prototype and Information

Option A ( <u>NOT SELECTED</u> )	Option B ( <u>SELECTED</u> )
<i>Single-Window Envelope</i>	<i>Double-Window Envelope</i>
<p><b>Front of Card Carrier</b></p> <p>Variable information printed in black at 100%:</p> <ul style="list-style-type: none"> <li>▪ Information that <b>MUST</b> appear in the Envelope window when Card Carrier is tri-folded: <ul style="list-style-type: none"> <li>-Name and address of the employing agency in font Cambria 10.0</li> <li>-Name and address of the Enrollee in font Cambria 10.0</li> </ul> </li> <li>▪ Information that <b>MUST NOT</b> appear in the Envelope window when the Card Carrier is tri-folded: <ul style="list-style-type: none"> <li>-Enrollee’s Empire Plan identification number</li> <li>-Number of cards issued</li> </ul> </li> </ul> <p>Non-variable information printed in black at 100%</p> <ul style="list-style-type: none"> <li>▪ Information that <b>MUST</b> appear in the Envelope window when Card Carrier is tri-folded: <ul style="list-style-type: none"> <li>-New York State Logo printed to the left of employing agency</li> <li>-“Important Empire Plan Information Enclosed” printed at top of window in font Helvetica-Bold 10.0</li> <li>-“Return Service Requested” printed in between employing agency and Enrollee address in font Helvetica Bold 10.0</li> </ul> </li> </ul>	<p><b>Front of Card Carrier</b></p> <p>Variable information printed in Black at 100%</p> <ul style="list-style-type: none"> <li>▪ Information that <b>MUST</b> appear in the Envelope window when the Card Carrier is tri-folded: <ul style="list-style-type: none"> <li>-Name and address of the employing agency in the top left window in font Cambria 10.0</li> <li>-Name and address of the Enrollee in the lower center window in font Cambria 10.0</li> </ul> </li> <li>▪ Information that <b>MUST NOT</b> appear in the Envelope window when the Card Carrier is tri-folded: <ul style="list-style-type: none"> <li>-Enrollee’s Empire Plan identification number</li> <li>-Number of cards issued</li> </ul> </li> <li>▪ Additional information on the Card Carrier that <b>MUST NOT</b> appear in the Envelope window(s): <ul style="list-style-type: none"> <li>-NYSHIP Logo top right side</li> <li>-“For New York Government -Employees” centered directly below the NYSHIP Logo in StoneSans 11.0</li> <li>-“New York State Health Insurance Program...” directly below “For New York...” text aligned to the left, in Times Roman 12.0</li> </ul> </li> </ul>

Option A	Option B
<p align="center"><i>Single-Window Envelope</i></p>	<p align="center"><i>Double-Window Envelope</i></p>
<ul style="list-style-type: none"> <li>▪ Additional information on the Card Carrier that <b>MUST NOT</b> appear in the Envelope window(s):               <ul style="list-style-type: none"> <li>-NYSHIP Logo top right side</li> <li>-“For New York Government -Employees” centered directly below the NYSHIP Logo in StoneSans 11.0</li> <li>-“New York State Health Insurance Program...” directly below “For New York...”, text aligned to the left, in Times Roman 12.0</li> <li>-“PLEASE READ THE INFORMATION ON THE REVERSE SIDE CAREFULLY” centered on the bottom of the Card Carrier in Univers Bold 12.0</li> <li>-“RECEIPT OF THIS...” centered directly under “PLEASE READ...” in Univers 11.0</li> </ul> </li> </ul> <p><b>Back of Card Carrier</b>            Non-variable information printed in Black at 100%</p> <ul style="list-style-type: none"> <li>▪ All information on the back of the Card Carrier is non-variable               <ul style="list-style-type: none"> <li>-“PLEASE READ...”; and IMPORTANT NOTICE have a black background with white text in all caps in font Univers, Bold 13.0</li> <li>-“STEPS THE...has a black background with white text in all caps in font Univers, Bold 11.0</li> <li>-All information in black text is Times Roman 12.0 with the last paragraph in bold</li> </ul> </li> </ul>	<p>-“PLEASE READ THE INFORMATION ON THE REVERSE SIDE CAREFULLY” centered on the bottom of the Card Carrier in Univers Bold 12.0</p> <p>-“RECEIPT OF THIS...” centered directly under “PLEASE READ...” in Univers 11.0</p> <p><b>Back of Card Carrier</b>            Non-variable information printed in Black at 100%</p> <ul style="list-style-type: none"> <li>▪ All information on the back of the Card Carrier is non-variable               <ul style="list-style-type: none"> <li>-“PLEASE READ...”; and IMPORTANT NOTICE have a black background with white text in all caps in font Univers, Bold 13.0</li> <li>-“STEPS THE... has a black background with white text in all caps in font Univers, Bold 11.0</li> <li>-All information in black text is Times Roman 12.0 with the last paragraph in bold</li> </ul> </li> </ul>

3. Envelope Prototype and Information

Option A	Option B
<i>Single-Window Envelope</i>	<i>Double-Window Envelope</i>
<p>Non-variable information printed <i>on the front of the Envelope</i> in Black at 100%</p> <ul style="list-style-type: none"> <li>▪ Indicia in font Helvetica 10.0</li> </ul>	<p>Non-variable information printed <i>on the front of the Envelope</i> in Black at 100%</p> <ul style="list-style-type: none"> <li>▪ “Return Service Requested” between the windows in font Helvetica-Bold 10.0</li> <li>▪ New York State Logo printed on the left of the top window</li> <li>▪ “Important Empire Plan Information Enclosed” printed above the top window in font Helvetica-Bold 14.0</li> <li>▪ Indicia in font Helvetica 10.0</li> </ul>

**IFB# EBC-2014-1 THE EMPIRE PLAN EMPLOYEE BENEFIT CARD  
Employee Benefit Card Fee Schedule**

Fee Type	Fee Basis	Offeror's Quoted Fees (2) (3)					Total Unit Fee (Col. F)	Average Unit Fee (Col. G)	Estimated Contract Utilization (Col. H)	Estimated Contract Cost (Col. I)
		Year 1 (Col. A)	Year 2 (Col. B)	Year 3 (Col. C)	Year 4 (Col. D)	Year 5 (Col. E)				
EBC	Per EBC									
Card Carrier & Envelope	Per Packet (1)									
<b>TOTAL PROJECTED COST (J)</b>										

**Footnotes:**

- 1) Each Card Carrier and Envelope packet includes one (1) Card Carrier and one (1) Envelope.
- 2) Includes all costs to produce the EBC, Card Carrier and Envelope, including materials, administration, start up costs, and management reporting costs.
- 3) Excludes USPS charges which will be reimbursed to the Contractor on a pass-through basis in accordance with Section IV.A.2.g.ii of the IFB

**Instructions:**

**Columns A through E:** Propose a fixed fee for EBCs and Card Carriers and Envelopes for each of the 5 years of the contract.  
**Column F:** Total the Year 1 to Year 5 fees for the EBC and Card Carrier and Envelope categories in column F, Total Unit Fee.  
**Column G:** Divide each sum in column F by 5 and insert in column G, Average Unit Fee. Round to nearest cent.  
**Column I:** For each fee type, multiply column G, Average Unit Fee by column H, Estimated Contract Utilization, and insert in column I, Estimated Contract Cost.  
**Box J - Total Projected Cost:** Sum column I, Estimated Cost and insert in box J, Total Projected Cost.  
**Below:** Identify which option in each category is proposed by the Offeror:

- |  |    |   |
|--|----|---|
| <input type="checkbox"/> Option A Single-Window Envelope | OR | <input checked="" type="checkbox"/> Option B Double-Window Envelope |
| <input type="checkbox"/> Card Carrier Weight 70#         | OR | <input checked="" type="checkbox"/> Card Carrier Weight 80#         |
| <input type="checkbox"/> Card Stock 20 Mil               | OR | <input checked="" type="checkbox"/> Card Stock 30 Mil (27 Mil)      |