**ODWC STANDARD AGREEMENT**

**Attachment "B"**

| **Issue:** | **Vendor's response (Y & N)** |
| --- | --- |
| Do you agree that the contents of your response to Sections 5, 6, 7 and 8 will become part of any contract that may be entered into as a result of this RFP? |  |
| Will you agree to begin measuring the service level (Appendix A) upon the implementation of the Solution? |  |
| The contract will include performance standards, measurement criteria and significant corresponding financial remedies.  Do you agree to include the Service Levels and remedies for non-compliance as defined in Appendix A in the final contract? |  |
| Please describe Vendor’s expectations of any Work Products developed and their ownership for Vendor’s proposed approach and solution– See Contract definition 2.Y and section 7. Vendor should also redline section 7 to align with this response, if redlines are proposed. |  |
| Do you agree to include mutually agreed upon solution enhancements, which will be periodically updated during the term of the contract? |  |
| Do you agree that all provisions of the ODWC Contract NOT redlined or so noted are acceptable? |  |
| Vendor acknowledges that no federal funds may be used to obtain any Solution under a contract awarded, pursuant to this RFP, to any Vendor who appears on any excluded lists on the federal government’s System for Award Management (SAM) at [www.sam.gov](http://www.sam.gov). |  |
| If Vendor proposes a solution that will require the State to execute a EULA, either as a signed agreement or as “clickwrap”, with a software manufacturer, Vendor shall, for each such software manufacturer, obtain the written consent of such software manufacturer to the terms and conditions of ODWC’s “License Agreement Addendum” and provide a copy of each such consent with its proposal. |  |
| Do you affirm that your response meets all of the Mandatory requirements listed in section 2.O.? |  |
| Do you agree, should a contract be awarded, to register your organization with the OK Office of Management and Enterprise Services (OMES) Central Purchasing Division at [vendors.ok.gov](http://vendors.ok.gov)? |  |
| Do you affirm that your organization and all affiliates are current with all sales tax obligations to the State as of the due date of the proposals in response to this RFP? |  |

**Service Level Agreements (SLAs)**

To be effective upon Solution implementation. The below are examples of possible Service Level Agreements. Vendor should provide a complete list of SLAs using the template below.

| **Performance Standard** | **Measurement** | **Measurement Period** | **% Level** | **Service Price** | **Remedy** |
| --- | --- | --- | --- | --- | --- |
| Answer Time | All Calls in 30 Sec | Monthly | 95% | 100% | $1000/1% |
| Restoring from backup data | within two (2) hours |  |  |  |  |
| Solution Availability | minimum of 99.5%  24/7/365 | Hourly | 99.5% | 100% | $1000/1% |
| Concurrent Users | Up to 200 internal ODWC users  Up to 500 License Dealers |  |  |  |  |
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