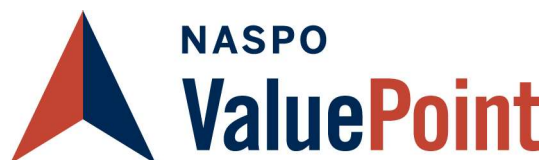


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PARTICIPATING ADDENDUM



CLOUD SOLUTIONS 2016-2026

Led by the State of Utah

Master Agreement #: AR3086

Contractor: **ACCENTURE LLP**

Participating Entity: **STATE OF OHIO**

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

AVEnueS

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

- Anything not applicable to the AVEnueS solution

Master Agreement Terms and Conditions:

1. Scope: This addendum covers **Cloud Solutions** led by the State of *Utah* for use by state agencies and other entities located in the State of Ohio authorized by that State's statutes to utilize State contracts with the prior approval of the State's Chief Procurement Official.
2. Participation: The NASPO ValuePoint Master Agreement may be used by all state agencies, institutions of higher institution, political subdivisions and other entities authorized to use statewide contracts in the State of Ohio. Issues of interpretation and eligibility for participation are solely within the authority of the State Chief Procurement Official. ODJFS has obtained approval from the DAS Chief Procurement Officer to enter into this participating Addendum with Accenture for the AVEnueS solution.
3. Access to Cloud Solutions Services Requires State CIO Approval: Unless otherwise stipulated in this Participating Addendum, specific services accessed through the NASPO ValuePoint cooperative Master Agreements for Cloud Solutions by state executive branch agencies are subject to the authority and prior approval of the State Chief Information Officer's Office. The State Chief Information Officer means the individual designated by the state Governor within the Executive Branch with enterprise-wide responsibilities for leadership and management of information technology resources of a state.
4. Order of Precedence:
 - a. Ohio's Participating Addendum; Ohio's Participating Addendum shall not diminish, change, or impact the rights of the Lead State with regard to the Lead State's contractual relationship with the Contractor under the Terms of the Lead State's Master Agreement.
 - b. AVEnueS Subscription Agreement as agreed upon by Contractor and the state of Ohio.
 - c. Lead State's Master Agreement (includes negotiated Terms & Conditions and applicable exhibits to the Master Agreement);
 - d. The Solicitation including all Addenda; and
 - e. Contractor's response to the solicitation.

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5. Primary Contacts: The primary contact individuals for this Participating Addendum are as follows (or their named successors):

Contractor

Name:	Aman Singh
Address:	400 W Nationwide Blvd, Suite 100 Columbus, OH 43215
Telephone:	(412) 951-1712
Fax:	
Email:	aman.a.singh@accenture.com

Participating Entity

Name:	Elizabeth Holzworth
Address:	Rhodes State Office Tower, 30 E. Broad Street, 31 st Floor
Telephone:	614-965-1948
Fax:	
Email:	Elizabeth.Holzworth@jfs.ohio.gov

6. PARTICIPATING ENTITY MODIFICATIONS OR ADDITIONS TO THE MASTER AGREEMENT

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

Participating Entity must check one of the boxes below.

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

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

ARTICLE I. PURPOSE; DELIVERABLES

A. Ownership of Deliverables (also referred to as "Services").

- Each party (or its licensors as applicable) shall retain ownership of its intellectual property rights, including without limitation patents, copyright, trade secrets, data and other proprietary rights ("IP") which were existing prior to each statement of work, as well as its know-how and any IP developed, licensed or acquired by or on behalf of a party or its licensors independently from the services or the Deliverables, in each case including any modifications or derivatives (collectively "Pre-Existing IP"). Except for CONTRACTOR Pre-Existing IP and third-party materials in the Deliverables, all IP in the Deliverables provided by CONTRACTOR under this Contract or with funds hereunder, including any documents, data, photographs and negatives, electronic reports/records, or other media, are the

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property of ODJFS, which has an unrestricted right to reproduce, distribute, modify, maintain, and use the Deliverables. CONTRACTOR will not obtain copyright, patent, or other proprietary protection for the Deliverables. Unless otherwise agreed in a statement of work, CONTRACTOR will not include in any Deliverable any copyrighted material, unless the copyright owner gives prior written approval for ODJFS and CONTRACTOR to use such copyrighted material in the manner provided herein. CONTRACTOR agrees that all Deliverables will be made freely available to the public unless ODJFS determines that, pursuant to state or federal law, such materials are confidential or otherwise exempted from disclosure.

2. All Deliverables provided or produced pursuant to this Contract will be considered "works made for hire" within the meaning of copyright laws of the United States and the State of Ohio. ODJFS is and will be deemed sole author of the Deliverables and sole owner of all rights therein. If any portion of the Deliverables is deemed not a "work made for hire," or if there are any rights in the Deliverables not conveyed to ODJFS, CONTRACTOR agrees to, and by executing this Contract does, assign ODJFS all worldwide rights, title, and interest in and to the Deliverables (except CONTRACTOR Pre-Existing IP and third-party materials in Deliverables). ODJFS acknowledges that its sole ownership of the Deliverables under this Contract does not affect CONTRACTOR's right to use general concepts, algorithms, programming techniques, methodologies, or technology that CONTRACTOR developed prior to or as a result of this Contract or that are generally known and available.
3. CONTRACTOR understands that it must submit a written request to ODJFS and receive express written permission from ODJFS to include any of its own pre-existing, proprietary materials in any of the Deliverables under this Contract. ODJFS's approval of the inclusion of pre-existing, proprietary materials is predicated on CONTRACTOR granting to ODJFS and the State of Ohio a worldwide, non-exclusive, non-transferable, perpetual, royalty-free license to use CONTRACTOR Pre-Existing IP that are included in the Deliverables under this Contract for purposes of ODJFS use, receipt and enjoyment of the services and Deliverables only, and not on a stand-alone basis. Upon request by CONTRACTOR, ODJFS will incorporate into any future copies of the Deliverables under this Contract any proprietary notice(s) CONTRACTOR may reasonably require for any pre-existing, proprietary materials included in the Deliverables of this Contract. Any proprietary notices will be the minimum required by law so as not to be seen as an endorsement by ODJFS or an advertisement for CONTRACTOR.

ARTICLE II. EFFECTIVE DATE OF THE CONTRACT

- A. This Contract is in effect upon signature of the ODJFS Director and will continue as set forth in the AVenueS Subscription Agreement this Contract is suspended or terminated prior to the expiration date. Work under this Contract shall not begin until issuance of an approved State of Ohio purchase order. This Contract may be renewed upon satisfactory

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completion of activities hereunder, appropriation of funds by the Ohio General Assembly, and mutual agreement of the parties. ODJFS will issue a notice to CONTRACTOR if ODJFS decides to renew this Contract for Contractor's review and confirmation. CONTRACTOR will not obligate resources in anticipation of a renewal until notice is provided.

- B. It is expressly understood by both ODJFS and CONTRACTOR that this Contract will not be valid and enforceable until the Director of the Ohio Office of Budget and Management, first certifies, pursuant to Section 126.07 of the Ohio Revised Code (ORC), that there is a balance in the appropriation not already allocated to pay existing obligations. The ODJFS Contract Manager will notify CONTRACTOR when this certification is given.

ARTICLE III. COMPENSATION

- A. The total amount payable under this Contract is set forth in the Schedule 1 of the AVenueS Subscription Agreement. CONTRACTOR understands that the terms of this Contract do not provide for compensation in excess of the total amount listed in this section. CONTRACTOR hereby waives the interest provisions of ORC 126.30.
- B. There will be no travel or other expenses under this Contract.
- C. Line item expenses listed in the budget may be reallocated upon the written approval of the ODJFS Contract Manager as long as the total amounts per SFY and the total overall Contract amount remains unchanged.
- D. Compensation will be paid as set forth in the AVenueS Subscription Agreement
- E. CONTRACTOR will submit a detailed invoice(s) on a one-time basis to the ODJFS Contract Manager, Elizabeth Holzworth or designee, Rhodes State Office Tower, 30 East Broad Street, 31st Floor, Columbus, Ohio 43215. CONTRACTOR agrees to use an invoice instrument to be prescribed by ODJFS and will include in each invoice:
1. CONTRACTOR's name, complete address, and federal tax identification number;
 2. Contract number and dates;
 3. Purchase order number;
 4. Amount and purpose of the invoice, including such detail as required per the compensation section of this Contract; Deliverables completed, description of services rendered, hourly rates and number of hours (if applicable), amount of monthly fee (if applicable), and itemized travel and other expenses if permitted by this Contract;
 5. Description of Deliverables performed during the billing period; and
 6. Other documentation requested by the ODJFS Contract Manager.
- F. CONTRACTOR expressly understands that ODJFS will not compensate CONTRACTOR for any work performed prior to CONTRACTOR's receipt of notice from the ODJFS Contract Manager that the provisions of ORC 126.07 have been met as set forth in ARTICLE II, nor for work performed after the ending date of this Contract.

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- G. CONTRACTOR expressly understands that ODJFS does not have the ability to compensate CONTRACTOR for invoices submitted after the State of Ohio purchase order has been closed. State of Ohio purchase orders are issued per SFY. CONTRACTOR must submit final invoices for payment for each SFY no later than 90 calendar days after the end date of each SFY, or if earlier, the end date of this Contract. Failure to do so will be deemed a forfeiture of the remaining compensation due hereunder.
- H. CONTRACTOR understands that availability of funds is contingent on appropriations made by the Ohio General Assembly or by funding sources external to the State of Ohio, such as federal funding. If the Ohio General Assembly or the external funding source fails at any time to continue funding ODJFS for the payments due under this Contract, this Contract will be terminated as of the date funding expires without further obligation of ODJFS or the State of Ohio.
- I. CONTRACTOR and ODJFS understand that the terms of this Contract, when combined with any other payments made to or open encumbrances with CONTRACTOR during the same SFY, cannot establish compensation in excess of \$50,000.00 aggregate without prior approval from the State Controlling Board in accordance with ORC 127.16.

ARTICLE IV. SUSPENSION AND TERMINATION, BREACH, AND DEFAULT

- A. Contract Termination. If a party fails to perform any one of its obligations under this Contract, and such failure materially affects the performance of this contract, the other party may terminate this Contract upon giving reasonable time to cure the breach (at least thirty days from notification of breach), in accordance with this section.
 - 1. Termination for Default. If a party's default is unable to be cured in a reasonable time (at least thirty days from notification of breach), the non-breaching party may terminate the Contract by written notice to the other party. ODJFS shall pay CONTRACTOR for all Services and Deliverables completed and accepted by ODJFS.
 - 2. Termination for Persistent Default. ODJFS may terminate this Contract by written notice to CONTRACTOR for defaults that are cured but are persistent. "Persistent" means three or more defaults. After ODJFS has notified CONTRACTOR of its third default, ODJFS may terminate this Contract without providing CONTRACTOR with an opportunity to cure, if CONTRACTOR defaults for a fourth time. The four defaults are not required to be related to each other in any way.
 - 3. Termination for Endangered Performance. ODJFS may terminate this Contract by prior written notice (at least fifteen days) to the CONTRACTOR if ODJFS determines that the performance of the Contract is endangered through no fault of ODJFS.
 - 4. Termination for Financial Instability. ODJFS may terminate this contract by written notice to CONTRACTOR if a petition in bankruptcy or similar proceeding has been filed by or against the CONTRACTOR.

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5. Termination for Delinquency, Violation of Law. ODJFS may terminate this Contract by written notice, if it determines that CONTRACTOR is delinquent in its payment of federal, state or local taxes, workers' compensation, insurance premiums, unemployment compensation contributions, child support, court costs or any other obligation owed to a state agency or political subdivision, provided that prior written notice and opportunity to cure such violation within thirty (30) days was given. ODJFS also may cancel this Contract, if it determines that CONTRACTOR has violated any law applicable to CONTRACTOR in its role of service provider during the performance of this Contract, and such violation was not cured within thirty (30) from notification. However, ODJFS may not terminate this Contract if the CONTRACTOR has entered into a repayment agreement with which the CONTRACTOR is current
6. Termination for Subcontractor Default. Intentionally Deleted.
7. Termination for Failure to Retain Certification. Pursuant to O.R.C. Section 123.151 and 123.152 of the Revised Code, ODJFS may certify businesses for participation in state sponsored business assistance programs. After certification is obtained it is the responsibility of the CONTRACTOR to maintain certification. If the CONTRACTOR is awarded a contract pursuant to a certification program and fails to renew its certification and/or is decertified, ODJFS may immediately cancel the contract.
8. Termination for Convenience. ODJFS may terminate this Contract for its convenience after issuing a prior written notice of thirty (30) days to the CONTRACTOR. If the termination is for the convenience of ODJFS, the CONTRACTOR will be entitled to compensation for any Service and/or Deliverable that the CONTRACTOR has delivered and was accepted by ODJFS before the termination. Such compensation will be the CONTRACTOR's exclusive remedy in the case of termination for convenience and will be available to the CONTRACTOR only after the CONTRACTOR has submitted a proper invoice for such, with the invoice reflecting the amount determined by ODJFS to be owing to the CONTRACTOR.
9. Termination, Effectiveness, Contractor Responsibilities. The notice of termination whether for cause or without cause will be effective as soon as CONTRACTOR receives it. Upon receipt of the notice of termination, CONTRACTOR will immediately cease all work on the Project, if applicable, and refuse any additional orders and take all steps necessary to minimize the costs the CONTRACTOR will incur related to this Contract. The CONTRACTOR will promptly prepare a report and deliver it to ODJFS. The report must detail either the work completed at the time of termination or the orders received and not processed prior to termination, and if applicable, the percentage of the Project's completion, estimated time for delivery of all orders received prior to termination, any costs incurred by the CONTRACTOR in doing the Project to date and any deliverables completed or partially completed but not delivered to ODJFS at the time of termination. Any and all work, whether completed or not, will be delivered to ODJFS along with the

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specified report. However, if delivery in that manner would not be in ODJFS's interest, then the CONTRACTOR will propose a suitable alternate form of delivery.

- B. **Contract Suspension.** If CONTRACTOR fails to perform any one of its obligations under this Contract, and such failure materially affects the performance of this Contract, it will be in default and ODJFS may suspend rather than terminate this Contract where ODJFS believes that doing so would better serve its interest

In the case of a suspension for ODJFS's convenience, the amount of compensation due to the CONTRACTOR for work performed before the suspension will be determined in the same manner as provided in this section for termination for ODJFS's convenience or the CONTRACTOR may be entitled to compensation for work before the suspension.

The notice of suspension, whether with or without cause, will be effective immediately on the CONTRACTOR's receipt of the notice. The CONTRACTOR will promptly prepare a report and deliver it to ODJFS as is required in the case of termination.

ARTICLE V. NOTICES

- B. ODJFS and CONTRACTOR agree that communication regarding Deliverables, scope of work, invoice or billing questions, or other routine instructions will be between CONTRACTOR and the identified ODJFS Contract Manager.
- B. Notices to ODJFS from CONTRACTOR that concern changes to CONTRACTOR's principal place of operation, billing address, legal name, federal tax identification number, mergers or acquisitions, corporate form, excusable delay, termination, bankruptcy, assignment, any notice pursuant to ARTICLE VIII, and/or any other formal notice regarding this Contract will be sent to the ODJFS Deputy Director of Contracts and Acquisitions at 30 East Broad Street, 31st Floor, Columbus, Ohio 43215.
- C. Notices to CONTRACTOR from ODJFS concerning termination, suspension, option to renew, breach, default, or other formal notices regarding this Contract will be sent to CONTRACTOR's representative at the address appearing on the signature page of this Contract, and/or 500 W. Madison Street, 20th Floor, Chicago, Illinois, 60661.
- D. All notices will be in writing and will be deemed given when received. All notices must be sent using a delivery method that documents actual delivery to the appropriate address herein indicated (*e.g.*, registered or certified mail, postage prepaid).

ARTICLE VI. RECORDS, DOCUMENTS AND INFORMATION

CONTRACTOR agrees that all records, documents, writings, and other information, created or used pursuant to this Contract will be treated according to the following terms, and that substantially similar terms will be included in any subcontract agreements executed for the performance of the Deliverables under this Contract:

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- A. CONTRACTOR agrees that, unless otherwise agreed in the Subscription Agreement, any media produced pursuant to this Contract or acquired with Contract funds will become the property of ODJFS. This includes all documents, reports, data, photographs (including negatives), and electronic reports and records. ODJFS will maintain the unrestricted right to reproduce, distribute, modify, maintain, and use the media in any way ODJFS deems appropriate. CONTRACTOR further agrees not to seek or obtain copyright, patent or other proprietary protection for any materials or items produced under this Contract. CONTRACTOR understands that all materials and items produced under this Contract will be made freely available to the public unless ODJFS determines that certain materials are confidential under federal or state law.
- B. All ODJFS information that is classified as public or private under Ohio law will be treated as such by CONTRACTOR. Should the nature of any information be in question, ODJFS will determine whether the information is public or private. CONTRACTOR will restrict the use of any information, systems, or records ODJFS provides to the specific Deliverables of this Contract. CONTRACTOR and its employees agree to be bound by the same standards and rules of confidentiality that apply to employees of ODJFS and the State of Ohio. CONTRACTOR agrees that substantially similar terms of this section will be included in any subcontract executed by CONTRACTOR for work under this Contract.
- C. CONTRACTOR information that is proprietary and has been specifically identified by CONTRACTOR as proprietary, as well as information that is reasonably understood to be confidential, will be held as confidential by ODJFS. Proprietary information is information that would put CONTRACTOR at a competitive disadvantage in CONTRACTOR's marketplace and trade if it were made public. ODJFS reserves the right to require reasonable evidence of CONTRACTOR's assertion of the proprietary nature of any information. The provisions of this ARTICLE are not self-executing. CONTRACTOR must demonstrate that any information claimed as proprietary meets the definition of "trade secret" found at ORC 1333.61. CONTRACTOR will defend such a claim. For the avoidance of doubt, the parties agree that the definition of Confidential Information shall not include Personal Data that is publicly available. There will be no Personal Data provided in the AVenueS Subscription Agreement.
- D. For Audit Purposes Only: All records relating to cost, work performed, supporting documentation for invoices submitted to ODJFS, and copies of all materials produced under or pertaining to this Contract will be retained by CONTRACTOR and will be made available for audit by state and federal government entities that include but are not limited to, ODJFS, the Ohio Auditor of State, the Ohio Inspector General and all duly authorized law enforcement officials. The records and materials will be retained and made available for a minimum of three years after CONTRACTOR receives the last payment pursuant to this Contract. If an audit, litigation or similar action is initiated during this time period, CONTRACTOR will retain the records until the action is concluded and all issues are resolved, or until the end of the three-year period if the action is resolved prior to the end of the three-year period. If applicable, CONTRACTOR must meet the requirements of the federal Office of Management and Budget (OMB) Omni-Circular, Title 2 of the Code of Federal Regulations (CFR) Part 200. CONTRACTOR acknowledges, in accordance with

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ORC 149.43, that financial records related to the performance of services under this Contract are presumptively deemed public records.

- E. All records relating to cost, work performed, supporting documentation for invoices submitted to ODJFS, and copies of all materials produced under or pertaining to this Contract will be retained by CONTRACTOR in accordance to the appropriate records retention schedule. The appropriate records retention schedule for this Contract is three years. If any records are destroyed prior to the date as determined by the appropriate records retention schedule, CONTRACTOR agrees to pay all costs associated with any cause, action or litigation arising from such destruction.
- F. CONTRACTOR agrees to retain all records in accordance with any litigation holds that are provided to them by ODJFS, and actively participate in the discovery process if required to do so. Litigation holds may require CONTRACTOR to keep the records longer than the approved records retention schedule. CONTRACTOR will be notified by ODJFS when the litigation hold ends and retention can resume based on the approved records retention schedule. If CONTRACTOR fails to retain the pertinent records after receiving a litigation hold from ODJFS, CONTRACTOR agrees to pay all costs, damages and expenses associated with any cause, action or litigation arising from such destruction.
- G. If applicable, CONTRACTOR hereby agrees to current and ongoing compliance with Title 42, Sections 1320d through 1320d-8 of the United States Code (42 USC 1320d-1320d-8) and the implementing regulations found at 45 CFR 164.502(e) and 164.504(e) regarding disclosure of Protected Health Information under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). If applicable, CONTRACTOR further agrees to include substantially similar terms of this section in any subcontracts that may be executed pursuant to this Contract.

ARTICLE VII. AMENDMENT AND ASSIGNMENT

- A. This writing constitutes the entire agreement between ODJFS and CONTRACTOR with respect to all matters herein. Only a writing signed by both parties may amend this Contract. However, ODJFS and CONTRACTOR agree that any amendments to any laws or regulations cited herein will result in the correlative modification of this Contract without the necessity for executing written amendments. It is agreed that line-item budget modifications may be made, in writing, upon approval by the ODJFS Contract Manager without a written amendment pursuant to ARTICLE III. Any written amendment to this Contract will be prospective in nature.
- B. CONTRACTOR agrees not to assign any interest in this Contract nor transfer any interest in the Contract without the prior written approval of ODJFS. CONTRACTOR will submit any requests for approval of assignments and transfers to the ODJFS Contract Manager at least 10 business days prior to the desired effective date. CONTRACTOR understands that any assignments and transfers will be subject to any conditions ODJFS deems necessary and that no approval by ODJFS will be deemed to provide for any ODJFS obligation that exceeds the Contract amount specified in ARTICLE III of this Contract.

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ARTICLE VIII. CONTRACTOR CERTIFICATION OF COMPLIANCE WITH SPECIAL CONDITIONS

By accepting this Contract and by executing this Contract, CONTRACTOR hereby affirms current and continued compliance with each condition listed in this ARTICLE. CONTRACTOR's confirmation in writing of compliance with each of these conditions is considered a material representation of fact upon which ODJFS relied in entering into this Contract:

- A. If at any time, CONTRACTOR is not in compliance with the conditions affirmed in this Section, ODJFS will notify in writing the non-compliance to CONTRACTOR. If CONTRACTOR has not remedied the breach within 30 days of receiving the notification, ODJFS will consider this Contract *void ab initio* and will deliver written notice to CONTRACTOR. Any funds the State of Ohio paid CONTRACTOR for work performed before CONTRACTOR received notice that the Contract is *void ab initio* will be immediately repaid or the State of Ohio may commence an action for recovery against CONTRACTOR.
1. **Federal Debarment Requirements.** CONTRACTOR affirms that neither CONTRACTOR nor any of its principals or subcontractors, is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in transactions by any federal agency. CONTRACTOR also affirms that within three years preceding this Contract neither CONTRACTOR nor any of its principals:
 - a. Have been convicted of, or had a civil judgment rendered against them for commission of fraud or other criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local public transaction or contract under a public transaction; for violation of federal or state antitrust statutes; for commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements; or for receiving stolen property; or
 - b. Are presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State, or local) for the commission of any of the offenses listed in this paragraph and have not had any federal, state, or local, public transactions terminated for cause or default.
2. **Qualifications to Conduct Business.** CONTRACTOR affirms that it has all of the approvals, licenses, or other qualifications needed to conduct business in Ohio and all are current. If at any time during the Contract period CONTRACTOR, for any reason, becomes disqualified from conducting business in the State of Ohio, CONTRACTOR will immediately notify ODJFS in writing and will immediately cease performance of all Deliverables.

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3. **Unfair Labor Practices.** CONTRACTOR affirms that neither CONTRACTOR nor its principals are on the most recent list established by the Ohio Secretary of State, pursuant to ORC 121.23, which would identify CONTRACTOR as having more than one unfair labor practice contempt of court finding.
 4. **Finding for Recovery.** CONTRACTOR affirms that neither CONTRACTOR nor its principals or subcontractors, is subject to a finding for recovery under ORC 9.24, or it has taken the appropriate remedial steps required, or otherwise qualifies under ORC 9.24 to contract with the State of Ohio.
- B. If at any time CONTRACTOR is not in compliance with the conditions affirmed in this Section, ODJFS may immediately suspend or terminate this Contract and will deliver written notice to CONTRACTOR to cure the breach within 30 days of receiving the notification. CONTRACTOR will be entitled to compensation, upon submission of a proper invoice per ARTICLE III, only for work performed during the time CONTRACTOR was in compliance with the provisions of this Section. Any funds paid by the State of Ohio for work performed during a period when CONTRACTOR was not in compliance with this Section will be immediately repaid or the State of Ohio may commence an action for recovery against CONTRACTOR.
1. **Americans with Disabilities.** CONTRACTOR, its officers, employees, members, and subcontractors hereby affirm current and ongoing compliance with all statutes and regulations pertaining to The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.
 2. **Fair Labor Standards and Employment Practices.**
 - a. CONTRACTOR certifies that it is in compliance with all applicable federal and state laws, rules, and regulations governing fair labor and employment practices.
 - b. In carrying out this Agreement, CONTRACTOR shall comply with Executive Order 11246, entitled Equal Employment Opportunity, as amended by Executive Order 11375, and as supplemented in Department of Labor regulation 45 CFR part 60.
 - c. CONTRACTOR agrees to post notices affirming compliance with all applicable federal and state non-discrimination laws in conspicuous places accessible to all employees and applicants for employment.
 - d. CONTRACTOR will incorporate the foregoing requirements of this Paragraph in all of subcontracts for any of the work prescribed herein.
 - e. CONTRACTOR will incorporate the foregoing requirements of this Paragraph 2 in all of its subcontracts for any of the work prescribed herein.

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3. **Ethics and Conflicts of Interest Laws.**

- a. CONTRACTOR confirms that by executing this Contract, it has reviewed, knows and understands the State of Ohio's ethics and conflict of interest laws. CONTRACTOR further agrees that it will not engage in any action(s) inconsistent with Ohio ethics laws or any Executive Orders.
- b. CONTRACTOR confirms, by executing this Contract, that no party who holds a position listed or described in ORC 3517.13 (I) or (J), has made, while in his/her current position, one or more personal monetary contributions in excess of \$1,000.00 to the current Governor or to the Governor's campaign committee when he was a candidate for office, within the previous two calendar years.
- c. CONTRACTOR agrees to refrain from promising or giving to any ODJFS employee anything of value that could be construed as having a substantial and improper influence upon the employee with respect to the employee's duties. CONTRACTOR further agrees that it will not solicit any ODJFS employee to violate ORC 102.03, 2921.42, or 2921.43.
- d. CONTRACTOR agrees that CONTRACTOR, its officers, employees, and members have not nor will they acquire any interest, whether personal, business, direct or indirect, that is incompatible, in conflict with, or would compromise the discharge and fulfillment of CONTRACTOR's functions and responsibilities under this Contract. If CONTRACTOR, its officers, employees, or members acquire any incompatible, conflicting, or compromising interest, CONTRACTOR agrees it will immediately disclose the interest in writing to the ODJFS Chief Legal Counsel at 30 East Broad Street, 31st Floor, Columbus, Ohio 43215. CONTRACTOR further agrees that the person with the conflicting interest will not participate in any Deliverables until ODJFS determines that participation would not be contrary to public interest.

4. **Lobbying Restrictions.**

- a. CONTRACTOR affirms that no federal funds paid to CONTRACTOR by ODJFS through this Contract or any other agreement have been or will be used to lobby Congress or any federal agency in connection with a particular contract, grant, cooperative agreement or loan. CONTRACTOR further affirms compliance with all federal lobbying restrictions, including 31 USC 1352. If this Contract exceeds \$100,000.00, CONTRACTOR affirms that it has executed and filed the Disclosure of Lobbying Activities standard form LLL, if required by federal regulations, and is in compliance with 31 USC 1352 the Byrd anti-lobbying amendment.

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- b. CONTRACTOR confirms compliance with the Ohio executive agency lobbying restrictions contained in ORC 121.60 to 121.69.
5. **Child Support Enforcement.** CONTRACTOR agrees to cooperate with ODJFS and any child support enforcement agency in ensuring that CONTRACTOR and its employees meet child support obligations established by state and federal law including present and future compliance with any court or valid administrative order for the withholding of support issued pursuant to the applicable sections of ORC Chapters 3119, 3121, 3123, and 3125.
6. **Pro-Child Act.** If any Deliverables call for services to minors, CONTRACTOR agrees to comply with the Pro-Children Act of 1994; Public Law 103-277, Part C – Environment Tobacco Smoke that requires smoking to be banned in any portion of any indoor facility owned, leased, or contracted by an entity that will routinely or regularly use the facility for the provision of health care services, day care, library services, or education to children under the age of 18.
7. **Drug-Free Workplace.** CONTRACTOR, its officers, employees, members, any subcontractors and/or any independent contractors (including all field staff) associated with this Contract agree to comply with all applicable state and federal laws, including, but not limited to, 41 USC Chapter 10 and 2 CFR 182, regarding a drug-free workplace. CONTRACTOR will make a good faith effort to ensure that none of CONTRACTOR's officers, employees, or members, will purchase, transfer, use, or possess illegal drugs or alcohol or abuse prescription drugs in any way while working or while on public property.
8. **Work Programs.** CONTRACTOR agrees not to discriminate against individuals who have or are participating in any work program administered by any county department of Job and Family Services under ORC Chapter 5101 or 5107.
9. **MBE/EDGE.** Pursuant to the Governor's Executive Order 2008-13S, CONTRACTOR agrees to purchase goods and services under this Contract from certified Minority Business Enterprise (MBE) and Encouraging Diversity, Growth, and Equity (EDGE) vendors whenever possible. CONTRACTOR agrees to encourage any of its subcontractors to purchase goods and services from certified MBE and EDGE vendors. In accordance with 2 CFR 200.321, CONTRACTOR agrees to take affirmative steps to assure that minority businesses, women's business enterprises and labor surplus area firms are used when possible.
10. **Expenditure of Public Funds for Offshore Services—Executive Order Requirements.**
 - a. CONTRACTOR confirms that by executing this Contract, it has reviewed, understands, and will abide by the Governor's Executive Orders 2019-12D and 2022-02D and shall abide by those requirements in the performance of this Contract. CONTRACTOR shall perform no services required under this Contract outside of the United States. CONTRACTOR further affirms that

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no services from or investments in Russian institutions or companies will be purchased under this contract.

- b. Prior to performing any services, and when there is a change in the location of any services provided under this Contract, CONTRACTOR must disclose:
 - (1) The location(s) where all services will be performed by CONTRACTOR or any subcontractor;
 - (2) The location(s) where any state data associated with any of the services through this Contract will be accessed, tested, maintained, backed-up, or stored; and
 - (3) The principal location of business for the contractor and all subcontractors.
- c. CONTRACTOR also affirms, understands, and agrees to promptly notify ODJFS of any change or shift in the location(s) of services performed by CONTRACTOR or its subcontractors under this Contract, and no services shall be changed or shifted to a location outside of the United States without prior consent.
- d. Termination, Sanction, Damages: ODJFS is not obligated and shall not pay for any services provided under this Contract that CONTRACTOR or any of its subcontractors performed outside of the United States. If services are performed outside of the United States, this will be treated as a material breach of the Contract, and CONTRACTOR shall immediately return to ODJFS all funds paid for those services.

In addition, if CONTRACTOR or any of its subcontractors perform any such services outside of the United States, ODJFS may, at any time after the breach, terminate this Contract for such breach, upon written notice to CONTRACTOR. If ODJFS terminates the Contract, ODJFS may buy substitute services from a third party, and may recover the additional costs associated with acquiring the substitute services.

11. Combating Trafficking in Persons.

- a. CONTRACTOR agrees that it is in compliance with the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 USC 7104), see 2 CFR Part 175 and the Federal Acquisition Regulation (FAR) for Combating Trafficking in Persons, 48 CFR Subpart 22.17. The provisions found in 48

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CFR Subpart 52.222-50 are hereby incorporated into this Contract by reference.

- b. CONTRACTOR, its employees, its subcontractors, or subcontractor's employees are prohibited from: engaging in severe forms of trafficking in persons during the period of performance of the Contract; procuring commercial sex acts during the period of performance of the Contract; or using forced labor in the performance of the Contract.
 - c. CONTRACTOR agrees that it shall notify its employees and require all of its subcontractors to notify their employees, of the prohibited activities described in the preceding paragraph.
 - d. ODJFS has the right to immediately and unilaterally terminate this Contract if any provision in this Section is violated and ODJFS may implement section 106(g) of the TVPA, see 2 CFR 175.10.
- 12. **Civil Rights Assurance.** The CONTRACTOR hereby agrees that it will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq.) and the Age Discrimination Act of 1975 (42 U.S.C. § 6101 et seq.).
- 13. **Clean Air Act and Federal Water Pollution Control Act.** CONTRACTOR agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the Regional Office of the United States Environmental Protection Agency (USEPA) and ODJFS.
- 14. **Procuring Recovered Materials.** CONTRACTOR agrees to comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the USEPA at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000.00 or the value of the quantity acquired during the preceding federal fiscal year exceeded \$10,000.00; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the USEPA guidelines.
- 15. **Rights to Inventions.** If applicable, if any products or services under this Contract meet the definition of "funding agreement" under 37 CFR 401.2(a), and CONTRACTOR enters into a subcontract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that funding agreement, the Contractor must comply with the requirements of 37 CFR Part 401, "Rights to

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Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any applicable federal and state regulations.

16. **Boycotting.** Pursuant to Division B of ORC 9.76, the CONTRACTOR warrants that it is not boycotting any jurisdiction with whom the State of Ohio can enjoy open trade, including Israel, and will not do so during the contract period.
17. **Certification of Compliance.** CONTRACTOR confirms that it is in compliance with all other applicable federal and state, local laws, regulations, rules, and Executive Orders in its role of service provider and will require the same confirmation from its subcontractors.

ARTICLE IX. MISCELLANEOUS PROVISIONS

- A. **Independent Contractor.** CONTRACTOR agrees that no agency, employment, joint venture, or partnership has been or will be created between ODJFS and CONTRACTOR. CONTRACTOR further agrees that as an independent contractor, it assumes all responsibility for any federal, state, municipal or other tax liabilities along with workers compensation, unemployment compensation and insurance premiums that may accrue as a result of funds received pursuant to this Contract. CONTRACTOR agrees that it is an independent contractor for all purposes including, but not limited to, the application of the Fair Labor Standards Act, the Social Security Act, the Federal Unemployment Tax Act, the Federal Insurance Contribution Act, provisions of the Internal Revenue Code, Ohio tax law, Workers Compensation law, and Unemployment Insurance law. CONTRACTOR acknowledges and agrees any individual providing personal services under this Contract is not a public employee for the purposes of Chapter 145 of the Revised Code.
- B. **Liability.** In no event will either party be liable for any indirect, incidental or consequential loss or damage of any kind including but not limited to lost revenue or profits or reputational harm, even if the party has been advised, knew, or should have known of the possibility of damages.

Additionally, neither party will be liable to the other for direct or other damages in excess of two times the Contract value. Pursuant to Ohio Revised Code 9.27, this limit shall not apply for any direct loss to the State for bodily injury, death, or damage to property of the State caused by the negligence, intentional or willful misconduct, fraudulent act, recklessness, or other tortious conduct of a person or a person's employees or agents, or a provision that would otherwise impose an indemnification obligation on the State. Any other liability limitation provisions contained in the documents and materials incorporated by reference into this Contract are considered stricken and of no force and effect.

- C. **Infringement of Patent or Copyright.** To the extent allowable by law and subject to ORC 109.02, CONTRACTOR agrees to defend any third-party suit or proceeding brought against ODJFS, any official or employee of ODJFS acting in his or her official capacity, or

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the State of Ohio due to any alleged infringement of patent or copyright arising out of the performance of this Contract, including all work, services, materials, reports, studies, and computer programs provided by CONTRACTOR. ODJFS will provide prompt notification in writing of such suit or proceeding; full right, authorization, and opportunity to conduct the defense thereof; and full disclosure of information along with all reasonable cooperation for the defense of the suit. ODJFS may participate in the defense of any such action. CONTRACTOR agrees to pay all damages and costs awarded against ODJFS, any official or employee of ODJFS in his or her official capacity, or the State of Ohio as a result of any suit or proceeding referred to in this Section C. If any information and/or assistance is furnished by ODJFS at CONTRACTOR's written request, it is at CONTRACTOR's expense. If any of the materials, reports, or studies provided by CONTRACTOR are found to be infringing items and the use or publication thereof is enjoined, CONTRACTOR agrees to, at its own expense and at its option, either procure the right to publish or continue use of such infringing materials, reports, or studies; replace them with non-infringing items of equivalent value; or modify them so that they are no longer infringing. The obligations of CONTRACTOR under this Section survive the termination of this Contract, without limitation. CONTRACTOR shall have no liability for any alleged infringement caused by ODJFS' modifications, use of the intellectual property or deliverables in breach of this Contract, the unauthorized combination of the intellectual property or deliverables with third-party products or services, the failure to use corrections or enhancements to the intellectual property or deliverable provided by CONTRACTOR.

- D. **Liens.** CONTRACTOR will not permit any lien or claim to be filed or prosecuted against ODJFS or the State of Ohio because of any labor, services, or materials furnished. If CONTRACTOR fails, neglects, or refuses to make prompt payment of any claims for labor, services, or materials furnished to CONTRACTOR in connection with this Contract, ODJFS or the State of Ohio may, but is not obligated to, pay those claims and charge the amount of payment against the funds due or to become due to CONTRACTOR under this Contract.
- E. **Delay.** Neither party will be liable for any delay in its performance that arises from causes beyond its control and without its negligence or fault. The delaying party will notify the other promptly of any material delay in performance and will specify in writing the proposed revised performance date as soon as practicable after notice of delay. The delaying party must also describe the cause of the delay and its proposal to remove or mitigate the delay. Notices will be sent pursuant to ARTICLE V. In the event of excusable delay, the date of performance or delivery of products may be extended by amendment, if applicable, for a time period equal to that lost due to the excusable delay. Reliance on a claim of excusable delay may only be asserted if the delaying party has taken commercially reasonable steps to mitigate or avoid the delay. Items that are controllable by CONTRACTOR's subcontractor(s) will be considered controllable by CONTRACTOR, except for third-party manufacturers supplying commercial items and over whom CONTRACTOR has no legal control.
- F. **Insurance.** CONTRACTOR agrees to maintain, at its own cost, automobile, and commercial general liability insurance.

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- G. **Attachments.** Attachments and documents referenced in this Contract are made a part hereof, and are incorporated as terms and conditions of this Contract. In the event a conflict of terms, the terms and conditions of this Contract shall take precedence over any conflicting terms.
- H. **Counterpart.** This Contract may be executed in one, or more than one counterpart and each executed counterpart shall be considered an original, provided that such counterpart is delivered to the other party by facsimile, mail courier or electronic mail, all of which together shall constitute one and the same agreement.

ARTICLE X. CONSTRUCTION

This Contract will be governed, construed, and enforced in accordance with the laws of the State of Ohio, including ORC 9.27. Should any portion of this Contract be found unenforceable by operation of statute or by administrative or judicial decision, the remaining portions of this Contract will not be affected as long as the absence of the illegal or unenforceable provision does not render the performance of the remainder of the Contract impossible.

ARTICLE XI. STATE IT POLICY REQUIREMENTS

Incorporated and attached into this Participating Addendum is the following Supplement:

1. Supplement A – State IT Policy Standard and Service Requirements
7. **Subcontractors:** All contactors, dealers, and resellers authorized in the State of Ohio, as shown on the dedicated Contractor (cooperative contract) website, are approved to provide sales and service support to participants in the NASPO ValuePoint Master Agreement. The contractor's dealer participation will be in accordance with the terms and conditions set forth in the aforementioned Master Agreement.
8. **Orders:** Any order placed by a Participating Entity or Purchasing Entity for a product and/or service available from this Master Agreement shall be deemed to be a sale under (and governed by the prices and other terms and conditions) of the Master Agreement unless the parties to the order agree in writing that another contract or agreement applies to such order.

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

Participating Entity: STATE OF OHIO	Contractor: ACCENTURE LLP
Signature: <i>Matt Damschroder</i>	Signature: DocuSigned by: <i>Aman Singh</i> 826CBDB4B77040C...
Name: Matthew M. Damschroder	Name: Aman Singh
Title: Director	Title: Managing Director
Date: 7-18-2023	Date: June 13, 2023

[Additional signatures may be added if required by the Participating Entity]

For questions on executing a participating addendum, please contact:

NASPO ValuePoint

Cooperative Development Coordinator:	Shannon Berry
Telephone:	775-720-3404
Email:	sberry@naspovaluepoint.org

**Please email fully executed PDF copy of this document
to**

PA@naspovaluepoint.org

**to support documentation of participation and posting
in appropriate data bases.**

PRODUCT SUBSCRIPTION AGREEMENT

AVenueS Subscription Agreement

This **PRODUCT SUBSCRIPTION AGREEMENT** ("Agreement") is made and entered into as of the date last signed below ("Contract Effective Date") by and between **Accenture LLP**, an Illinois partnership, with offices at 500 W Madison St, Chicago, IL 60661 ("Accenture" or "Supplier") and the **Ohio Department of Job and Family Services** at 30 East Broad Street, Columbus, OH 43215 ("Licensee", "Client", or "the State"). Accenture and Licensee may also be referred to in this Agreement as the "parties" (or each individually as a "party").

Subscription Party Contact Information

Licensee

Contact Name: Elizabeth Holzworth
Contact Address: Rhodes State Office Tower
30 East Broad Street, 31st Floor
Columbus, Ohio 43215

Telephone Number: 614-965-1948

Contact E-Mail: Elizabeth.Holzworth@jfs.ohio.gov

Accenture LLP

Contact Name: Aman Singh

Contact Address: 400 W Nationwide Blvd, Suite 100
Columbus, OH 43215

Telephone Number: (412) 951-1712

Contact E-Mail: aman.a.singh@accenture.com

In consideration of the mutual promises contained in this Agreement, the Parties agree as follows:

1. GRANT OF LICENSE

1.1 License Grant. Subject to payment in full of the License Fee as set forth in the applicable Schedule and compliance with the terms of this Agreement, Accenture hereby grants to Licensee a limited, non-transferable (except as provided in Section 9.2 below), non-exclusive license ("License") to use the **Accenture Virtual Experience Solution ("AVenueS")** Product Offering ("Product Offering"), documentation ("Documentation"), and other licensed materials (Product Offering, Documentation and other licensed materials, individually and collectively the "Licensed Materials") solely for its internal business purposes, including training services to Licensee's employees and authorized agents. The License granted hereunder is limited and the Licensed Materials may only be used as described in this Agreement. All rights not expressly granted to Licensee in this Agreement and the applicable Schedule are reserved to Accenture. Accenture will provide Client with VR equipment for purposes of viewing the AVenueS VR content. The Licensed Materials are identified on one or more Schedules attached to this Agreement and made a part hereof.

1.2 Product as-a-Service Offering; Deliverables. Accenture AVenueS Offering is a virtual reality enabled (VR) learning Product-as-a-Service designed to accelerate the pace with which participants use VR to engage in training and skill development (hereinafter, "the AVenueS Offering" or "the Services").

In addition to this License, Accenture will provide the Client with the delivery of the AVenueS Offering as specified in the Services Addendum attached hereto and incorporated fully by reference as Schedule 2.

1.3 Accenture Audit Rights. Accenture reserves the right, upon reasonable prior notice to Licensee and during normal business hours, to audit usage of the Licensed Materials for the purpose of verifying Licensee's compliance with the terms of this Agreement. Accenture will conduct its audits in a manner that will not unreasonably interfere with Licensee's business operations. Licensee shall audit its use of the Product Offering on an annual basis or on a more frequent schedule as may be agreed to the parties herein and shall certify to Accenture that its use of the Product Offering is in compliance with the obligations set forth in this Agreement and the applicable Schedule. In addition, Licensee shall also annually certify the then-current and attested amount specific to the form of calculation identified in the applicable Schedule.

1.4 Proprietary Material; Government Use. The Product Offering and solution (individually and collectively with other Licensed Materials the "**Solution**") licensed under this Agreement is a proprietary commercial computer-based and technical offering funded and developed entirely at private expense prior to the date of this Agreement. All right, title and interest in the Solution belongs solely and exclusively to Accenture. Any

derivatives, modifications, changes, translations or fixes ("Derivatives") to the Solution and to the documentation shall be exclusively owned by Accenture, and Licensee shall be granted a license to such Derivatives on the same terms as the license granted for the Licensed Materials.

1.5 Contracting Mechanism. The AVEnueS Subscription will be contracted through the NASPO ValuePoint cooperative purchasing program, under the Cloud Solutions portfolio (Accenture Master Agreement Number: AR3086). The components from Accenture's NASPO ValuePoint Cloud Solutions Price Catalog that constitute the AVEnueS Subscription are detailed in Schedule 1. ODJFS may only purchase the AVEnueS solution.

This Agreement constitutes an Order under the applicable Participating Addendum between Licensee and Accenture (the "Contract") and incorporates by reference the terms and conditions, specifications, and other incorporated contract documents of the Contract. Notwithstanding the foregoing and for purposes of this Agreement only, in case of any conflict between this Agreement and the Contract, the Participating Addendum shall prevail.

2. TERM

The term of the License granted hereunder is as specified in the applicable Schedule ("Term"). .

3. LICENSE FEE AND TAXES

3.1 License Fee. In consideration of the License granted for the Term, Licensee shall pay Accenture a License Fee (exclusive of all taxes, tariffs, duties or similar charges) in the amount and manner specified in the applicable Schedule. In the event Licensee fails to pay any amount not the subject of a good faith dispute when due, Licensee agrees to pay interest on the unpaid amount (inclusive of taxes and/or duties) at a rate of one and a half percent (1½%) or the highest rate allowed by applicable law, whichever is less, for each month that payment is overdue.

3.2 Taxes and Other Charges. Licensee is tax exempt. Each party shall provide and make available to the other party any exemption certificates, treaty certification or other exemption information reasonably requested by the other party.

4. DELIVERY AND INSTALLATION

4.1 Delivery. Accenture may make the Licensed Materials available to Licensee for use via physical delivery, whether by hand or delivery service.

4.2 Upgrades or Enhancements. If any enhancements or Product Offering upgrades are provided under any separate maintenance agreement, such enhancements and Product Offering upgrades are provided and shall be deemed a part of the Licensed Materials hereunder.

5. PROPRIETARY PROTECTION AND RESTRICTIONS.

5.1 Ownership. Accenture (and/or Accenture's licensors as applicable) shall have sole and exclusive ownership and all rights, title and interest in and to the Licensed Materials and all derivative works, modifications and enhancements thereof (including ownership of all trade secrets, patents, copyrights and any other intellectual property rights pertaining thereto), subject only to the license rights expressly granted pursuant to this Agreement.

5.2 Restrictions. Licensee may not use, copy, or modify the Licensed Materials (electronically or otherwise), or any copy, adaptation, transcription, or merged portion thereof, except as expressly authorized by this Agreement. Distribution of Licensed Material will be limited to Authorized Users as defined in Schedule 1 of this Agreement. Licensee may not (and shall not permit others to) reverse assemble, reverse engineer, reverse compile, or otherwise translate the Licensed Materials in any manner except to the extent that applicable law specifically prohibits such restrictions. Licensee's rights herein may not be transferred, leased, encumbered, or assigned. The License granted herein permits Licensee to use the Licensed Materials solely for its own benefit and its own internal business operations. No hosted work, multiple agency user license, multi-party access arrangement, aggregation, or similar purpose for the benefit of a third party is authorized by the License granted herein.

Client is aware of the health and safety risks and dangers of participating in the AVEnueS VR content, including the use of the VR equipment and the virtual environment, including physiological and psychological pain, personal injury, communicable disease and/or seizure. Client will not remove, alter, reject, or violate any operational instructions, warnings, disclaimers, notices and other information, including all health and safety warnings, printed on or provided with the VR equipment and any relevant packaging in the use of the VR equipment. Client is solely responsible for providing such operational instructions and other information to all users of the VR equipment and as between Accenture and Client, Client is solely responsible for any property damage, personal injury, or other damages that may occur in connection with use of the VR equipment by Client and the users that is due to the fault or negligence of Client.

5.3 Confidentiality. Each party acknowledges that in the course of this business relationship it may have access to information which is proprietary, secret, private, and confidential ("**Confidential Information**") and which belongs to the other party. Subject to the obligations imposed on Licensee under its applicable public records laws including Ohio Revised Code 149.43, the Licensed Materials are Confidential Information of Accenture. Each party agrees not to disclose any Confidential Information of the other received as a result of this Agreement that have been appropriately marked as confidential, proprietary or trade secret in accordance with the applicable provisions of the DTSA, to any third party without the written consent of the other party; *provided, however*, each party may permit access to Confidential Information to employees and agents who have a need to know such information of that party and who have agreed to keep such information confidential under confidentiality obligations consistent with this Agreement. Confidential Information does not include any information which: (a) is or becomes generally available to the public through no disclosure in breach of this Agreement; (b) is wholly and independently developed by the receiving party without the use of the disclosing party's Confidential Information; (c) becomes available to the receiving party from a source not a party to this Agreement, provided that such source is not violating any contractual or legal obligation; (d) was known on a lawful, non-confidential basis by the receiving party prior to disclosure; or (e) is required, based upon the reasonable advice of counsel, to be disclosed by any applicable law, regulation or competent judicial, governmental, or other authority. If the receiving party becomes legally required to disclose any Confidential Information, the receiving party shall, to the extent practicable and not prohibited under applicable law, provide the disclosing party with prompt written notice of such requirement so that the disclosing party may seek a protective order or other appropriate remedy and/or waive compliance with respect to that disclosure. Each party will exercise commercially reasonable efforts not to disclose any personal data to the other party and to restrict the other party's access to its personal data, but if a party is given access to the other party's personal data, the receiving party will protect such personal data using a reasonable standard of care. Accenture agrees that Licensee may release to the public Confidential Information that is considered to be public record pursuant to Ohio Revised Code Section 149.43 without notice to Accenture. Any such release will not be a breach of this Contract.

5.4 Access by Contractors. Licensee may only disclose the Licensed Materials (excluding any source code) to third parties performing services for Licensee and with a need to know, provided the third parties sign a nondisclosure agreement with Accenture prior to their use or access. Any use or access by such third parties shall be solely for the purpose of conducting, or assisting Licensee with the conduct of, its internal business operations, including the provisions of government services to the citizens of the Ohio.

6. WARRANTIES AND INTELLECTUAL PROPERTY INDEMNITY

6.1 Warranties.

6.1.1 Conformance. Accenture warrants that for the period of the Term ("Warranty Period"), the Product Offering, as delivered to Licensee, will materially conform to, and function in all material respects as specified in, the Specifications identified in the applicable Schedule (the "Warranty Criteria"). In the event the Product Offering fails to meet the Warranty Criteria, and Licensee has provided written notice to Accenture within the Warranty Period regarding such failure (including information sufficient to re-create such failure, or information that sufficiently documents a repeated occurrence of such failure), Accenture will make commercially reasonable efforts to promptly correct any such failure. This warranty is expressly conditioned on Licensee's compliance with each of the operating, security, and data-control procedures set forth in the Documentation as well as maintaining the Designated Equipment in the configuration specified in the Documentation. For purposes of the foregoing, Product Offering does not include derivative works, architecture tools, architecture utilities, toolkits, training, Documentation or source code. TO THE MAXIMUM EXTENT PERMITTED BY

APPLICABLE LAW, THE PRODUCT OFFERING INCLUDING VR EQUIPMENT ARE PROVIDED "AS IS" WITHOUT ANY EXPRESS OR IMPLIED WARRANTY OF ANY TYPE.

6.1.2 Exclusive Remedy. In the event the Product Offering fails to perform as warranted, Accenture shall use commercially reasonable efforts to correct any such failure which materially impairs the performance of the Product Offering. In the event Accenture is unable to correct such failure by exercising reasonable commercial efforts, Accenture may, at its option, terminate this Agreement and, as Licensee's sole remedy, refund the License Fee paid hereunder.

6.2 No Other Warranties. EXCEPT AS SET FORTH IN THIS SECTION, ACCENTURE MAKES NO OTHER WARRANTIES AND EXPRESSLY DISCLAIMS ANY OTHER WARRANTY, EXPRESS, IMPLIED OR STATUTORY, WITH RESPECT TO THE LICENSED MATERIALS AND/OR SERVICE QUALITY INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, INFORMATIONAL CONTENT AND THOSE ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE. NO WARRANTY IS MADE THAT USE OF THE PRODUCT OFFERING WILL BE UNINTERRUPTED OR ERROR FREE. LICENSEE ACCEPTS RESPONSIBILITY FOR THE SELECTION OF THE PRODUCT OFFERING TO ACHIEVE ITS INTENDED RESULTS.

6.3 Indemnity -- Third Party Claims. Accenture will indemnify Licensee, including Licensee's instrumentalities, agencies, departments, boards, political subdivisions and their respective officers, agents and employees (collectively, the "Indemnitees"), by defending or settling any third party claim against the Indemnitees and pay damages and costs finally awarded against the Indemnitees by a court of competent jurisdiction or that are included in a settlement approved by Accenture (including payment of attorneys' fees and expenses), to the extent the Product Offering (not including any third party product and/or software) is held to infringe a valid patent issued as of the Effective Date, copyright, or trade secret of any third party enforceable in the United States. This obligation is contingent upon: (i) Licensee's prompt written notification to Accenture of the claim; (ii) Licensee's cooperation with Accenture of the case and settlement negotiations; (iv) Licensee's assistance (at Accenture's expense) in the defense or settlement of the claim; and (v) Licensee not making any admission prejudicial to the defense of the claim. Licensee agrees to take all reasonable steps to mitigate any losses. Accenture shall not (without Licensee's prior written consent, which consent shall not be unreasonably withheld) consent to the entry of any judgment or enter into any settlement of any such claim that requires Licensee to give up any existing rights of Licensee or subject Licensee to any additional obligation or liability.

6.4 Remedy. In addition to the above indemnity, if the Product Offering (not including any third party product and/or software) is held to be infringing or where Accenture believes it may be infringing, Accenture may at its expense and option, obtain for Licensee the right to continue using such Product Offering or modify or replace such Product Offering with non-infringing Product Offering of similar functionality provided it does so without materially degrading or impairing the functionality or performance of the Product Offering.

6.5 Exclusions. Accenture will not be liable to indemnify the Licensee under Section 6.4 if an infringement claim is based upon: (i) use of the Product Offering in any combination with components not supplied or approved by Accenture, unless such combination was made by or at the specific direction (or with the written authorization) of Accenture; (ii) modification of the Product Offering based on the direction or design requirements provided by Licensee or modifications made by anyone other than Accenture including, without limitation, Licensee created derivatives; (iii) use of Product Offering where a non-infringing version or release of the Product Offering with substantially similar or equivalent functionality which was offered by Accenture to Licensee would have avoided the claim or infringement; (iv) use of third party Product Offering which is delivered or used in conjunction with the Product Offering that by itself causes the infringement; or (v) use of the Product Offering in violation of any of the terms of this Agreement.

6.6 Exclusive Remedies. The remedies stated in this section 6 are the sole and exclusive remedies of licensee with respect to any warranty claim or claims for intellectual property infringement related to the Product Offering.

7. LIMITATION OF LIABILITY

7.1 Limitation of Liability. See Participating Addendum Article IX.B

7.2 Disclaimer of Consequential Damages. IN NO EVENT WILL ACCENTURE BE LIABLE TO LICENSEE (WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE) FOR ANY LOSS OF PRODUCTION, LOSS OF OR CORRUPTION OF DATA, LOSS OF PROFITS OR OF CONTRACTS, LOSS OF BUSINESS OR OF REVENUES, LOSS OF OPERATION TIME, WASTED MANAGEMENT TIME, LOSS

OF GOODWILL OR REPUTATION, IN EACH CASE CAUSED INDIRECTLY, OR TO GIVE AN ACCOUNT OF PROFITS TO LICENSEE, OR FOR ANY INDIRECT, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL LOSS, DAMAGE, COST OR EXPENSE WHATSOEVER AND WHETHER OR NOT ACCENTURE HAS BEEN ADVISED OF THEIR POSSIBILITY.

7.3 Time Limit. No action, regardless of form, arising out of this Agreement may be brought by either party more than one (1) year after that party knew or should have known of the event which gave rise to the cause of action.

8. TERMINATION

8.1 Termination for Breach. See Participating Addendum Article IV.

8.2 Non-appropriations. Payment and performance obligations for succeeding fiscal periods shall be subject to the availability and appropriation of funds therefore. When funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal period, the Licensee shall have the right to terminate this License for its convenience. In such event, the License shall remain in force post-termination of the Agreement provided that Licensee has paid the full License Fee and continues to comply with the License grant and use restrictions set forth herein.

8.3 Rejection of Executory License. The parties agree that the Product Offering is "intellectual property" as defined in Section § 101(35A) of the U.S. Bankruptcy Code. The State shall be entitled to all rights and benefits of the Federal Intellectual Property Bankruptcy Protection Act, Public Law 100-506, codified at 11 U.S.C. 365(n) and any amendments thereto (the "Code"). In the event of Accenture's bankruptcy, the parties intend that the provisions of the Code shall apply and that any failure by the State to assert its rights to "retain its benefits" to the intellectual property encompassed by the Product Offering pursuant to Section 365(n)(1) of the Bankruptcy Code, 11 USC, under an executory contract rejected by the trustee in bankruptcy, shall not be construed by the courts as a termination of the contract by the State a licensee under Section 365(n)(1)(A) of the Bankruptcy Code, 11 USC. Should the State wish to terminate such rights, it shall do so only by giving written notice to such effect.

9. GENERAL

9.1 Modification of the Agreement. The terms of this Agreement may only be modified by a written agreement duly signed by authorized representatives of both parties hereto. Variance from the terms and conditions of this Agreement in any Licensee purchase order will be of no effect.

9.2 Assignment. Except as set forth below, neither party may assign or transfer this Agreement, without the prior written consent of the other party. Such consent shall not be unreasonably withheld. Any attempted assignment, delegation or transfer in derogation of this Section 9.2 shall be null and void.

- (a) This Agreement, and any rights regarding it, may be assigned to affiliates of the Licensor, or to successors in interest of substantially all the assets of the Licensor (or to which Licensor transfers title to the Product Offering), if the assignee expressly assumes the Licensor's obligations under the assigned agreement. Licensor must give Licensee reasonable notice of any assignment.
- (b) Subject to the provision of advance written notice provided to Licensor, Licensee may assign this agreement to any other government entity that is duly authorized by the legislature or executive, as applicable, to assume the responsibility for the administration of the government programs for which purpose this License is granted.

9.3 Compliance with Laws. Each party shall perform its obligations under this Agreement in a manner that complies with all federal, state and local laws and regulations that are applicable to such party in the conduct of its business. Licensee will retain responsibility for its compliance with all applicable federal, state and local laws and regulations relating to its use of the Licensed Materials and relating to its business. Licensor will be responsible for compliance with all applicable federal, state and local laws and regulations relating to its ownership rights in the Licensed Materials and to its business.

9.4 Publicity.

9.4.1 Media Inquiries. Intentionally omitted.

9.4.2 Press Release. Intentionally omitted.

9.5 Dispute Resolution. The parties agree that in the event of a dispute or alleged breach of this Agreement, prior to resorting to litigation, they will work together in good faith to promptly resolve the matter by escalating it to higher levels of management as needed.

9.6 Force Majeure. Each party shall be excused from failure to perform its obligations under this Agreement if such failure results from causes beyond its reasonable control including without limitation, Acts of God, civil unrest, riots, war, boycott, economic sanctions or other "force majeure" events.

9.7 Survival. The provisions of Sections 3, 5, 6, 7, 8 and 9 and any other provisions which by their nature are intended to survive termination shall survive any termination or expiration of this Agreement.

9.8 Governing Law. This Agreement and all acts and transactions pursuant hereto and the rights and obligations of the parties hereto shall be governed, construed and interpreted in accordance with the laws of the Ohio without giving effect to its conflict of law rules. Neither the UN Convention on Contracts for the International Sale of Goods (including any domestic law that implements such UN Convention in the Territory), nor the Uniform Computer Information Transactions Act (nor any non-uniform version) shall apply to this Agreement.

9.9 Notices. All notices under this Agreement are to be delivered in writing: (a) in person; (b) by registered mail, postage prepaid; or (c) a nationally recognized courier service to the recipient and address noted in the applicable Schedule. Notice shall be deemed sufficient upon receipt, when delivered personally or by courier or overnight delivery service.

9.10 Interpretation; Headings. Any question of interpretation or construction shall not be resolved by any rule providing for interpretation or construction against the party who causes the uncertainty to exist or against the drafters of this Agreement. The headings contained in this Agreement are for the purposes of convenience only and are not intended to define or limit the contents of this Agreement.

9.11 Severability; Waiver. If one or more provisions of this Agreement are held to be unenforceable under applicable law, the balance of the Agreement shall be enforceable in accordance with its terms. No failure of either party to exercise or enforce any of its rights under this Agreement will act as a waiver of such rights or of any other rights hereunder.

9.12 Relationship of the Parties. Nothing in this Agreement is to be construed as creating an agency, partnership, or joint venture relationship between the parties hereto.

9.13 Costs. Intentionally omitted.

9.14 Entire Agreement. This Agreement, including all Schedules hereto (which form part of this Agreement) and Participating Addendum # _____ constitute the entire agreement between the parties pertaining to the subject matter hereof and merges all prior agreements and discussions of the parties with regard to the transactions contemplated herein. Licensee acknowledges that it is entering into this Agreement solely on the basis of the agreements and representations contained herein, and for its own purposes and not for the benefit of any third party. This Agreement and the applicable Schedule(s) may be executed by facsimile and in any number of counterparts, each of which will be considered an original for all purposes, and all of which when taken together will constitute a single agreement.

9.15 Precedence. See Participating Addendum, Section 4.

9.16 Third Party Beneficiary. This Agreement is made solely and specifically among and for the benefit of the parties hereto, and their respective successors and assigns, and no other person will have any rights, interest, or claims hereunder or be entitled to any benefits under or on account of this Agreement as a third party beneficiary or otherwise.

Acknowledged and Agreed:

Accenture Strategy & Consulting

ACCENTURE LLP

Health & Public Service

DocuSigned by:

By: Aman Singh

026CBDB4B77049C...

Name: Aman Singh
(typed or printed)

Title: Managing Director

Date: June 13, 2023

LICENSEE

Ohio Department of Job & Family Services

By: Matt Damschroder

Name: Matt Damschroder
(typed or printed)

Title: Director

Date: 7-18-2023

Schedule 1
Description of Licensed Materials and License Terms

Contract Effective Date: date of last signature on this agreement
Subscription Start Date: July 1, 2023

LICENSED MATERIALS

“Product Offering”: The following modules of Accenture’s AVEnueS Offering: **Sophia, Monica, Tory, including access to the Promise Dashboard.**

Other Materials: AVEnueS Companion Manual for AVEnueS modules: Sophia, Monica, and Tory

“Term”: The Term of the License granted hereunder is for 12 months and shall commence on the Subscription Start Date.

“License Fee”: The license fee for the Licensed Materials for the Term as provided in this Schedule is \$188,000.00. The License Fee shall be payable in its entirety no later than thirty (30) calendar days after receipt of a proper invoice.

Qty	Item #	Name	Description	Government List Unit Price	Line Total
1	AVES-12-S	AVEnueS VR Single Scenario Subscription - Unlimited Use	Accenture Virtual Experience Solution (AVEnueS) for health and human services (1 scenario; 12 months). Subscription includes: - Unlimited access to software - A seminar curriculum Subscription Term: July 1, 2023 - June 30, 2024	\$ 112,000.00	\$ 112,000.00
2	AVES-12-M	AVEnueS VR Additional Scenario - Bundle Subscription - Unlimited Use	Accenture Virtual Experience Solution (AVEnueS) for health and human services (additional scenario for bundle; 12 months) Subscription Bundle Contents: Sophia, Monica, Tory, including access to the Promise Dashboard	\$ 44,000.00	88,000.00
1	-	Train-the-Trainer Credit Renewal 2023-2024	Credit for Train-the-Trainer - Subscription	\$ (12,000.00)	\$ (12,000.00)
Subtotal					\$ 188,000.00
Sales Tax					-
Total					\$ 188,000.00

Restrictions: The Product Offering and Licensed Materials are to be used only within the United States.

Product Offering VR Headsets: Licensee shall maintain possession of the inventory of VR headsets currently deployed to counties, University Partnership Program, and regional training centers across the State, which were contracted under the previous AVEnueS Subscription Agreement between Accenture and Ohio Child Care Resource & Referral Association (OCCRRA). Licensee will not pay any additional fees for these headsets. Each device continues to be subject to the 12-month warranty established under the previous contract. The warranty on each device shall expire 12 months after delivery to Licensee. During the term of the License, additional VR

Accenture Strategy & Consulting

headsets may be added to the Subscription for a one-time origination fee equal to the then-current price published in Accenture's NASPO ValuePoint Cloud Solutions Price Catalog. To add VR headset(s) to the Subscription, Licensee shall submit a Purchase Order (PO) to Accenture. POs for additional VR headsets may be submitted to Accenture on a monthly basis. Additional VR headsets include a 12-month warranty and help desk support. Accenture maintains ownership of all VR headsets used in conjunction with the AVEueS Offering.

Authorized Users: Employees from the Ohio Department of Job & Family Services, Public Children Service Agencies, Regional Training Centers, and University Partnership Programs.

"Territory": Ohio, United States of America

Addresses for Notices:

Notice to **Accenture** shall be sent to: Aman Singh
400 W Nationwide Blvd, Suite 100
Columbus, OH 43215

Notice to **Licensee** shall be sent to: Eric Glenn
Deputy Director of Contracts and Acquisitions
30 East Broad Street, 31st Floor
Columbus, Ohio 43215

Acknowledged and Agreed:**ACCENTURE LLP**

Health & Public Service

DocuSigned by:

By: Aman Singh
026CDB4B77049C...Name: Aman Singh
(typed or printed)Title: Managing DirectorDate: June 13, 2023**LICENSEE**

Ohio Department of Job & Family Services

By: Matt DamschroderName: Matt Damschroder
(typed or printed)Title: DirectorDate: 7-18-2023

Schedule 2 Services Addendum

The AVenueS Offering subscription will include: (i) Standard Help Desk Support during the 12-month warranty period on each VR headset from designated Accenture personnel.

1.0 Project Location and Staffing**1.1. Project Location**

The work on the Project will be performed at Client's facilities and/or Accenture's U.S. facilities.

1.2. Staffing/Project Team**Accenture:**

Accenture's overall delivery of the Services will be led by Molly Tierney, AVenueS Offering Lead and she will be supported by the following Accenture resources:

- Aman Singh, who will serve as the Ohio Client Account Lead and local point of contact;
- Travis Heath, who will serve as the point of contact for the Help Desk Functions.

2.0 Client Assumptions

In addition to any other responsibilities or assumptions described in this Agreement, set forth below is a list of assumptions upon which Accenture relies in agreeing to perform the Services described in this Agreement on the terms set out herein.

2.1. Client Performance Assumptions

- 2.1.1. Client shall be responsible for its use of the Services, make choices on direction of how the Services are utilized by its resources, consider options and priorities during the Term of use of the Services, and take ownership for the outcomes.
- 2.1.2. Client shall ensure that Accenture shall have no access to client Personal Data during the Term of the Project.
- 2.1.3. Any Confidential Information disclosed to third parties contracted by the Client shall be subject to the confidentiality obligations of the Participating Addendum.
- 2.1.4. Client shall be responsible for its operation, use and applicability of the Services it receives and for determining whether to use or refrain from using any recommendation that may be made by Accenture.
- 2.1.5. Client will be solely responsible for determining whether any Services provided by Accenture meet Client's requirements.

3.0 Nature of Services**3.1. Standard Help Desk Support**

AVenueS Help Desk Support is available via phone or email. Phone availability is Monday through Friday 9:00 AM to 5:00 PM Central Standard time. Help Desk Support team will respond to email requests within one business day.

4.0 Governing Terms & Conditions

The Services shall be governed by the Participating Addendum, the NASPO ValuePoint Master Agreement #AR3086 and any amendments, and the Standard Business Terms set forth in this Schedule 2.

Standard Business Terms

1. **Services.** Accenture, LLP (“Accenture”) will provide the services (“Services”) and deliverables (“Deliverables”) to the Ohio Department of Job & Family Services (“Client”), as specified in this Schedule 2 under the Participating Addendum and the following terms and conditions (collectively the “Agreement”).

2. **Intellectual Property.** The product, software, patents, graphics, photos, designs, trademarks, logos or other artwork and materials (generally, Intellectual Property), described and contained within the Participating Addendum, this Product Subscription License Agreement, inclusive of all Subscription Services and related Deliverables, if any described therein, shall govern and take precedence of any other Intellectual Property rights and obligations described in this Schedule 2. All other rights and obligations associated Intellectual Property produced, exchanged or developed during the Project shall be governed by this subsection. All products, software, patents, graphics, photos, designs, trademarks, logos or other artwork and materials provided to Accenture by Client under this Agreement (“Client IP”) are and shall remain the sole and exclusive property of Client or its third party licensors and Client shall obtain any relevant consents and licenses necessary for Accenture to use Client IP to perform Services and provide Deliverables under this Agreement. Client hereby grants to Accenture, during the term of this Agreement, a non-exclusive, fully paid, worldwide, non-transferable, limited license to use and permit Accenture’s subcontractors to use the Client IP, solely for the purposes of providing the Services and Deliverables under this Agreement. All intellectual property in the Deliverables remain in and/or are assigned to Accenture. All other intellectual property: (a) of Accenture existing prior to the Services, (b) used in the Services (except Client IP), (c) developed by Accenture, or (d) licensed to Accenture by third parties and used in the Services, and (e) any enhancements or modifications to, or derivative works of, any intellectual property in categories (a)-(d), are the sole and exclusive property of Accenture (“Accenture IP”). Accenture IP embedded in Deliverables may not be used separately and no Accenture IP may be used beyond the license rights granted above. The Deliverables and Accenture IP are proprietary to Accenture and embody valuable intellectual property rights, which may include Accenture patents, copyrights, trade secrets, know-how and other proprietary rights. Each party is otherwise free to use concepts, techniques and know-how retained in the unaided memories of those involved in the performance or receipt of the Services. Accenture is not precluded from independently developing for itself, or for others, anything, whether in tangible or non-tangible form, which is competitive with, or similar to, the Deliverables provided and to the extent that they do not contain Client Information. Within ten (10) business days of termination of this Agreement for any reason, Accenture will destroy or return any Client IP in Accenture’s possession to Client (subject to retaining copies of any information required for its internal recordkeeping requirements). Third-party intellectual property, such as the licensing of third-party assets or third-party components, may require additional terms of usage, which will be addressed in this Agreement where applicable.

Client agrees, notwithstanding any provision to the contrary, that Accenture has the right to anonymize and aggregate Client data with other data and leverage anonymous learnings and insights regarding use of Accenture products and/or services (the anonymized data, “Accenture Insights Data” or “AID”), and that Accenture owns AID and may use AID for any business purpose during and after the term of this Agreement (e.g., to develop, provide, and improve Accenture products and services). Client owns all Client data including the raw data maintained in the AID. Client has the right to use such data for any purpose during and after the term of this Agreement.

Supplement A:

State IT Policy, Standard and Service Requirements

Revision History:

Date:	Description of Change:
1/01/2019	Original Version
10/18/2019	Updated to modify service descriptions, include new services, and remove older services. A new Appendix A - Request for Variance to State IT Policy, Standard or Service Requirements was added.
12/15/2020	Updated to align with current service offerings, to incorporate the Cloud Smart strategy, and to clarify the variance request requirements.
5/13/2021	Updated to align with current Infrastructure as a Service (IaaS) Frameworks service offering.
7/19/2021	Updated to modify service descriptions, include new services, and remove older services.
02/07/2022	Updated Section 4.1. State IT Cloud Smart Strategy to clarify the scope, intent, and requirements of the service. Also, reorganized the public and private cloud information.
05/03/2022	Updated Section 4.3.6 ePayment Business Solutions audit standard. Modified Section 3. State IT Policy and Standard Requirements to remove the references to State of Ohio IT Bulletins and revise hyperlinks.

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1. Overview of Supplement and Requirements

This supplement shall apply to any and all work, services, locations and computing elements that the Contractor will perform, provide, occupy or utilize in conjunction with the delivery of work to the State of Ohio ("State") and any access to State resources in conjunction with delivery of work.

This includes, but is not limited to:

- Major and minor projects, upgrades, updates, fixes, patches and other software and systems inclusive of all State elements or elements under the Contractor's responsibility utilized by the State;
- Any systems development, integration, operations and maintenance activities performed by the Contractor;
- Any authorized change orders, change requests, statements of work, extensions or amendments to this contract;
- Contractor locations, equipment and personnel that access State systems, networks or data directly or indirectly; and
- Any Contractor personnel, or sub-contracted personnel that have access to State Data as defined below:
 - "State Data" includes all data and information created by, created for, or related to the activities of the State and any information from, to, or related to all persons that conduct business or personal activities with the State, including, but not limited to Sensitive Data.
 - "Sensitive Data" is any type of data that presents a high or moderate degree of risk if released, disclosed, modified or deleted without authorization. Sensitive Data includes but is not limited to:
 - Certain types of personally identifiable information (PII) that is also sensitive, such as medical information, social security numbers, and financial account numbers.
 - Federal Tax Information (FTI) under IRS Special Publication 1075.
 - Protected Health Information (PHI) under the Health Insurance Portability and Accountability Act (HIPAA).
 - Criminal Justice Information (CJI) under Federal Bureau of Investigation's Criminal Justice Information Services (CJIS) Security Policy.
 - The data may also be other types of information not associated with an individual such as security and infrastructure records, trade secrets, and business bank account information.
- The terms in this supplement are in addition to the Contract terms and conditions. In the event of a conflict for whatever reason, the highest standard contained in the Contract shall prevail.

Contractors performing the work under the Contract are required to comply with Ohio and the Ohio Department of Administrative Services (DAS) Office of Information Technology (OIT) ("DAS OIT") policies and standards (refer to Section 3 for additional information) and leverage State IT services outlined in this document unless the State has approved a variance. Refer to Section 2 for instructions on proposing variances to the requirements outlined in this supplement.

2. Proposed Variances to Supplement Requirements

ANY PROPOSED VARIANCES TO THE REQUIREMENTS OUTLINED IN THIS SUPPLEMENT ARE REQUIRED TO BE IDENTIFIED IN APPENDIX A - REQUEST FOR VARIANCE TO STATE IT POLICY, STANDARD OR SERVICE REQUIREMENTS. OFFERORS ARE ASKED NOT TO MAKE ANY CHANGES TO THE LANGUAGE CONTAINED WITHIN THIS SUPPLEMENT. In the event the Offeror finds it necessary to deviate from any of the IT policies, standards or State IT services, a variance may be requested, and the Offeror must provide a sufficient business justification for the variance request. In the event that a variance is requested post award (e.g., a material change to the architecture), the Enterprise IT Architecture Team will engage with the Contractor and appropriate State stakeholders to review and approve/deny the variance request.

3. State IT Policy and Standard Requirements

The Contractor will comply with State of Ohio IT policies and standards. For the purposes of convenience, a compendium of IT policy and standard links is provided in the table below.

Table 1 – State of Ohio and DAS IT Policies and Standards

Item	Link
State of Ohio IT Policies	https://das.ohio.gov/technology-and-strategy/policies
State of Ohio IT Standards	https://das.ohio.gov/technology-and-strategy/policies
DAS Policies	100-11 Protecting Privacy 700-00– Technology / Computer Usage Series 2000-00 – IT Operations and Management Series https://das.ohio.gov/technology-and-strategy/policies

Please affirm compliance with the State’s IT policies and standards. If this section, or portions of this section are not applicable, please explain and note as N/A. Please note that any proposed variances must be identified in Appendix A – Request for Variance to State IT Policy, Standard or Service Requirements. The language within the supplement shall not be modified.

N/A for Accenture’s AVE nueS offering. AVE nueS is a pre-built, out-of-the-box subscription service that is not customizable to align with IT policies and standards for a specific State, County, or other entity, nor does it integrate with any State of Ohio systems. Accenture uses due diligence to ensure that the AVE nueS offering employs appropriate measures to protect data security and privacy in accordance with industry best practices. AVE nueS data consists of virtual reality session logs that are void of any personally identifying or confidential information.

4. State of Ohio IT Services

DAS OIT delivers information technology (IT) and telecommunication services. DAS OIT is responsible for operating and maintaining IT and telecommunication hardware devices, as well as the related software. The supplement outlines a range of service offerings from DAS OIT that enhance performance capacity and improve operational efficiency. Explanations of each service are provided and are grouped according to the following solution categories. Where applicable, Contractors are required and expected to incorporate these services into their solutions or provided services.

4.1. State IT Cloud Smart Strategy

Executive Order 2019-15D, “Modernizing Information Technology Systems in State Agencies,” required all cabinet agencies, boards and commissions to migrate information technology systems to the State’s cloud environment managed by DAS OIT. From this executive order, the State IT Cloud Smart Strategy (“Strategy”) evolved to support agency cloud service needs. The Strategy is designed to provide a value-driven, dynamic, and cost-effective set of differentiating core enterprise services and innovative technologies from public and private clouds that will improve State of Ohio operations and the quality of services to Ohioans.

As part of the Strategy, DAS OIT will operate a Cloud Center of Excellence (“CCoE”) to focus on leveraging the State’s investment in the private cloud, while incorporating efficiencies from public cloud providers. The CCoE provides guidance that will assist in realizing the value of a multi-cloud investment. The goal is to evaluate and provide the most optimal hosting environment in the State’s public and/or private clouds. The CCoE offers an Enterprise Cloud Brokerage Service (“Brokerage Service”) that supports and guides State Agencies (“Agencies”) as they look to Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) application and solution modernization opportunities.

The Strategy requires any proposed customized applications¹ running on an IaaS or PaaS public cloud to reside in the Brokerage Service (Microsoft Azure, Amazon Web Services, Oracle Cloud Infrastructure, Google Cloud Platform or IBM Cloud). Applications developed and hosted in low code or no code platforms (e.g., Salesforce, Power Apps, or ServiceNow) will not reside within the Brokerage Service and will be addressed on a case-by-case basis.

Any proposed statewide or individual Agency solution must comply with the Strategy.

¹ **Customized Applications:** In terms of this Supplement, this term refers to applications that are specifically written, modified, or adapted for the State of Ohio.

(Please Note: If the Offeror feels that these requirements cannot be accommodated, an explanation **must be provided** at the end of this section **and a proposed variance** needs to be defined in Appendix A.)

4.1.1. Public Cloud Brokerage Service

DAS OIT is leading the effort to transform how IT services are delivered, maintained, and consumed in the State of Ohio. A key outcome of this digital transformation is the development of cloud-based capabilities that will improve the quality of services, agility, and foster a culture of collaboration, accountability, and innovation.

This service is available on multiple public clouds: Microsoft Azure, Amazon Web Services, Oracle Cloud Infrastructure, Google Cloud Platform and IBM Cloud.

Within the Public Cloud Brokerage Service model, DAS OIT offers IaaS, PaaS, and vendor managed frameworks. These service offerings are described in detail in the sections below.

4.1.1.1. IaaS Cloud Brokerage Service

The IaaS Cloud Brokerage Service is a DAS OIT managed service similar to the Private Cloud Data Center. DAS OIT will architect, configure and run all IaaS implementations, whether on premises or in a public cloud. The same tools are used to update, secure, and manage the virtual machines, no matter the location (private or public cloud).

Within the established framework for each public cloud, the customer has read access to their infrastructure running in a specific public cloud. The customer cannot create or manage compute items without receiving an approved exemption due to [Executive Order 2019-15D](#) referenced above. While customers cannot create any network peering, they can request peering back to the State Private Cloud via dedicated private connections.

IaaS Cloud Brokerage Service offers:

- Configuring network security groups and backups
- Performing restores
- Storage
- Providing a direct network connection to the State of Ohio Computer Center from public cloud vendor locations
- Managing and monitoring using the same tools as the Private Cloud
- Patching
- Design consultation
- Education
- Offering specific cloud expertise, when needed

4.1.1.2. PaaS Cloud Brokerage Service

The PaaS Cloud Brokerage Service offers customers the ability to request an environment in one of the State's public clouds. The PaaS environment allows the customer to consume the appropriate cloud native services.

Within the established framework for each public cloud, the customer can create and manage available PaaS cloud offerings.

PaaS Cloud Brokerage Service offers:

- Vendor management
- Providing the initial framework for build and configuration
- Service provisioning, implementation, monitoring and alerting
- Role-Based Access Control Security
- Enforcing Base Compliance Policies
- Active directory account integration, when appropriate
- Assistance in service request resolution via the native cloud portal and the DAS OIT Customer Service Center
- Design consultation

- Education
- Offering specific cloud expertise, when needed

4.1.1.3. Vendor Managed Cloud Brokerage Service

The Vendor Managed Cloud Brokerage Service is a vendor-managed application infrastructure within the State's public cloud framework pursuant to a contract entered into between a customer and the managing vendor.

Operating within this environment helps to ensure that the State's data remains in the U.S., the initial build and configuration is within the State's framework and overlap is avoided in the IP (Internet Protocol) space through network addressing standards.

In terms of the Vendor Managed Cloud Brokerage Service, the Brokerage Service is responsible for:

- Vendor management
- Providing the initial framework for build and configuration
- Role-Based Access Control Security
- Design consultation
- Education
- Offering specific cloud expertise, when needed

If the proposed solution cannot accommodate the State's Strategy and CCoE requirements listed above, please provide a justification for the exception in the space below. Please note that any proposed variances must be identified in Appendix A – Request for Variance to State IT Policy, Standard or Service Requirements. The language within the Supplement shall not be modified.

N/A for Accenture's AVEnueS offering. AVEnueS does not integrate with the State's IaaS, PaaS, or vendor cloud brokerage service.

4.1.2. Private Cloud Data Center Services

4.1.2.1. AIX Systems

Advanced Interactive Executive (AIX) is a proprietary version of the UNIX operating system developed by IBM. The AIX Systems Service enables customers to develop and run applications and/or databases without incurring the cost of setting up, administering and maintaining an operating system environment. DAS OIT runs the AIX operating system on IBM Power hardware, as a physical server or logical partition (LPAR)/virtual server. All of the AIX systems are connected to the DAS OIT Enterprise Storage Area Network (SAN) for performance, general purpose or capacity based storage. All systems are also provided backup and recovery services.

4.1.2.2. Enterprise Backup Services

The Enterprise Backup service uses IBM Tivoli Storage Manager Software and provides for nightly backups of customer data. It also provides for necessary restores due to data loss or corruption. The option of performing additional backups, archiving, restoring or retrieving functions is available for customer data. DAS OIT backup facilities provide a high degree of stability and recoverability as backups are duplicated to the alternate site.

4.1.2.3. Data Center Co-Location Service

The DAS OIT Co-Location service offers customers a Tier 3 capable secure data center environment with reliable uptime, power redundancy and redundant cooling to ensure uninterrupted access of critical data and applications in the State of Ohio Computer Center (SOCC). The SOCC is staffed and available to authorized personnel 24 x 7 x 365 and is accessible via electronic card key only.

4.1.2.4. Enterprise Data Storage

DAS OIT will work with the Contractor and customer to determine the optimal data storage solution, if applicable. The services covered under Enterprise Data Storage include:

High Performance Disk Storage service offers high-performance, high-capacity, secure storage designed to deliver the highest levels of performance, flexibility, scalability and resiliency. The service has fully redundant storage subsystems, with greater than five-nines availability, supporting mission critical, customer-facing and revenue-generating applications 24x7x365. High Performance Disk Storage is supplied as dual Enterprise SAN fiber attached block storage.

General Purpose Disk Storage service offers a lower-cost storage subsystem for customers not requiring high performance disk. This service supports a wide range of applications, including email, databases and file systems. General Purpose Disk is also flexible and scalable and highly available. General Purpose Disk Storage is supplied as dual Enterprise SAN fiber attached block storage.

Capacity Disk Storage service is the least expensive level of disk storage available from DAS OIT. Capacity Disk is suitable for large capacity, low performance data, such as test, development and archival. Capacity Disk Storage is supplied as dual Enterprise SAN fiber attached block storage or as file based storage.

4.1.2.5. Open Systems DR-DRaaS

Open Systems Disaster Recovery as a Service (DRaaS) offers server imaging and storage at a geographically disparate site from Columbus, Ohio. The service provides customers with a private Disaster Recovery as a Service solution connected to the SOCC via the Ohio One Network that will consists of the following:

- Compute to allow expected performance in the event of a complete failover
- 24vCPU per host with 32 host in the environment all licensed with VMware
- Support of the orchestration and replication environment
- Site connectivity
- Stored images available upon demand

Open Systems Disaster Recovery - Windows (1330 / 100607 / DAS505170/ 3854L) - Open Systems Disaster Recovery – Windows is a service that provides a secondary failover site for Windows based servers within the geographically disparate site. This service provides duplicative server compute and storage to match Server Virtualization and Data Storage capabilities as provisioned at the SOCC. This service is provided through a contracted third party who is responsible for all management and equipment at the facility.

Open Systems Disaster Recovery - AIX (1330 / 100607 / DAS505170/ 3854N) - Open Systems Disaster Recovery – AIX is a service that provides a secondary failover site for AIX based servers within the geographically disparate site. This service provides duplicative server compute and storage to match AIX Systems Services and Data Storage capabilities as provisioned at the SOCC. This service is provided through a contracted third party who is responsible for all management and equipment at the facility.

4.1.2.6. Mainframe Business Continuity and Disaster Recovery

Business continuity involves planning for keeping all aspects of a business functioning in the midst of disruptive events. Disaster recovery, a subset of business continuity focuses on restoring the information technology systems that support the business functions.

Mainframe Disaster Recovery (DR) services are offered to customers of DAS OIT's IBM mainframe environment. Services are made available via IBM's Business Continuity and Resiliency Services which provides hot site computer facilities at a remote location.

Tests are conducted annually at IBM's hot site location, during which DAS OIT's mainframe computer infrastructure is restored. Once the mainframe system is operational, participating Agencies restore their production applications and conduct extensive tests to ensure that those applications have been successfully recovered and would be available in the event of an actual disaster.

This service is designed to expand business continuity and disaster recovery capabilities in the most cost effective and efficient manner possible for DAS customers and for Agencies that have systems and applications that run on DAS/OIT infrastructure at the SOCC.

4.1.2.7. Mainframe Systems

DAS OIT's Mainframe Systems services offer an IBM mainframe computer sysplex with a processing speed rating at 5052 Million of Instructions per Second (MIPS). This mainframe uses the z/OS operating system and the Job Entry Subsystem (JES3). Additionally, the system is connected via fiber to DAS OIT's High Performance Disk Storage, which affords reliable and fast disk access and additional storage capacity when needed.

Services are provided using a wide range of application, transaction processing and telecommunications software. Data security and user authentication are provided by security software packages. This service enables customers to develop applications without incurring the costs of setting up and maintaining a mainframe operating system environment.

Mainframe tape service option is available:

- Mainframe Virtual Tape - Virtual tape technology that optimizes batch processing and allows for better tape utilization using the EMC Disk Library for Mainframe (DLM) virtual tape.

4.1.2.8. Metro Site Facility

The Metro Site Facility Service provides a secondary, near real-time (measured in milliseconds) failover from the SOCC. This service provides for the facility, site connectivity, on-going support of server images for Disaster Recovery as a Service, and associated services. Metro Site Facilities are offered to support Virtual Server and Data Storage customers providing Global/Metro Mirroring at a secondary near real time failover site within the Metro Columbus area. This service provides duplicative server facilities to match Server Virtualization and Data Storage Rates. Storage necessary for support of the disaster recovery image will be billable at the standard storage rates.

4.1.2.9. Server Virtualization

Server Virtualization is the practice of abstracting the physical hardware resources of compute, storage and networking of a host server and presenting those resources individually to multiple guest virtual servers contained in separate virtual environments. DAS OIT leverages the VMware vSphere platform to transform standardized hardware into this shared resource model that is capable of providing solutions around availability, security and automation.

Server Virtualization includes:

- **OIT Managed-Basic Server Virtualization:** DAS OIT hosts the virtual server and manages the hardware/virtualization layer. DAS OIT is also responsible for managing the server's operating system (OS). This service includes 1 virtual CPU (vCPU), 1 GB of RAM and 50 GB of General Disk Storage used for the operating system.

If the proposed solution cannot accommodate the State's Private Cloud Data Center Services listed above, please provide a justification for the exception in the space below. Please note that any proposed variances must be identified in Appendix A – Request for Variance to State IT Policy, Standard or Service Requirements. The language within the supplement shall not be modified.

N/A for Accenture's AVEnueS offering. AVEnueS does not integrate with any of the State's private data cloud data center services.

4.2. InnovateOhio Platform

Executive Order 2019-15D, “Modernizing Information Technology Systems in State Agencies,” established the InnovateOhio Platform (IOP) initiative. IOP focuses on digital identity, the experience of the individual authorized to access the system (“User”), analytics and data sharing capabilities. The InnovateOhio Platform provides integrated and scalable capabilities that better serve Ohioans.

4.2.1. Digital Identity Products

OH | ID - Digital identity solution for Ohio citizens:

Provides single sign-on for disparate systems, enhanced security and privacy, federal and state compliance, and personalized experience. Simple, secure access for citizens. Multiple levels of identity assurance.

- Single Sign-On
- Access Logging
- Real-Time Analytics
- 2-Factor Authentication (2FA)
- Access Management
- Self-Service Portal
- Identity Proofing
- Directory Integration

OH | ID Workforce - Digital identity solution for Ohio workforce

Provides single sign-on for disparate systems, enhanced security and privacy, federal and state compliance, and personalized experience. Simple, secure access for state and county employees, contractors, and external workers. Multiple levels of identity assurance.

- Single Sign-On
- Directory Integration
- Real-Time Analytics
- 2-Factor Authentication (2FA)
- Just-in-Time Provisioning
- User Management
- Access Logging
- Privileged Access Management

ID Platform – Software as a Service (SaaS) identity framework

Provides authorization layer for use by Agencies and programs. Allows Agencies to integrate and extend InnovateOhio Platform identity services into their applications. Customizable to Agency needs.

- Fine-Grain Authorization Management
- Real-Time Analytics
- Extendable Services from OH|ID
- Cloud-Based Infrastructure

4.2.2. User Experience Products

IOP Portal Builder - Website template accelerator:

An accelerator to easily create modern, responsive, and ADA-compliant websites and portals for the InnovateOhio cloud platform. The InnovateOhio Portal Builder is available in a Software as a Service (SaaS) form.

- Standardized Dynamic Templates
- Automated Workflows
- Governance & Access Control
- Optimized Content Search
- ADA-Compliant
- Content Management
- Integration with OH|ID
- Real-Time Analytics
- Aggregate Applications
- Customizable Features
- Mobile Ready
- Site Analytics

IOP myOhio - The State's Intranet platform

Features intuitive navigation, simplified access to on-boarded business applications, and a modernized, mobile-responsive design. Automates compliance with accessibility standards per Section 508 of the Rehabilitation Act.

- Single Sign-On
- Personalized Content
- Content Management
- Near Real-Time Syndication
- 2-Factor Authentication (2FA)
- Access Logging
- Optimized Content Search
- Application Store
- Automated Workflows
- Real-Time Analytics
- Site Analytics

IOP Digital Toolkit - Free User experience digital toolkit

Reusable components for quick deployment of websites, portals and applications. Universal framework for developers and designers. Consistent and compliant User experiences.

- Mobile Ready
- Real-Time Analytics
- Style Guide
- Customizable Features
- Sample Code
- ADA-Compliant
- Standardized Dynamic Templates

4.2.3. Data and Analytics Products

IOP Applied Analytics

Provides the ability to build analytical and reporting solutions and deploy them in the most impactful manner possible by putting data in the hands of Users in their natural workflow. The applied analytics solution enables User to move from concept to results.

- BI Reporting
- Query Exploration
- Data Science
- Visual Analytics
- Embedded Analytics

IOP Data Integration

Provides the capability to combine information from a wide array of sources, applications and formats so that it can be analyzed to derive valuable business insights. Furthermore, data ingestion pipelines can be automated and governed, while ensuring secured access to the data.

- Data Gateways
- Workload Automation
- Data Ingestion
- Real-time Streaming

IOP Data Management

Provides rich and secure capabilities to harness the power of the analytics platform leveraging user friendly and pre-configured technologies. Additionally, the product supports a bring-your-own-tool approach allowing analysts and data scientists to work on the platform with the technologies they are most comfortable using.

- Audit
- Data Catalog
- Data Prep and Profile
- Data Warehousing
- Relational Search
- Bring Your Own Tool
- Data Lineage
- Data Sharing
- De-identification
- Code Management
- Data Portability
- Data Transformation
- Entity Resolution

IOP Service Offerings

Services, support, and training to successfully engage and onboard agencies to perform applied analytics work on the Platform.

- DataOhio Portal
- Data Onboarding
- Development Services
- Engagement
- Project Support
- Solution Design & Architecture
- Training Resources
- Use Case Development

Please explain how the InnovateOhio Platform will be incorporated into the proposed solution. If this section, or portions of this section, are not applicable, please explain and note as N/A. Please note that any proposed variances must be identified in Appendix A – Request for Variance to State IT Policy, Standard or Service Requirements. The language within the supplement shall not be modified.

N/A for Accenture's AVE nueS offering. AVE nueS does not integrate with the State's InnovateOhio Platform.

4.3. Enterprise Application Services

4.3.1. Application Services

Application Services provides standardized, integrated solutions for Application Development. The core components of the solution include:

- **Application Development Lifecycle Services** for creating new applications and systems.
- **Application Development Operations** for maintaining and enhancing existing applications and systems.
- **Website Lifecycle Services** for designing and creating new websites.
- **Website Operations** for maintaining and updating existing websites.
- **User Interface/User Experience Services** that work in connection with Application Development and Website work that define the "look and feel" of what users interact with.

Supporting Technology Services which support the Applications, Systems and Websites developed. These services can include payment processing, application performance monitoring, and complex reporting/visualizations.

4.3.2. Enterprise Hosted Document Management

The Enterprise Hosted Document Management is a standardized, integrated solution for document and content management. The core components of the solution include:

- **Document Management** core capabilities such as: secure check-in / check-out, version control, and index services for business documents, audio / video files, and Environmental Systems Research Institute (ESRI) / Geographic Information Systems (GIS) maps.
- **Image Processing** for capturing, transforming and managing images of paper documents via scanning and / or intelligent character recognition technologies such as Optical Character Recognition.
- **Workflow / Business Process Management (BPM)** for supporting business processes, routing content, assigning work tasks and creating audit trails.
- **Records Management** for long-term retention of content through automation and policy, ensuring legal, regulatory and industry compliance.
- **Web Content Management (WCM)** for controlling content including content creation functions, such as templating, workflow and change management and content deployment functions that deliver content to Web servers.
- **Extended Components** can include one or more of the following: Digital Asset Management (DAM), Document Composition, eForms, search, content and analytics, email, and information archiving.

4.3.3. Electronic Data Interchange (EDI) Application Integration

The EDI Application Integration service is a combination of Application Integration, Data Exchange and Electronic Data Interchange (EDI) functionality. This service provides application to application connectivity to support interoperable communication, data transformation, and business process orchestration amongst applications on the same or different computing platforms. Business process orchestration between many data formats may be supported including Web Services, XML, People-Soft, FTP, HTTP, MSMQ, SQL, Oracle, Flat File, SAP, DB2, CICS, EDI, HIPAA, HL7, Rosetta Net, etc.

The Data Exchange component allows unattended delivery of any electronic data format to a customer via encrypted files over public FTP, FTPS, SFTP, VPN.

Application Integration services are offered via:

- **End Points** – also referred to as a mailbox, this is a connectivity point to facilitate the movement or transaction of data between two or more entities.
- **KBs** – represents the size in kilobytes of a message that is transformed or processed. This typically refers to a document or file conversion or a format change.
- **Messages** – a discrete unit of data that is moved or transacted between two or more entities. A message typically represents a business document or a file.

4.3.4. Enterprise Business Intelligence

The State of Ohio Enterprise Business Intelligence (BI) service provides reporting, data visualization, enterprise data warehousing, business and predictive analytics, and decision support solutions to Users from all **120+** state agencies, boards and commissions, and institutions of higher education. With tools such as **Cognos** and **Tableau**, the Enterprise BI team can help turn raw data into usable information and powerful visualizations, in turn helping Users analyze policies and programs, evaluate operations and drive decisions.

Enterprise BI Solutions — Standardized reporting solutions to benefit all Agencies.

- **Financial Information Cost and Spend Management** – Agencies can gain valuable insights into planned, actual, and forecasted spending based on historical information as well as planned expenditures, budgets, and actual results.
- **Workforce and Human Resources** – Agencies can gain valuable insights into position management, workforce composition, pay, leave and benefits, and more.
- **Targeted Solutions** – The BI Team currently provides data visualization solutions to Agencies and custom reporting solutions to 50+ Agencies, with availability for additional options ranging from consultations through turn-key content delivery.

BI Core Reporting Services include:

Financial Information	Workforce and Human Resources
• Enterprise Financial Dashboards • General Ledger • Budget and Planning (BPM) • Travel and Expense • Procure to Pay • Accounts Receivable • Asset Management • Value Management • Trends and Forecasts • Statewide Cost Allocation Plan (SWCAP) • MBE/EDGE and Equal Opportunity • State of Ohio Payroll Projection Systems (SOPPS)	• Enterprise HR Dashboards • Workforce Profile • Compensation • ePerformance/ePAR • Enterprise Learning Management
	50+ Targeted Solutions including: • Interactive Budget OBM • Higher Education OHDE • JFS dashboards • State Health Facts • BWC Core Reporting

4.3.5. eLicense Ohio Professional Licensure

eLicense Ohio Professional Licensure is the State of Ohio’s online system used to manage the issuance, certifications, inspections, renewals and administration of professional licenses across the State. The eLicense application is a public/business facing system that is designed to foster the creation and growth of businesses in the State and is the mechanism through which state agencies, boards and commissions support Ohioans. The system is a central repository for license and certificate data, in addition to managing the generation and storage of correspondence. Secure fee collection is performed through an on-line payment processor, which includes bank transfers, credit cards, and other payment types.

Core system capabilities include:

Customer Relationship Manager (CRM)

- Contact Management

Revenue

- Deposit Accounting Revenue Tracking
- Refund and Reimbursement Processing
- Fine and Penalty Tracking

License Administration

- Administration
- Workflow
- Reports

Enforcement

- Enforcement Activities
- Case Management Activities

Online Licensure Services

- Applications
- Renewals
- License Verification
- License Maintenance
- License Lookup Website
- Workflow
- Document Management
- Secure Payment Processing

Other Services

- Continuing Education Tracking
- Examinations
- Inspections
- Complaint Management

4.3.6. ePayment Business Solutions

DAS OIT's ePayment Business Solution allows State agencies as well as boards and commissions to accept electronic credit card and Automated Clearing House (ACH) payments from customers. The ePayment solution is a highly flexible payment engine supporting a wide range of payment types: credit cards, debit cards, electronic checks, as well as recurring, remote capture and cash payments.

The solution utilizes a single, common gateway to permit the acceptance of payments from multiple client application sources: Web, IVR, kiosk, POS, mobile, over the counter, etc. Payment processing is supported through multiple credit card gateway options, automated clearing house (ACH) bank processing, and check acceptance services.

The ePayment solution is compliant with the Payment Card Industry Data Security Standard (PCI DSS), the Electronic Fund Transfer Act (EFTA) and is audited to the standards of Statement on Standards for Attestation Engagements (SSAE) 18 SOC 1 Type II.

4.3.7. Enterprise eSignature Service

OneSpan Sign is Ohio's enterprise solution for eSignatures. The product is a FedRAMP SaaS (Software as a Service) solution, which offers a standardized approach to cloud security. OneSpan Sign's eSignature functions include workflows, tracking, audit logs and protection against forgery/non-repudiation.

OneSpan Sign has an extensive library of open application programming interfaces (APIs) to integrate eSignatures with existing applications and core systems. OneSpan Sign's pre-built, third-party connectors enable the eSignature capabilities into business software products such as Dynamics CRM, Salesforce, Microsoft SharePoint, etc.

4.3.8. Identity Management

Identity Management provides integrated authentication services across multiple enterprise service offerings. The service also streamlines the life cycle events for user credentials including onboarding, provisioning, administration, service consumption, change events, de-provisioning and off-boarding.

Identity Management is made up of four service functions:

- **Identity Repository** offers a centralized container for all user credentials and management tools for the administration of those credentials and credential attributes.
- **Core Shared Services** leverage the centralized credential from the identity repository for authentication. Service provisioning tools are available to provision access to various portions of the core shared services within the Identity Management service.

- **Application Integration** permits an Agency's line of business application to authenticate to the centralized user credential within the Identity Repository using a secure Lightweight Directory Access Protocol (LDAP) and/or Active Directory Federation (SAML 2.0)
- **Endpoint Consumption** allows for the placement of desktops, laptops, and/or tablets to reside within the Identity Management service. This extends the ability to use a single credential to authenticate to workstations and applications.

4.3.9. IT Service Management Tool (ServiceNow)

DAS OIT offers **ServiceNow**, a cloud-based IT Service Management Tool that provides internal and external support through an automated service desk work-flow based application which provides flexibility and ease-of-use. The IT Service Management Tool provides workflows aligning with Information Technology Infrastructure Library (ITIL) processes such as incident management, request fulfillment, problem management, change management and service catalog. These processes allow customers to manage related fields, approvals, escalations, notifications, and reporting needs. Customers have the option of provisioning the entire suite of service features or selecting those features best suited for their needs.

The following modules are currently in use on the enterprise platform:

- IT Service Management
- IT Operations Management
- IT Business Management
- Governance, Risk & Compliance
- Security Operations
- Intelligent Applications

ServiceNow Product Catalog

The Product Catalog contains:

- The applications currently in use of the State of Ohio ServiceNow Application across Agencies
- The product wheel of the platform footprint
- Applications in use by Agencies
- Product descriptions by Platform family, then Application within Family for current functionality
- Product descriptions by Platform family, then Application within the Family for services not deployed

4.3.10. Automated Ticketing

DAS OIT offers Watson Automated Ticketing that integrates with ServiceNow for Agencies interested in having incidents and requests in their UNASSIGNED queue that comes through email assigned to the proper resolver queue. This service will route these incidents to the appropriated queue based on historical data and optionally provide other use cases as well. Watson is a cognitive automation platform that leverages machine learning, natural language processing, deep learning, semantic ontologies, pattern recognition, etc.

Watson is used for automating manual parts of the support processes using Artificial Intelligence algorithms. It automates processes to provide more efficient operation with higher quality results compared to manual performance.

4.3.11. Ohio Benefits

Ohio Benefits provides a comprehensive and effective platform for planning, designing, development, deployment, hosting and ongoing maintenance of all State of Ohio Health and Human Services (HHS) Public Assistance Services and Programs.

Ohio Benefits provides superior eligibility services including citizen self-service, efficient workflow management and coordination, an agile and easily manageable rules engine, improved data quality and decision support capabilities. Ohio Benefits supports improvement in state and county productivity, capability and accessibility of benefits to Ohioans through a robust enterprise system.

The Ohio Benefits platform provides four distinct technology domains:

- **Common Enterprise Portal** – User Interface and User Experience Management, Access Control, Collaboration, Communications and Document Search capability
- **Enterprise Information Exchange** – Discovery Services (Application and Data Integration, Master Data Management (MDM) Master Person Index and Record Locator Service), Business Process Management, Consent Management, Master Provider Index and Security Management
- **Analytics and Business Intelligence** – Integration and delivery of analytics through alerts, notifications & reports.
- **Integrated Eligibility** – A common Enterprise Application framework and Rules Engine to determine eligibility and benefits for Ohio Public Benefit Programs.

Privacy and security are the foundational blocks of the platform which is compliant with all State and federal standards.

4.3.12. Ohio Business Gateway (OBG)

The Ohio Business Gateway (OBG) offers Ohio's businesses a time and money saving online filing and payment system that simplifies business' relationships with government Agencies.

Ohio businesses can use OBG to access various services and electronically submit transactions and payments with many Agencies. OBG Electronic Filing also partners with local governments to enable businesses to file and pay selected Ohio municipal income taxes.

OBG Electronic Filing routes data and payment information directly to program administrators at the Agencies so that they may continue to manage the overall account relationship.

Businesses must be registered with an Agency before using OBG Electronic Filing. Selected Agency registrations are available through OBG Electronic Filing. Information about other registrations may be obtained by visiting the 'Starting a Business' section of the Ohio Business Gateway (<http://business.ohio.gov/>). If a registration is not offered on OBG Electronic Filing, the administering Agency will provide information on how to obtain the registration necessary to begin using OBG Electronic Filing services. For Municipal Income Tax Electronic Filing, businesses must first register directly with municipalities before using OBG.

4.3.13. Ohio Administrative Knowledge System (OAKS)

The Ohio Administrative Knowledge System (OAKS) is the State's Enterprise Resource Planning (ERP) system which provides central administrative business services such as Financial Management, Human Capital Management, Content Management, Talent Management, Enterprise Learning Management and Customer Relationship Management.

Core system capabilities include:

Content Management (myohio.gov)

- Centralized Communications to State Employees and State Contractors
- OAKS alerts, job aids and news
- Statewide News
- Password Reset for Active Directory

Customer Relationship Management (CRM)

- Contact / Call Center Management

Enterprise Business Intelligence

- Key Financial and Human Resources Data, Trends and Analysis
- Cognos driven reporting

Ohio Recruit

- 24x7 Recruiting, Reporting and Analytics
- Applicant Tracking and Compliance

Financial Management (FIN)

- Accounts Payable
- Accounts Receivable
- Asset Management
- Billing
- eSourcing
- Financial Reporting
- General Ledger
- Planning and Budgeting
- Procurement

- Targeted Business Intelligence
- Tableau Analytics and Visualization

Ohio Learn

- Training Curriculum Development
- Training Content Delivery
- Training Status Tracking and Reporting
- **NEW:** Ability to extend Training Content to External Learners

- Travel & Expense

Human Capital Management (HCM)

- Benefits Administration
- eBenefits
- ePerformance
- Kronos
- Payroll
- Position Management
- Time and Labor
- Workforce Administration

4.3.14. Enterprise Geocoding

OAKS Enterprise Geocoding is the process of determining associated geographic coordinates from other geographic data, such as street addresses or zip codes. With these geographic coordinates, the features can be displayed and analyzed in a Geographic Information Systems (GIS), or the coordinates can be embedded into media such as digital photographs via geotagging.

OAKS Enterprise Geocoding combine address standardization, geocoding, and spatial analysis into a single service. Individual addresses can be processed in real time for on-line applications or large numbers of addresses can be processed in batch mode. The quality of each address is improved by standardizing it to meet stringent U.S. Postal Service standards.

Leveraging address location information developed and maintained by local government, the OAKS Enterprise Geocoding uses a multi-tiered geocoding process incorporating data from multiple entities to provide Agencies with the most accurate location information available.

4.3.15. Geographic Information Systems (GIS) Hosting

GIS Hosting delivers dynamic maps, spatial content, and spatial analysis via the Internet. Customers can integrate enterprise-level Geographic Information Systems (GIS) with map capabilities and spatial content into new or existing websites and applications. GIS enhances decision support, integrating data from a variety of sources to be analyzed spatially with the results presented in the form of a map.

DAS OIT offers three types of hosted GIS services:

- **Geodata Hosting** provides a platform for customers to deliver online spatial data and content to end users or applications. Online spatial data can be consumed by desktop GIS applications and web-based applications.
- **Geoprocessing** provides access to server-side geoprocessing tools that allow users to publish analytical models for use within desktop applications by remote users or embedded within Internet mapping applications.
- **GIS Map Application** Hosting provides a platform for customers to deliver web-based mapping content to end users.

GIS Hosting can be combined with the Enterprise Geocoding to create a comprehensive web application to locate and display events, customers, or Agency assets on a map in a browser.

Please explain how the State's Enterprise Application Services will be incorporated into the proposed solution. If this section, or portions of this section, are not applicable, please explain and note as N/A. Please note that any proposed variances must be identified in Appendix A – Request for Variance to State IT Policy, Standard or Service Requirements. The language within the supplement shall not be modified.

N/A for Accenture's AVE nueS offering. AVE nueS does not integrate with any of the State's Enterprise Application Services.

4.4. Hosted Services

4.4.1. Enterprise SharePoint

The Enterprise SharePoint Service supports both an on premises and cloud environment. Enterprise SharePoint service provides Site Administration, Technical Services/Support for SharePoint and third-party tools (e.g., Nintex) as well as Strategy, Adoption, Operations and Strategic Management within both the Tenant and Farm level for SharePoint related services. Key Services Included: Site Administration and Technical Services:

Basic Services include: • Site Collection Creation • How to's from Site Collection Admin/users • Research Apps and make available to Tenant/Farm • Consult on SharePoint Online and On Premises needs with Agencies • Review & Approve 3rd party tool integration • Incident/Problem Resolution • Work to eradicate issues in SharePoint Online • Routine maintenance • Site to Site Migrations	Strategy, Operations and Management – Key Services include: • Program Management • SOW and contract creation and processing • Contract Management • Adoption Service Template & Education • Lunch 'n Learns • Yearly Reporting • Community Center Intranet Site Management
Additional Services Available: • Customized Search • Site Branding & Design • Migrating content from one environment to SharePoint (e.g., FileShare to OneDrive or SharePoint) • Rights Management & Data Protection • Retention Management • Azure integration • Customized Applications and Workflows • Content types, managed metadata, site structure and navigation	Services performed for On Premises environment only: • Configuration Management • Code Management • Patching and Software updates • Farm Backup and Restore • Refreshing Content Across Development and Staging environments • Physical Architecture Changes

4.4.2. Database Support

Database Support provides technical assistance for database implementation and usage. Services utilized by customers may include any or all of the following service offerings: installation, upgrade and management of database software, database administration tools and packaged application database products, backup/recovery procedure implementation, monitoring, tuning and troubleshooting.

Please explain how the State's Hosted Services will be incorporated into the proposed solution. If this section, or portions of this section, are not applicable, please explain and note as N/A. Please note that any proposed variances must be identified in Appendix A – Request for Variance to State IT Policy, Standard or Service Requirements. The language within the supplement shall not be modified.

N/A for Accenture's AVE nueS offering. AVE nueS does not integrate with any of the State's Hosted Services.

4.5. IT Security Services

4.5.1. Secure Sockets Layer Digital Certificate Provisioning

Secure Sockets Layer (SSL) Digital Certificate Provisioning service provides Secure Sockets Layer Certificate service across multiple enterprise service offerings. SSL certificates are used to provide communication security to various web sites and communications protocols over the internet (ex. Web Servers, Network Devices, Application Servers, Internet Information Server (IIS), Apache, F5 devices and Exchange servers). SSL Digital Certificate Provisioning supports the delegation of administration and reporting processes for each designated customer Agency while leveraging a common portal.

In addition, please review the Security Supplement (Supplement S - State Information Security and Privacy Requirements and State Data Handling Requirements).

Please explain how the State's IT Security Services will be incorporated into the proposed solution. If this section, or portions of this section, are not applicable, please explain and note as N/A. Please note that any proposed variances must be identified in Appendix A – Request for Variance to State IT Policy, Standard or Service Requirements. The language within the supplement shall not be modified.

N/A for Accenture's AVE nueS offering. AVE nueS does not integrate with the State's IT Security Services.

4.6. Messaging Services

4.6.1. Microsoft License Administration (Office 365)

The Office 365 service provides customers the ability to use email, Office 365 ProPlus, instant messaging, online meetings and web conferencing, and file storage all from the Cloud, allowing the customer to access services virtually anytime and from anywhere and includes email archiving and eDiscovery services.

The Office 365 service provides licensing and support for email, Office 365 ProPlus (Outlook, Word, Excel, PowerPoint, Publisher, Teams and OneNote), SharePoint, and OneDrive for Business. Please note that the Office Suite may require agency deployment or agency/end user installation as well as patch management and distribution.

- Email in the Microsoft Cloud
- Office 365 ProPlus
- Teams
- SharePoint Online
- OneDrive for Business

Please explain how the State's Messaging Services will be incorporated into the proposed solution. If this section, or portions of this section, are not applicable, please explain and note as N/A. Please note that any proposed variances must be identified in Appendix A – Request for Variance to State IT Policy, Standard or Service Requirements. The language within the supplement shall not be modified.

N/A for Accenture's AVE nueS offering. AVE nueS does not integrate with the State's Messaging Services.

4.7. Network Services

Offeror's solutions must work within the State's LAN / WAN infrastructure.

4.7.1. Ohio One Network

The State of Ohio's One Network is a unified solution that brings together design, engineering, operations, service delivery, security, mobility, management, and network infrastructure to target and solve key government challenges by focusing on processes, procedures, consistency, and accountability across all aspects of state, city and local government.

Ohio One Network can deliver an enterprise network access experience for their customers regardless of location or device and deliver a consistent, reliable network access method.

4.7.2. Secure Authentication

The DAS OIT Secure Authentication service provides a managed two-factor user authentication solution to protect an Agency's resource. The authentication function requires the user to identify themselves with two unique factors, something they know and something they have, before they are granted access. Whether local or remote, this service ensures that only authorized individuals are permitted access to a customer's environment.

4.7.3. Wireless as a Service

Wireless as a Service is the IT Enterprise Wireless hosted network which allows customers to connect laptops and devices to their data via a wireless interface. This service is an all-inclusive enterprise level wireless LAN solution that offers guest, employee, voice and location-based services with 24/7 target availability.

Coverage is three tiered:

- Broad coverage – small number of Users with low throughput, i.e., public hot spot, warehouse.
- General data use – most common, general computing with robust data performance.
- High-capacity use (Voice) – maximum capacity, high bandwidth Users, i.e., location and tracking service.

Please explain how the State's Network Services will be incorporated into the proposed solution. If this section, or portions of this section, are not applicable, please explain and note as N/A. Please note that any proposed variances must be identified in Appendix A – Request for Variance to State IT Policy, Standard or Service Requirements. The language within the supplement shall not be modified.

N/A for Accenture's AVE nueS offering. AVE nueS does not integrate with the State's Network Services.

4.8. Telephony Services

4.8.1. Voice Services – VoIP

The State of Ohio hosted cloud VoIP service, also known as NGTS (Next Generation Telephony Service) provides core telephony, voice mail, e911, collaboration, video, audio, conferencing, and auto attendant functions. Optional services include automatic call distributor (ACD), interactive voice response (IVR), multi-channel contact center solutions and session initiation protocol (SIP) trunking among a variety of other features. The service was the first business class phone system to offer closed captioning for the hearing impaired, and also includes features for those with vision and mobility impairments.

The following voice services are offered in addition to the State's hosted VoIP service.

4.8.2. Toll-Free Service

This service provides the capability to incur telephone charges for incoming calls to an 8xx number.

4.8.3. Automatic Caller Navigation and Contact Center Services (ACD/Contact) Centers

The Contact Center Enterprise allows callers to fill in CRM forms with information prior to an Agent responding. With IVR and Advanced Data Collection, callers will spend less time in Call Queues. However, during high demand times, callers can be put on Virtual Hold allowing callers to receive a call back when Agents become available. Call

recording with screen capture allows the User to monitor, record, store, and QA calls, helping insure a consistent service experience.

This service also includes multi-channel communications including chat, text, SMS and email to afford those trying to contact the State the ability to contact the State in a variety of ways.

4.8.4. Call Recording

This service is available for new VoIP profiles or modifying existing profiles.

4.8.5. Conferencing

This service offers a conferencing service via telephone lines and or TCP/IP networks. It provides voice & video conferencing capabilities within the network and participants can also join in from outside the network.

4.8.6. Fax2Mail

The Fax2Mail is a “hosted” fax solution that allows organizations to seamlessly integrate inbound and outbound fax with their existing desktop email and back-office environments. The Fax2Mail is completely “cloud-based” (SaaS), providing an easy to implement, easy to manage solution requiring no expenditures on hardware or software. The Fax2Mail solves all faxing requirements, including inbound and out-bound fax, both at the computer desktop and from/to back-office systems, ERP applications, and electronic workflows.

4.8.7. Session Initiation Protocol (SIP) Call Paths

The Session Initiation Protocol Call Paths is used to allocate bandwidth. SIP Call paths:

- Provide existing telephony infrastructure with NGTS services.
- Extends infrastructure into the NGTS cloud.
- Leverages existing investment.
- Bridges the gap.
- All of the United States are Local Calls.
- Share video and collaboration.
- Leverage Toll Free offering.
- Centralized trunk savings.

4.8.8. Site Survivability

This service provides reliable communications via multi-feature redundancy for centralized call processing.

4.8.9. VoIP related Professional Services and Training

Training services can be requested for VoIP telephone Users.

Professional services are also available for planning and migration of large contact centers, and for integration of contact centers with cloud services including Salesforce.

Please explain how the State’s Telephony Services will be incorporated into the proposed solution. If this section, or portions of this section, are not applicable, please explain and note as N/A. Please note that any proposed variances must be identified in Appendix A – Request for Variance to State IT Policy, Standard or Service Requirements. The language within the supplement shall not be modified.

N/A for Accenture’s AVEnueS offering. Accenture’s AVEnueS offering does not integrate with the State’s Telephony Services.

Appendix A – Request for Variance to State IT Policy, Standard or Service Requirements

If an offeror needs to request a variance from a State IT Policy, Standard or Service requirement outlined in this supplement, please provide a rationale and an overview for each request in the table below.

Section Reference	IT Policy, Standard or Service Requirement	Rationale for Proposed Variance from Requirement	Proposed Variance Overview