

FRAMEWORK AGREEMENT

THIS FRAMEWORK AGREEMENT (this “Agreement”) is made between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the “City”), and **QCERA, INC.**, a California company, whose address is 1525 S Sepulveda Blvd Ste A, Los Angeles, CA 90025 (the “Contractor”), individually a “Party” and jointly “the Parties.”

RECITALS

WHEREAS, the City awarded this Agreement to the Contractor through a competitive selection for cloud-based software to process leaves of absence and workplace accommodations.

NOW, THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties incorporate the recitals set forth above agree as follows:

1. **COORDINATION AND LIAISON**: The Contractor shall fully coordinate all Work under this Agreement with the City’s Chief Information Officer (“CIO”) or other designated personnel of the Department of Technology Services (“Agency” or “TS”).
2. **DEFINITIONS**
 - 2.1. **“City Data”** means all information processed or stored on computers or other electronic media by the City or on the City’s behalf or provided to the Contractor for such processing or storage, as well as any information derived from such information. City Data includes, without limitation: (i) information on paper or other non-electronic media provided to the Contractor for computer processing or storage, or information formerly on electronic media; (ii) information provided to the Contractor by the City, other users, or by other third parties; and (iii) personally identifiable information, confidential or sensitive information, or other regulated data from such users or other third parties, including from the City’s employees.
 - 2.2. **“D(d)ata”** means information, regardless of form, that can be read, transmitted, or processed.
 - 2.3. **“Deliverable(s)”** means a tangible object, SaaS, or On-Premise Software that is provided to the City by the Contractor under this Agreement.
 - 2.4. **“Effective Date”** means the date on which this Agreement is approved and signed by the City as shown on the City’s signature page.
 - 2.5. **“Exhibits”** means the exhibits and attachments included with this Agreement.
 - 2.6. **“On-Premise Software”** means software that the Contractor provides for the City’s use. For the avoidance of doubt, On-Premise Software does not include SaaS, though On-Premise Software may interface with SaaS.
 - 2.7. **“SaaS”** means a software-as-a-service that the Contractor hosts (directly or indirectly) for the City’s use. For the avoidance of doubt, SaaS does not include Services or On-Premise Software.
 - 2.8. **“Service(s)”** means the technology related professional services to be performed by the Contractor as set forth in this Agreement and shall include any services or support provided by the Contractor under this Agreement.
 - 2.9. **“Specifications”** refers to such technical and functional specifications for On-Premise Software, SaaS, and/or Deliverables included or referenced in an Exhibit.
 - 2.10. **“Subcontractor”** means any third party engaged by the Contractor to aid in performance of the Work.

2.11. “**Task Order**” means a document issued in accordance with this Agreement that specifically describes the Work to be performed.

2.12. “**Work**” means the On-Premise Software, SaaS, Services, hardware, or Deliverables provided and/or performed pursuant to this Agreement.

3. SOFTWARE AS A SERVICE, SUPPORT, AND SERVICES TO BE PERFORMED: As the City directs, the Contractor shall diligently undertake, perform, and make available the technology related Work set forth in the Exhibits to the City’s satisfaction. The City shall have no liability to compensate the Contractor for Work that is not specifically authorized by this Agreement. The Work shall be provided and performed as stated herein and shall conform to the Specifications. The Contractor is ready, willing, and able to provide the Work required by this Agreement. The Contractor shall faithfully perform any Services in accordance with the standards of care, skill, training, diligence, and judgment provided by highly competent individuals performing services of a similar nature to those described in this Agreement and in accordance with the terms of this Agreement.

4. TASK ORDERS FOR ADDITIONAL PRODUCTS AND SERVICES

4.1. To initiate a Task Order, the City will provide a request to the Contractor describing the general scope and intent of the Work it desires the Contractor to perform under that Task Order. The Contractor shall submit a proposal, which shall include a quote, to the City in response to the City’s request. All Task Orders, signed by the Parties, shall be issued in accordance with this Agreement using the rates contained therein. Each Task Order shall include a detailed scope of Services, level of effort, timeline for completion, rates or fixed fee pricing, and payment schedule, including a “not to exceed” amount, specific to each Task Order. Task Orders shall be construed to be in addition to, supplementary to, and consistent with the provisions of this Agreement. In the event of a conflict between a particular provision of any Task Order and a provision of this Agreement, this Agreement shall take precedence. A Task Order may be amended by the Parties by a written instrument prepared by the Parties jointly and signed by their authorized representatives.

4.2. The City is not required to execute any minimum number of Task Orders under this Agreement, and the City reserves the right to execute Task Orders with the Contractor at its sole discretion. The City shall have no liability to compensate the Contractor for any Work not specifically set forth in this Agreement or a properly executed Task Order. In no event shall a Task Order term extend beyond the Term unless the City has specifically agreed in writing. If this Agreement is terminated for any reason, each Task Order hereunder shall also terminate unless the City has specifically directed otherwise in writing. Task Orders may also be terminated in accordance with this Agreement’s termination provisions. The Contractor agrees to fully coordinate its provision of Services with any third party under contract with the City doing work or providing Services which affect the Contractor’s performance.

4.3. The Contractor represents and warrants that all Services under a Task Order will be performed by qualified personnel in a professional and workmanlike manner, consistent with industry standards; all Services and/or Deliverables will conform to applicable, agreed upon specifications, if any; and, it has the requisite ownership, rights and licenses to perform its obligations under this

Agreement free and clear from any and all liens, adverse claims, encumbrances and interests of any third party.

5. **TERM:** This Agreement will commence on May 1, 2025, and will expire, unless sooner terminated, on May 1, 2030 (the “Term”). Subject to the City’s prior written authorization, the Contractor shall complete any work in progress as of the expiration date and the Term will extend until the work is completed or earlier terminated by the City.
6. **END OF TERM EXTENSION:** If this Agreement approaches the end of its Term, the City, at its discretion and upon written notice to the Contractor as provided herein, may unilaterally extend the Term for a period not to exceed six months (an “End of Term Extension”). The provisions of this Agreement and the pricing in effect when such notice is given shall remain in effect during the End of Term Extension. The End of Term Extension shall automatically terminate upon execution of a replacement contract or modification extending this Agreement. To facilitate any agreed upon extensions in a timely manner, the Contractor shall negotiate any extension of this Agreement in good faith and provide the City all required order forms and updated pricing information to the City no later than one hundred twenty (120) days prior to the expiration of the Term. If the Contractor does not intend to extend the Term of this Agreement, the Contractor shall provide prompt notice to the City but not later than one hundred eighty (180) days prior to the expiration of the Term of its intent to let this Agreement lapse without an extension or replacement contract. The Contractor’s obligation to facilitate a timely renewal under this Section is a material part of this Agreement.

7. **COMPENSATION AND PAYMENT**

- 7.1. **Fees:** The City shall pay, and the Contractor shall accept as the sole compensation for Services rendered and costs incurred under this Agreement the fees described in the attached Exhibits. Amounts billed may not exceed rates set forth in the Exhibits and will be made in accordance with any agreed upon payment milestones.
- 7.2. **Reimbursement Expenses:** There are no reimbursable expenses allowed under this Agreement. All the Contractor’s expenses are contained in the budget as described in the Exhibits. The City will not be obligated to pay the Contractor for any other fees, costs, expenses, or charges of any nature that may be incurred and paid by the Contractor in performing their obligations under this Agreement including but not limited to personnel costs, benefits, contract labor, overhead, administrative costs, operating costs, supplies, equipment, and out-of-pocket expenses.
- 7.3. **Invoicing:** The Contractor must submit an invoice which shall include the City contract number, clear identification of the Work that has been completed or delivered, and other information reasonably requested by the City. Payment on all uncontested amounts shall be made in accordance with the City’s Prompt Payment Ordinance, §§ 20-107, *et seq.*, D.R.M.C, and no Exhibit or order form shall modify the City’s statutory payment provisions.
- 7.4. **Maximum Contract Amount**
 - 7.4.1. Notwithstanding any other provision of this Agreement, the City’s maximum payment obligation will not exceed One Million One Thousand Six Hundred Sixteen Dollars (\$1,001,616.00) (the “Maximum Agreement Amount”). The City is not obligated to execute an Agreement or any amendments for any further Work, including any Services

performed by the Contractor beyond that specifically described in the attached Exhibits. Any Work performed beyond those in the attached Exhibits are performed at the Contractor's risk and without authorization under this Agreement.

7.4.2. The City's payment obligation, whether direct or contingent, extends only to funds appropriated annually by the Denver City Council, paid into the Treasury of the City, and encumbered for the purpose of this Agreement. The City does not by this Agreement irrevocably pledge present cash reserves for payment or performance in future fiscal years. This Agreement does not and is not intended to create a multiple-fiscal year direct or indirect debt or financial obligation of the City.

- 8. TAXES, CHARGES AND PENALTIES:** The City shall not be liable for the payment of taxes, late charges, or penalties of any nature other than the compensation stated herein, except for any additional amounts which the City may be required to pay under D.R.M.C. § 20-107 to § 20-115.
- 9. STATUS OF CONTRACTOR:** The Contractor is an independent contractor retained to perform professional or technical services for limited periods of time. Neither the Contractor nor any of its employees are employees or officers of the City under Chapter 18 of the Denver Revised Municipal Code, or for any purpose whatsoever. Nothing contained in this Agreement shall be construed as creating any agency, partnership, joint venture, or other form of joint enterprise, or employment relationship between the Parties.

10. TERMINATION

- 10.1.** Either Party may terminate this Agreement, and the City may terminate a product under this Agreement, for the other Party's material breach by written notice specifying in detail the nature of the breach, effective in sixty (60) days unless the other Party first cures such breach, or effective immediately if the breach is not subject to cure.
- 10.2.** The City has the right to terminate this Agreement or a product under this Agreement without cause upon ninety (90) days prior written notice to the Contractor. Nothing gives the Contractor the right to perform under this Agreement beyond the time when its Work becomes unsatisfactory to the City. Notwithstanding anything to the contrary contained in this Agreement, if the City terminates this Agreement without cause, the City shall be under no obligation to make further payment(s) for any remaining subscription years, licensing fees, or support costs as outlined in the attached Exhibits once the then current annual term expires; provide that, the City shall not be entitled to any refund, unless stated otherwise in the Exhibits, for the remainder of the prepaid annual term then in effect at the time of this Agreement's early termination without cause.
- 10.3.** Notwithstanding the preceding paragraph, the City may terminate this Agreement if the Contractor or any of its officers or employees are convicted, plead nolo contendere, enter into a formal agreement in which they admit guilt, enter a plea of guilty or otherwise admit culpability to criminal offenses of bribery, kickbacks, collusive bidding, bid-rigging, antitrust, fraud, undue influence, theft, racketeering, extortion or any offense of a similar nature in connection with the Contractor's business. Termination for the reasons stated in this paragraph is effective upon receipt of notice.

10.4. Upon termination of this Agreement, with or without cause, the Contractor shall have no claim against the City by reason of, or arising out of, incidental or relating to termination, except for compensation for work duly requested and satisfactorily performed. Upon The City's request or upon termination, the Contractor shall return to the City all property placed in the Contractor's possession or control pursuant to this Agreement.

10.5. The City is entering into this Agreement to serve the public interest of the City as determined by its governing bodies. If this Agreement ceases to further the public interest of the City, or if the City fails to appropriate the necessary funding to continue this Agreement, the City, in its discretion, may terminate this Agreement in whole or in part. A determination that this Agreement should be terminated in the public interest or for lack of appropriation shall not be equivalent to a City right to terminate for convenience or without cause. This Subsection shall not apply to a termination of this Agreement by the City for a breach of contract by the Contractor. If the City terminates this Agreement in the public interest or for lack of appropriation, the City shall pay the Contractor an amount equal to the percentage of the total reimbursement payable under this Agreement that corresponds to the percentage of Work satisfactorily delivered or completed and accepted, as determined by the City, less payments previously made.

11. EXAMINATION OF RECORDS AND AUDITS: Any authorized agent of the City, including the City Auditor or his or her representative, has the right to access, and the right to examine, copy and retain copies, at City's election in paper or electronic form, any pertinent books, documents, papers and records related to the Contractor's performance pursuant to this Agreement, provision of any goods or services to the City, and any other transactions related to this Agreement. The Contractor shall cooperate with City representatives and City representatives shall be granted access to the foregoing documents and information during reasonable business hours and until the latter of three (3) years after the final payment under this Agreement or expiration of the applicable statute of limitations. When conducting an audit of this Agreement, the City Auditor shall be subject to government auditing standards issued by the United States Government Accountability Office by the Comptroller General of the United States, including with respect to disclosure of information acquired during the course of an audit. No examination of records and audits pursuant to this paragraph shall require the Contractor to make disclosures in violation of state or federal privacy laws. The Contractor shall at all times comply with D.R.M.C. 20-276.

12. WHEN RIGHTS AND REMEDIES NOT WAIVED: In no event shall any action by either Party hereunder constitute or be construed to be a waiver by the other Party of any breach of covenant or default which may then exist on the part of the Party alleged to be in breach, and the non-breaching Party's action or inaction when any such breach or default shall exist shall not impair or prejudice any right or remedy available to that Party with respect to such breach or default; and no assent, expressed or implied, to any breach of any one or more covenants, provisions or conditions of this Agreement shall be deemed or taken to be a waiver of any other breach.

13. INSURANCE

13.1. General Conditions: The Contractor agrees to secure, at or before the time of execution of this Agreement, the following insurance covering all operations, goods or services provided

pursuant to this Agreement. The Contractor shall keep the required insurance coverage in force at all times during the term of this Agreement, including any extension thereof, and during any warranty period. The required insurance shall be underwritten by an insurer licensed or authorized to do business in Colorado and rated by A.M. Best Company as "A-VIII" or better. Each policy shall require notification to the City in the event any of the required policies be canceled or non-renewed before the expiration date thereof. Such written notice shall be sent to the parties identified in the Notices Section of this Agreement. Such notice shall reference the City contract number listed on the signature page of this Agreement. Said notice shall be sent thirty (30) days prior to such cancellation or non-renewal unless due to non-payment of premiums for which notice shall be sent ten (10) days prior. If such written notice is unavailable from the insurer, the Contractor shall provide written notice of cancellation, non-renewal and any reduction in coverage to the parties identified in the Notices Section by certified mail, return receipt requested within three (3) business days of such notice by its insurer(s) and referencing the City's contract number. The Contractor shall be responsible for the payment of any deductible or self-insured retention. The insurance coverages specified in this Agreement are the minimum requirements, and these requirements do not lessen or limit the liability of the Contractor. The Contractor shall maintain, at its own expense, any additional kinds or amounts of insurance that it may deem necessary to cover its obligations and liabilities under this Agreement.

- 13.2. Proof of Insurance:** The Contractor may not commence services or work relating to this Agreement prior to placement of coverages required under this Agreement. The Contractor certifies that the certificate of insurance attached as **Exhibit F**, preferably an ACORD form, complies with all insurance requirements of this Agreement. The City requests that the City's contract number be referenced on the certificate of insurance. The City's acceptance of a certificate of insurance or other proof of insurance that does not comply with all insurance requirements set forth in this Agreement shall not act as a waiver of the Contractor's breach of this Agreement or of any of the City's rights or remedies under this Agreement. The City's Risk Management Office may require additional proof of insurance, including but not limited to policies and endorsements.
- 13.3. Additional Insureds:** For Commercial General Liability, Auto Liability and Excess Liability/Umbrella (if required), the Contractor and Subcontractor's insurer(s) shall include the City and County of Denver, its elected and appointed officials, employees, and volunteers as additional insured.
- 13.4. Waiver of Subrogation:** For all coverages required under this Agreement, with the exception of Professional Liability – if required, the Contractor's insurer shall waive subrogation rights against the City.
- 13.5. Subcontractors and Subconsultants:** The Contractor shall confirm and document that all Subcontractors and subconsultants (including independent contractors, suppliers or other entities providing goods or services required by this Agreement) procure and maintain coverage as approved by the Contractor and appropriate to their respective primary business risks considering the nature and scope of services provided.

- 13.6. Workers' Compensation and Employer's Liability Insurance:** The Contractor shall maintain the coverage as required by statute for each work location and shall maintain Employer's Liability insurance with limits of \$100,000 per occurrence for each bodily injury claim, \$100,000 per occurrence for each bodily injury caused by disease claim, and \$500,000 aggregate for all bodily injuries caused by disease claims.
- 13.7. Commercial General Liability:** The Contractor shall maintain a Commercial General Liability insurance policy with minimum limits of \$1,000,000 for each bodily injury and property damage occurrence, \$2,000,000 products and completed operations aggregate (if applicable), and \$2,000,000 policy aggregate.
- 13.8. Automobile Liability:** The Contractor shall maintain Automobile Liability with minimum limits of \$1,000,000 combined single limit applicable to all owned, hired, and non-owned vehicles used in performing services under this Agreement.
- 13.9. Technology Errors & Omissions including Cyber Liability:** The Contractor shall maintain Technology Errors and Omissions insurance including cyber liability, network security, privacy liability and product failure coverage with minimum limits of \$1,000,000 per occurrence and \$1,000,000 policy aggregate. The policy shall be kept in force, or a Tail policy placed, for three (3) years.

14. DEFENSE AND INDEMNIFICATION

- 14.1.** The Contractor hereby agrees to defend, indemnify, reimburse and hold harmless City, its appointed and elected officials, agents and employees for, from and against all liabilities, claims, judgments, suits or demands for damages to persons or property arising out of, resulting from, or relating to the work performed under this Agreement ("Claims"), unless such Claims have been specifically determined by the trier of fact to be the sole negligence or willful misconduct of the City. This indemnity shall be interpreted in the broadest possible manner to indemnify City for any acts or omissions of the Contractor or its Subcontractors either passive or active, irrespective of fault, including City's concurrent negligence whether active or passive, except for the sole negligence or willful misconduct of City.
- 14.2.** The Contractor's duty to defend and indemnify City shall arise at the time written notice of the Claim is first provided to City regardless of whether Claimant has filed suit on the Claim. the Contractor's duty to defend and indemnify City shall arise even if City is the only party sued by claimant and/or claimant alleges that City's negligence or willful misconduct was the sole cause of claimant's damages.
- 14.3.** The Contractor will defend any and all Claims which may be brought or threatened against City and will pay on behalf of City any expenses incurred by reason of such Claims including, but not limited to, court costs and attorney fees incurred in defending and investigating such Claims or seeking to enforce this indemnity obligation. Such payments on behalf of City shall be in addition to any other legal remedies available to City and shall not be considered City's exclusive remedy.
- 14.4.** Insurance coverage requirements specified in this Agreement shall in no way lessen or limit the liability of the Contractor under the terms of this indemnification obligation. The Contractor

shall obtain, at its own expense, any additional insurance that it deems necessary for the City's protection.

14.5. The Contractor shall indemnify, save, and hold harmless the indemnified parties, against any and all costs, expenses, claims, damages, liabilities, and other amounts (including attorneys' fees and costs) incurred by the indemnified parties in relation to any claim that any Work provided by the Contractor under this Agreement (collectively, "IP Deliverables"), or the use thereof, infringes a patent, copyright, trademark, trade secret, or any other intellectual property right. The Contractor's obligations hereunder shall not extend to the combination of any IP Deliverables provided by the Contractor with any other product, system, or method, unless the other product, system, or method is (i) provided by the Contractor or the Contractor's subsidiaries or affiliates; (ii) specified by the Contractor to work with the IP Deliverables; (iii) reasonably required in order to use the IP Deliverables in its intended manner and the infringement could not have been avoided by substituting another reasonably available product, system, or method capable of performing the same function; or (iv) is reasonably expected to be used in combination with the IP Deliverables.

14.6. The Contractor shall indemnify, save, and hold harmless the indemnified parties against all costs, expenses, claims, damages, liabilities, court awards and other amounts, including attorneys' fees and related costs, incurred by the indemnified parties in relation to the Contractor's failure to comply with §§ 24-85-101, *et seq.*, C.R.S., or the *Accessibility Standards for Individuals with a Disability* as established pursuant to § 24-85-103 (2.5), C.R.S. This indemnification obligation does not extend to the City's generated content using the Contractor's software, including any configuration or customization of the Contractor's software by the City.

14.7. This defense and indemnification obligation shall survive the expiration or termination of this Agreement.

15. LIMITATION OF THE CONTRACTOR'S LIABILITY: To the extent permitted by law, the liability of the Contractor, its Subcontractors, and their respective personnel to the City and the liability of the City to the Contractor for any claims, liabilities, or damages relating to this Agreement shall be limited to damages, including but not limited to direct losses, consequential, special, indirect, incidental, punitive or exemplary loss, loss or unauthorized disclosure of City Data, not to exceed the total fees paid by the City to the Contractor during the twelve (12) months immediately preceding the claim. No limitation on the Contractor's liability to the City under this Section shall limit or affect: (i) the Contractor's indemnification obligations to the City under this Agreement; (ii) any claims, losses, or damages for which coverage is available under any insurance required under this Agreement; (iii) claims or damages arising out of bodily injury, including death, or damage to tangible property of the City; or (iv) claims or damages resulting from the recklessness, bad faith, or intentional misconduct of the Contractor or its Subcontractors.

16. COLORADO GOVERNMENTAL IMMUNITY ACT: The Parties hereto understand and agree that the City is relying upon, and has not waived, the monetary limitations and all other rights, immunities and protection provided by the Colorado Governmental Act, § 24-10-101, *et seq.*, C.R.S.

- 17. COMPLIANCE WITH APPLICABLE LAWS AND POLICIES:** The Contractor shall comply with all applicable laws, rules, regulations and codes of the United States, the State of Colorado; and with the Charter, ordinances, rules, regulations, public health orders, and Executive Orders of the City and County of Denver that are applicable to the Contractor's performance hereunder. These laws, regulations, and other authorities are incorporated by reference herein to the extent that they are applicable. Any of the Contractor's personnel visiting the City's facilities will comply with all applicable City policies regarding access to, use of, and conduct within such facilities. The City will provide copies of such policies to the Contractor upon request.
- 18. COMPLIANCE WITH DENVER WAGE LAWS:** To the extent applicable to the Contractor's provision of Services hereunder, the Contractor shall comply with, and agrees to be bound by, all rules, regulations, requirements, conditions, and City determinations regarding the City's Minimum Wage and Civil Wage Theft Ordinances, Sections 58-1 through 58-26 D.R.M.C., including, but not limited to, the requirement that every covered worker shall be paid all earned wages under applicable state, federal, and city law in accordance with the foregoing D.R.M.C. Sections. By executing this Agreement, the Contractor expressly acknowledges that the Contractor is aware of the requirements of the City's Minimum Wage and Civil Wage Theft Ordinances and that any failure by the Contractor, or any other individual or entity acting subject to this Agreement, to strictly comply with the foregoing D.R.M.C. Sections shall result in the penalties and other remedies authorized therein.
- 19. DATA PROTECTION:** The Contractor recognizes and agrees that: (i) City Data is valuable property of the City; (ii) City Data may include Confidential Information, protected or regulated data, and trade secrets of the City; and (iii) the City has dedicated substantial resources to collecting, managing, protecting, and compiling City Data. The Contractor recognizes and agrees that City Data may contain personally identifiable information or other sensitive information, even if the presence of such information is not labeled or disclosed. If the Contractor receives access to City Data, the Contractor shall comply with all applicable data protection laws, including the Colorado Consumer Protection Act and the Colorado Privacy Act, to the extent applicable. Other such obligations may arise from the Health Information Portability and Accountability Act (HIPAA), IRS Publication 1075, Payment Card Industry Data Security Standard (PCI-DSS), and the FBI Criminal Justice Information Service Security Addendum. At a minimum, the Contractor shall implement and maintain all appropriate administrative, physical, technical, and procedural safeguards necessary and appropriate to ensure compliance with the standards and guidelines applicable to the Contractor's performance under this Agreement. The Contractor shall also comply with the terms and conditions in the attached **Exhibit E**, Information Technology Provisions. Any Exhibit or external term hereto may not waive or modify the Contractor's legal obligations to protect City Data in compliance with applicable law under this Agreement.
- 20. SAFEGUARDING PERSONAL INFORMATION:** "PII" means personally identifiable information including, without limitation, any information maintained by the City about an individual that can be used to distinguish or trace an individual's identity, including, but not limited to, first and last name, residence or other physical address, banking information, electronic mail address, telephone number, credit card information, an official government-issued driver's license or identification card

number, social security number or tax identification number, date and place of birth, mother's maiden name, or biometric records. PII includes, but is not limited to, all information defined as personally identifiable information in §§ 24-73-101, C.R.S. "PII" shall also include "personal information" as defined in § 24-73-103(1)(g), C.R.S. If the Contractor or any of its Subcontractors receives PII under this Agreement, the Contractor shall provide for the security of such PII, in a manner and form acceptable to the City, including, without limitation, non-disclosure requirements, use of appropriate technology, security practices, computer and data access security, data storage and transmission encryption, security inspections, and audits. As applicable, the Contractor shall be a "Third-Party Service Provider" as defined in § 24-73-103(1)(i), C.R.S., and shall maintain security procedures and practices consistent with §§ 24-73-101, *et seq.*, C.R.S. In addition, as set forth in § 28-251, D.R.M.C., the Contractor, including, but not limited to, the Contractor's employees, agents, and Subcontractors, shall not collect or disseminate individually identifiable information about the national origin, immigration, or citizenship status of any person, over and above the extent to which the City is required to collect or disseminate such information in accordance with any federal, state, or local law.

21. SECURITY BREACH AND REMEDIATION

21.1. Security Breach: If the Contractor becomes aware of a suspected or unauthorized acquisition or disclosure of unencrypted data, in any form, that compromises the security, access, confidentiality, or integrity of City Data (a "Security Breach"), the Contractor shall notify the City in the most expedient time and without unreasonable delay. A Security Breach shall also include, without limitation, (i) attempts to gain unauthorized access to a City system or City Data regardless of where such information is located; (ii) unwanted disruption or denial of service; (iii) the unauthorized use of a City system for the processing or storage of data; or (iv) changes to the City's system hardware, firmware, or software characteristics without the City's knowledge, instruction, or consent. Any oral notice of a Security Breach provided by the Contractor shall be immediately followed by a written notice to the City.

21.2. Remediation: The Contractor shall implement and maintain a program for managing actual or suspected Security Breaches. In the event of a Security Breach, the Contractor shall cooperate with the City and law enforcement agencies, when applicable, to investigate and resolve the Security Breach, including, without limitation, providing reasonable assistance to the City in notifying third parties. The Contractor shall provide the City prompt access to such records related to a Security Breach as the City may reasonably request; provided such records will be the Contractor's Confidential Information, and the Contractor will not be required to provide the City with records belonging to, or compromising the security of, its other customers. The provisions of this Subsection do not limit the City's other rights or remedies, if any, resulting from a Security Breach. In addition, unless the Security Breach resulted from the City's sole act or omission, the Contractor shall promptly reimburse the City for reasonable costs incurred by the City in any investigation, remediation or litigation resulting from any Security Breach, including but not limited to providing notification to third parties whose data was compromised and to regulatory bodies, law-enforcement agencies, or other entities as required by law or contract; establishing and monitoring call center(s), and credit monitoring and/or identity restoration services to assist

each person impacted by a Security Breach in such a fashion that, in the City's sole discretion, could lead to identity theft; and the payment of reasonable legal fees and expenses, audit costs, fines and penalties, and other fees imposed by regulatory agencies, courts of law, or contracting partners as a result of the Security Breach attributable to the Contractor or its Subcontractors.

22. ACCESSIBILITY AND ADA WEBSITE COMPLIANCE

22.1. Compliance: The Contractor shall comply with, and the Work provided under this Agreement shall be in compliance with, all applicable provisions of §§ 24-85-101, *et seq.*, C.R.S., and the *Accessibility Standards for Individuals with a Disability*, as established pursuant to Section § 24-85-103 (2.5), C.R.S. (collectively, the "Guidelines"), to the extent required by law. The Contractor shall also comply with Level AA of the most current version of the Web Content Accessibility Guidelines (WCAG), incorporated in the State of Colorado technology standards.

22.2. Testing: The City may require the Contractor's compliance to be determined by a third party selected by the City to attest that the Contractor's has performed all obligations under this Agreement in compliance with §§ 24-85-101, *et seq.*, C.R.S., and the Accessibility Standards for Individuals with a Disability as established pursuant to § 24-85-103 (2.5), C.R.S.

22.3. Validation and Remediation: The Contractor agrees to promptly respond to and resolve any instance of noncompliance regarding accessibility in a timely manner and shall remedy any noncompliant Work at no additional cost to the City. If the City reasonably determines accessibility issues exist, the Contractor shall provide a "roadmap" for remedying those deficiencies on a reasonable timeline to be approved by the City. Resolution of reported accessibility issue(s) that may arise shall be addressed as high priority, and failure to make satisfactory progress towards compliance with the Guidelines, as agreed to in the roadmap, shall constitute a breach of contract and be grounds for termination or non-renewal of this Agreement.

23. CONFIDENTIAL INFORMATION

23.1. "Confidential Information" means all information or data, regardless of form, not subject to disclosure under the Colorado Open Records Act, §§ 24-72-201, *et seq.*, C.R.S. ("CORA"), and is marked or identified at the time of disclosure as being confidential, proprietary, or its equivalent. Each of the Parties may disclose (a "Disclosing Party") or permit the other Party (the "Receiving Party") access to the Disclosing Party's Confidential Information in accordance with the following terms. Except as specifically permitted in this Agreement or with the prior express written permission of the Disclosing Party, the Receiving Party shall not: (i) disclose, allow access to, transmit, transfer or otherwise make available any Confidential Information of the Disclosing Party to any third party other than its employees, Subcontractors, agents and consultants that need to know such information to fulfill the purposes of this Agreement, and in the case of non-employees, with whom it has executed a non-disclosure or other agreement which limits the use, reproduction and disclosure of the Confidential Information on terms that afford at least as much protection to the Confidential Information as the provisions of this Agreement; or (ii) use or reproduce the Confidential Information of the Disclosing Party for any reason other than as reasonably necessary to fulfill the purposes of this Agreement. This Agreement does not transfer

ownership of Confidential Information or grant a license thereto. The City will retain all right, title, and interest in its Confidential Information.

23.2. The Contractor shall provide for the security of Confidential Information and information which may not be marked but constitutes personally identifiable information or other federally or state regulated information (“Regulated Data”) in accordance with all applicable laws and regulations. If the Contractor receives Regulated Data outside the scope of this Agreement, it shall promptly notify the City.

23.3. Disclosed information or data that the Receiving Party can establish: (i) was lawfully in the Receiving Party’s possession before receipt from the Disclosing Party; or (ii) is or becomes a matter of public knowledge through no fault of the Receiving Party; or (iii) was independently developed or discovered by the Receiving Party; or (iv) was received from a third party that was not under an obligation of confidentiality, shall not be considered Confidential Information under this Agreement. The Receiving Party will inform necessary employees, officials, Subcontractors, agents, and officers of the confidentiality obligations under this Agreement, and all requirements and obligations of the Receiving Party under this Agreement shall survive the expiration or earlier termination of this Agreement.

23.4. Nothing in this Agreement shall in any way limit the ability of the City to comply with any laws or legal process concerning disclosures by public entities. The Parties understand that all materials exchanged under this Agreement, including Confidential Information, may be subject to CORA. In the event of a request to the City for disclosure of possible confidential materials, the City shall advise the Contractor of such request to give the Contractor the opportunity to object to the disclosure of any of its materials which it marked as, or otherwise asserts is, proprietary or confidential. If the Contractor objects to disclosure of any of its material, the Contractor shall identify to the City the legal basis under CORA for any right to withhold. In the event of any action or the filing of a lawsuit to compel disclosure, the Contractor agrees to intervene in such action or lawsuit to protect and assert its claims of privilege against disclosure of such material or waive the same. If the matter is not resolved, the City will tender all material to the court for judicial determination of the issue of disclosure. The Contractor further agrees to defend, indemnify, and save and hold harmless the City, its officers, agents, and employees, from any claim, damages, expense, attorneys’ fees, or costs arising out of the Contractor’s intervention to protect and assert its claim of privilege against disclosure under this Section.

24. PROTECTED HEALTH INFORMATION: The Contractor shall comply with all legislative and regulatory requirements of the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”); the Health Information Technology for Economic and Clinical Health Act (“HITECH”); 42 CFR Part 2, Confidentiality of Substance use Disorder Patient Records; the privacy standards adopted by the U.S. Department of Health and Human Services, 45 C.F.R. Parts 160 and 164, Subparts A and E; and the security standards adopted by the U.S. Department of Health and Human Services, 45 C.F.R. Parts 160, 162, 164, and Subpart C (collectively, “HIPAA Rules”). The Contractor shall implement all necessary protective measures to comply with HIPAA Rules, and the Contractor hereby agrees to be bound by the terms of the Business Associate Agreement attached hereto and incorporated

herein as **Exhibit G**. The Contractor shall not use protected health information or substance use treatment records except as legally necessary to fulfill the purpose of this Agreement and shall hold the City harmless, to the extent permitted by law, for any breach of these regulations. This Section shall survive the expiration or earlier termination of this Agreement, and the Contractor shall ensure that the requirements of this Section are included in any relevant subcontracts or subgrants.

- 25. ASSIGNMENT; SUBCONTRACTING:** The Contractor shall not sell, transfer, assign, subcontract performance obligations, or otherwise dispose of this Agreement or any portion thereof, including any right, title, or interest therein, without the City's prior written consent. The City shall not unreasonably withhold approval of an assignment when the Contractor is in full compliance with this Agreement and the proposed assignee, in the City's opinion, possesses sufficient business experience, aptitude, and financial resources to perform its obligations under this Agreement. The City may, at its reasonable discretion, approve the assignment, subcontract, or transfer in writing, deny it, or refer the matter to the City's governing bodies for approval. The City may execute its written approval of assignment through a signed consent letter without requiring a formal amendment to this Agreement, provided such consent letter explicitly references this Agreement. Any approved assignee shall be subject to all terms and conditions of this Agreement and other supplemental contractual documents; however, no approval by the City shall obligate the City beyond the provisions of this Agreement. Any assignment or subcontracting without the City's consent shall be ineffective and void and shall constitute grounds for termination of this Agreement by the City. Should unauthorized assignment or subcontracting occur, the Contractor shall remain responsible to the City, and no contractual relationship shall be created between the City and any subcontractor or assignee. This provision shall also apply to any reassignment of this Agreement due to change in ownership of the Contractor, and the Contractor shall notify the City in writing of any assignment due to change in ownership within thirty (30) days of such change.
- 26. NO THIRD-PARTY BENEFICIARY:** Enforcement of the terms of this Agreement and all rights of action relating to enforcement are strictly reserved to the Parties. Nothing contained in this Agreement gives or allows any claim or right of action to any third person or entity. Any person or entity other than the City or the Contractor receiving services or benefits pursuant to this Agreement is an incidental beneficiary only.
- 27. NO AUTHORITY TO BIND CITY TO CONTRACTS:** The Contractor lacks any authority to bind the City on any contractual matters. Final approval of all contractual matters that purport to obligate the City must be executed by the City in accordance with the City's Charter and the Denver Revised Municipal Code.
- 28. AGREEMENT AS COMPLETE INTEGRATION-AMENDMENTS:** Except for the functional requirements provided in response to a request for proposal and/or any subsequent enhancement of the SOW or other implementation documentation that may be developed after execution of this Agreement, this Agreement is the complete integration of all understandings between the Parties as to the subject matter of this Agreement. No prior, contemporaneous, or subsequent addition, deletion, or other modification has any force or effect, unless embodied in this Agreement in writing. No oral

representation by any officer or employee of the City at variance with the terms of this Agreement or any written amendment to this Agreement will have any force or effect or bind the City.

- 29. SEVERABILITY:** Except for the provisions of this Agreement requiring appropriation of funds and limiting the total amount payable by the City, if a court of competent jurisdiction finds any provision of this Agreement or any portion of it to be invalid, illegal, or unenforceable, the validity of the remaining portions or provisions will not be affected, if the intent of the Parties can be fulfilled.
- 30. CONFLICT OF INTEREST:** No employee of the City shall have any personal or beneficial interest in the Services or property described in this Agreement. The Contractor shall not hire, or contract for services with, any employee or officer of the City that would be in violation of the City's Code of Ethics, D.R.M.C. § 2-51, *et seq.* or the Charter §§ 1.2.8, 1.2.9, and 1.2.12. The Contractor shall not engage in any transaction, activity or conduct that would result in a conflict of interest under this Agreement. The Contractor represents that it has disclosed any and all current or potential conflicts of interest. A conflict of interest shall include transactions, activities or conduct that would affect the judgment, actions or work of the Contractor by placing the Contractor's own interests, or the interests of any party with whom the Contractor has a contractual arrangement, in conflict with those of the City. The City, in its sole discretion, will determine the existence of a conflict of interest and may terminate this Agreement in the event it determines a conflict exists, after it has given the Contractor written notice describing the conflict.
- 31. NOTICES:** All notices required by the terms of this Agreement must be hand delivered, sent by overnight courier service, mailed by certified mail, return receipt requested, electronic mail with read receipt requested, or mailed via United States mail, postage prepaid, if to the Contractor at the aforementioned address, and if to the City at: Chief Information Officer, Denver Technology Services, 201 West Colfax Avenue, Dept. 301, Denver, Colorado 80202; with a copy to: Denver City Attorney's Office, 1437 Bannock St., Room 353, Denver, Colorado 80202. Unless otherwise provided in this Agreement, notices shall be effective upon delivery of the written notice. Notices sent by certified mail are effective upon receipt. Notices sent by mail are effective upon deposit with the U.S. Postal Service. If a Party delivers a notice through email and the email is undeliverable, then, unless the Party has been provided with an alternate email contact, the Party delivering the notice shall deliver the notice by certified or registered mail to the addresses set forth herein. The Parties may designate electronic and substitute addresses where or persons to whom notices are to be mailed or delivered. However, these substitutions will not become effective until actual receipt of written notification.
- 32. DISPUTES:** All disputes between the City and the Contractor arising out of or regarding this Agreement will be resolved by administrative hearing pursuant to the procedure established by D.R.M.C. § 56-106(b)-(f). For the purposes of that administrative procedure, the City official rendering a final determination shall be the CIO as defined in this Agreement. In the event of a dispute between the Parties, the Contractor will continue to perform its obligations under this Agreement during the resolution of the dispute until this Agreement is terminated in accordance with its terms.
- 33. GOVERNING LAW; VENUE:** This Agreement will be construed and enforced in accordance with applicable federal law, the laws of the State of Colorado, and the Charter, Revised Municipal Code, ordinances, regulations and Executive Orders of the City and County of Denver, which are expressly

incorporated into this Agreement. Unless otherwise specified, any reference to statutes, laws, regulations, charter or code provisions, ordinances, executive orders, or related memoranda, includes amendments or supplements to same. Venue for any legal action relating to this Agreement will be in the District Court of the State of Colorado, Second Judicial District (Denver District Court).

- 34. NO DISCRIMINATION IN EMPLOYMENT:** In connection with the performance of work under this Agreement, the Contractor may not refuse to hire, discharge, promote, demote, or discriminate in matters of compensation against any person otherwise qualified, solely because of race, color, religion, national origin, ethnicity, citizenship, immigration status, gender, age, sexual orientation, gender identity, gender expression, marital status, source of income, military status, protective hairstyle, or disability. The Contractor shall insert the foregoing provision in all subcontracts.
- 35. LEGAL AUTHORITY:** The Contractor represents and warrants that it possesses the legal authority, pursuant to any proper, appropriate, and official motion, resolution or action passed or taken, to enter into this Agreement. Each person signing and executing this Agreement on behalf of the Contractor represents and warrants that he has been fully authorized by the Contractor to execute this Agreement on behalf of the Contractor and to validly and legally bind the Contractor to all the terms, performances and provisions of this Agreement. The City shall have the right, in its sole discretion, to either temporarily suspend or permanently terminate this Agreement if there is a dispute as to the legal authority of either the Contractor or the person signing this Agreement to enter into this Agreement.
- 36. LITIGATION REPORTING:** If the Contractor is served with a pleading or other document in connection with an action before a court or other administrative decision making body, and such pleading or document relates to this Agreement or may affect the Contractor's ability to perform its obligations under this Agreement, the Contractor shall, within 10 days after being served, notify the City of such action and deliver copies of such pleading or document, unless protected by law, to the City.
- 37. LICENSES, PERMITS, AND OTHER AUTHORIZATIONS:** The Contractor shall secure, prior to the Term, and shall maintain, at its sole expense, all licenses, certifications, rights, permits, and other authorizations required to perform its obligations under this Agreement. This Section is a material part of this Agreement.
- 38. NO CONSTRUCTION AGAINST DRAFTING PARTY:** The Parties and their respective counsel have had the opportunity to review this Agreement, and this Agreement will not be construed against any party merely because any provisions of this Agreement were prepared by a particular party.
- 39. ORDER OF PRECEDENCE:** In the event of any conflicts between the provisions in the body of this Agreement, the Exhibits, or any other attachment hereto, the provisions in the body of this Agreement shall control. For the avoidance of doubt, no terms within any subsequent order form, invoice, or quote issued by the Contractor to the City shall be binding on the City or take precedence over the terms of the body of this Agreement regardless of any term contained therein to the contrary.
- 40. SURVIVAL OF CERTAIN PROVISIONS:** The terms of this Agreement and any Exhibits and attachments that by reasonable implication contemplate continued performance, rights, or compliance beyond expiration or termination of this Agreement survive this Agreement and will continue to be enforceable. Without limiting the generality of this provision, the Contractor's obligations to provide

insurance and to indemnify the City will survive for a period equal to any and all relevant statutes of limitation, plus the time necessary to fully resolve any claims, matters, or actions begun within that period. Furthermore, a grant of property or intellectual property rights to the City that by its terms continues for longer than the duration of this Agreement will survive expiration or termination of this Agreement, except termination for the City's breach of its obligations to pay for such property or rights. Promptly after termination or expiration of this Agreement, in whole or in part, the Contractor shall promptly return to the City all City Data and all other information provided by the City in such format as the City may reasonably require and permanently erase all copies thereof.

41. **INUREMENT**: The rights and obligations of the Parties herein set forth shall inure to the benefit of and be binding upon the Parties hereto and their respective successors and assigns permitted under this Agreement.
42. **TIME IS OF THE ESSENCE**: The Parties agree that in the performance of the terms, conditions, and requirements of this Agreement, time is of the essence.
43. **FORCE MAJEURE**: Neither Party shall be responsible for failure to fulfill its obligations hereunder or liable for damages resulting from delay in performance as a result of war, fire, strike, riot or insurrection, natural disaster, unreasonable delay of carriers, governmental order or regulation, complete or partial shutdown of manufactures, unreasonable unavailability of equipment or software from suppliers, default of a Subcontractor or vendor (if such default arises out of causes beyond their reasonable control), the actions or omissions of the other Party and/or other substantially similar occurrences beyond the Party's reasonable control ("Excusable Delay"). In the event of any such Excusable Delay, time for performance shall be extended for as may be reasonably necessary to compensate for such delay.
44. **PARAGRAPH HEADINGS**: The captions and headings set forth herein are for convenience of reference only and shall not be construed to define or limit the terms and provisions hereof.
45. **CITY EXECUTION OF AGREEMENT**: This Agreement is expressly subject to and shall not be or become effective or binding on the City until it has been fully executed by all signatories of the City and County of Denver.
46. **ADVERTISING AND PUBLIC DISCLOSURE**: The Contractor shall not include any reference to this Agreement or to Services performed pursuant to this Agreement in any of the Contractor's advertising or public relations materials without first obtaining the City's written approval. Any oral presentation or written materials related to Services performed under this Agreement will be limited to Services that have been accepted by the City. The Contractor shall notify the City in advance of the date and time of any presentation. Nothing in this provision precludes the transmittal of any information to City officials.
47. **EXTERNAL TERMS AND CONDITIONS DISCLAIMER**: Notwithstanding anything to the contrary herein, the City shall not be subject to any provision including any terms, conditions, or agreements, and links thereto, appearing on the Contractor's or a Subcontractor's website, forms, or any provision incorporated into any click-through or online agreements related to the Work unless that provision is specifically incorporated into this Agreement.
48. **PROHIBITED TERMS**: Any term included in this Agreement that requires the City to indemnify or hold the Contractor harmless; requires the City to agree to binding arbitration; limits the Contractor's

liability for damages resulting from death, bodily injury, or damage to tangible property; requires payment for any obligation where there has not been an appropriation; requires venue and jurisdiction outside of the Colorado; or seeks to modify the order of precedence, as stated in the main body of this Agreement; or that conflicts with this provision in any way shall be *void ab initio*. All contracts entered into by the City, except for certain intergovernmental agreements, shall be governed by Colorado law notwithstanding any term or condition to the contrary.

- 49. USE, POSSESSION OR SALE OF ALCOHOL OR DRUGS:** To the extent applicable, the Contractor shall cooperate and comply with the provisions of Executive Order 94 and Attachment A thereto concerning the use, possession or sale of alcohol or drugs. Violation of these provisions or refusal to cooperate with implementation of the policy can result in the City barring the Contractor from City facilities or participating in City operations.
- 50. COUNTERPARTS OF THIS AGREEMENT:** This Agreement may be executed in counterparts, each of which shall be deemed to be an original of this Agreement.
- 51. ELECTRONIC SIGNATURES AND ELECTRONIC RECORDS:** The Contractor consents to the use of electronic signatures by the City. This Agreement, and any other documents requiring a signature hereunder, may be signed electronically by the City in the manner specified by the City. The Parties agree not to deny the legal effect or enforceability of this Agreement solely because it is in electronic form or because an electronic record was used in its formation. The Parties agree not to object to the admissibility of this Agreement in the form of an electronic record, or a paper copy of an electronic document, or a paper copy of a document bearing an electronic signature, on the ground that it is an electronic record or electronic signature or that it is not in its original form or is not an original.
- 52. ATTACHED EXHIBITS INCORPORATED:** The following attached exhibits are hereby incorporated into and made a material part of this Agreement: **Exhibit A**, Scope of Work; **Exhibit B**, RTM; **Exhibit C**, IRM; **Exhibit D**, Pricing Matrix; **Exhibit E**, Information Technology Provisions; **Exhibit F**, Certificate of Insurance; and **Exhibit G**, HIPAA/HITECH BAA.

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Contract Control Number: TECHS-202578549-00
Contractor Name: QCERA INC

IN WITNESS WHEREOF, the parties have set their hands and affixed their seals at Denver, Colorado as of:

SEAL

CITY AND COUNTY OF DENVER:

ATTEST:

By:

APPROVED AS TO FORM:

REGISTERED AND COUNTERSIGNED:

Attorney for the City and County of Denver

By:

By:

By:

Contract Control Number:
Contractor Name:

TECHS-202578549-00
QCERA INC

By: Signed by:
Peter Pak
92DE7D90E10845F...

Name: Peter Pak
(please print)

Title: Vice President
(please print)

ATTEST: [if required]

By: _____

Name: _____
(please print)

Title: _____
(please print)



Exhibit A

Statement of Work

SOW ID:	Denver.20250314.PayandTimeAttendanceModuleImplementation						
Date:	March 14, 2025						
Title:	Pay and Time Attendance Module Implementation						
Description of Work:	<ul style="list-style-type: none"> • 4 1.5-hour implementation meetings to define Pay module data entry workflow • Understand current processes and workflow • Development of the Pay type codes to use • Hands-on training • Review reporting • Qcera to perform configuration work and testing • Denver to validate the configuration before migration to production 						
Assumptions and Notes:	<p>If the project duration takes more time than expected due to client's circumstance beyond Qcera's control, there may be an additional time and material fee of \$250.00/hour.</p> <p>Qcera will notify the client when an activity is outside the scope of the project and may incur fees separate from the fee included in this SOW.</p>						
Estimated Duration of Effort:	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Configuration/Testing:</td> <td>Meetings & Configurations</td> </tr> <tr> <td>ADA Module Implementation:</td> <td>\$5,000.00 (one-time fee)</td> </tr> <tr> <td>Ongoing Monthly:</td> <td>\$0.25 per employee per month</td> </tr> </table>	Configuration/Testing:	Meetings & Configurations	ADA Module Implementation:	\$5,000.00 (one-time fee)	Ongoing Monthly:	\$0.25 per employee per month
Configuration/Testing:	Meetings & Configurations						
ADA Module Implementation:	\$5,000.00 (one-time fee)						
Ongoing Monthly:	\$0.25 per employee per month						
Timeframe:	Configuration will be completed within 2-3 weeks of meeting.						
Fee Schedule:	<p>Total: \$5,000.00 one-time fee</p> <p>Ongoing: \$0.25 pepm</p>						
Timeframe:	Work to be completed within four weeks of first meeting.						

The hours quoted is a best estimate based on information received to date. The actual hours may be higher or lower from the estimated hours. If Qcera determines that the actual hours differ significantly, then Qcera will notify our clients as soon as practical. The total invoiced will be based on actual hours spent.

Client Use - Type the name of the person approving the work. Once approved return the form to Qcera.

Approve by:

Date:

QCERA INTERNAL Use Only

Specify invoice instructions clearly for the Billing Department.

- One-time fee of \$5,000.00 for Pay and Time Attendance Module implementation
- Ongoing \$0.25 pepm fee to begin when module is live on LeaveSource Production



LeaveSource™ Technology Platform Overview

Overview

Qcera, Inc.'s leave management system, LeaveSource, is a web application delivered in the Software-as-a-Service (SaaS) model. The application and database servers are hosted and maintained by Qcera at a premier tier-one datacenter. Qcera provides all maintenance, upgrades, backups and disaster recovery services for the application.

Application and Database Environment

LeaveSource is built using the following primary Microsoft technologies and operating systems:

- ASP.NET / .NET Framework / MVC
- SQL Server
- Windows Server

Security and Redundancy

The LeaveSource production environment is secured at multiple levels:

Physical – The production environment is hosted at the tier-one datacenter facility in El Segundo, California. The following features are provided:

- Internet connectivity through multiple, redundant access points, with direct link to backbone network.
- Power provided through two different grid providers with onsite battery and generators that can provide power for approximately 30 continuous days before refueling and indefinitely with refueling.
- Seismically reinforced building designed to withstand a major earthquake of magnitude 8+.
- Dry pipe fire protection system.
- Security gates, 24-hour onsite security personnel, and digital cameras protect the entire premise.
- Access to datacenter controlled via Access Control List, ID badge and biometric hand-scan.
- Monitoring of the entire facility by two separate Network Operations Centers.
- SOC2 compliant.

Infrastructure & Security – The LeaveSource infrastructure incorporates the following measures:

- Servers incorporate redundant processors, power supplies, network cards, and RAID drive system with redundant backup servers.
- Daily backups with multiple copies kept at the data center as well as taken offsite.
- Disaster recovery hotsite maintained in the event of complete data center failure.
- Application of the latest security patches and maintenance releases for the operating system, database system, and other system software on a regular and timely basis.
- Encryption using TLS, the industry standard for security.
- Strict lockdown of all ports, services and other functionality not required by LeaveSource.
- Protected with firewall and IDS/IPS technologies monitored by Qcera.
- Auto IP blocking technology based on certain kind of cyber-attack activities recorded.
- Data file transfers are performed using PGP encryption or secured connection using SSH2.
- All data at rest is stored encrypted.

Application – LeaveSource is built from the ground up with security designed into the application:

- Unique login accounts with password rules, connection timeout, account lockout, and account expiration features.
- Each login account is assigned rights based on role and user type.



- All database access is managed by the data access layer in the architecture to prevent unauthorized access of data.
- Passwords are stored salted and encrypted.
- Personally Identifiable information, such as address and date of birth, are stored encrypted in the database.
- Protection against known vulnerabilities, such as SQL injection and cross-site scripting.
- No Flash, Java applets or ActiveX controls are used.

Process – Each of the three categories above are supported by the following processes:

- Comprehensive security policies and procedures, which are reviewed with all employees on a regular basis.
- Review of all logs both at the operating system and application levels.
- Regular audits of procedures.
- SOC 2 Type II + HITRUST compliant.

Data Privacy and Confidentiality

Qcera is committed to protecting data privacy. Qcera does not sell, rent, lease or disclose its employer information or database access to any third parties. We do not install or deploy our own or any third party “spy-ware” to track user web activities.

Qcera does not disclose any information about where a user goes within LeaveSource or what specific activities are performed. LeaveSource does gather information about pages visited and certain activities performed but only within the LeaveSource application. Qcera does not disclose or share any of this data with any entities. Navigational, activity tracking and other user information is used only to provide the necessary application services, to identify future enhancements to the LeaveSource application, in providing customer support to our users and for maintaining security requirements.

Qcera does not disclose or share any personal user or employee information unless specifically requested and authorized to do so by the employer. At times, data interfaces may be set up with other third parties. This is only done with specific authorization by the employer and identified in the contractual agreement as a requirement for delivering the services. Any third parties receiving our data are required to adhere to the same level of data privacy safeguards. Qcera has only one exception to this policy. We will release specific information about employer accounts to law enforcement authorities if compelled to in order to comply with legal procedures, in which case Qcera will notify the employer of such legal order.

Qcera uses secure technology, privacy protection controls, and restrictions on employee access in order to safeguard employer information. Qcera uses industry-standard technology to keep employer information and account information as secure as possible. Each and every Qcera employee and contractor servicing LeaveSource accounts are obligated to abide by the Qcera privacy policy. Employees who violate our security and privacy policies are subject to disciplinary action, up to and including termination of their employment and legal action. Only authorized Qcera employees and contractors servicing LeaveSource accounts are permitted to have access to your personal information and such access is limited on a “need-to-know” basis.

End-User System Requirements

The end-user accessing LeaveSource must meet the following system requirements:

- Windows 10/11 and above (Microsoft supported operating system)
- Browsers supported include (must support TLS 1.2 and above): Microsoft Edge (Chromium), Mozilla Firefox, Google Chrome and Apple Safari (latest versions highly recommended)
- Adobe Acrobat Reader or similar product to view PDF files (for printing letters)
- Microsoft Excel if report results need to be exported (this is optional)
- Hardware sufficiently configured to run the required operating system, browser and any other software that is normally used.
- Internet connectivity

ID	Requirement Type	Requirement Name	Requirement Description	Notes	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response Comments
1	Functional	Performance	System will not require any supplemental tracking or correspondence outside of its software. Software will have a self-contained system where all functions can be housed without external applications/file maintenance, i.e., templates, notes, documents, task reminders, etc.	All leave time taken for various leaves, balances, correspondence, will be generated from the software without external applications.	Must Have	Out-of-the-Box		
1.1	Functional	Performance	Software will seamlessly interface with Workday to receive information daily to update the employee profile, populate correspondence w/email addresses, and store accurate payroll timekeeping leave information.	Census file and payroll data (Time tracking and leave absence data – integration to transfer from the system to Workday weekly feeds and vice versa).	Must Have	Out-of-the-Box		
1.2	Functional	Performance	The system will provide federal, state and city leave tracking and ADA case management with the ability to enter absence and timekeeping coding for payroll tracking and processing.		Must Have	Out-of-the-Box		We have policies configured specifically for Denver now. We can configure any other leave policies Denver may need once we are notified.
1.3	Functional	Performance	The software will be able to create calendars for the leaves of absence (multiple and concurrent option as well). The calendars will be populated with timekeeping and absence data for payroll tracking and processing.		Must Have	Out-of-the-Box		
1.4	Functional	Performance	Software will be able to capture certain fields from the Workday profile and send automated communications to designated contacts.		Must Have	Out-of-the-Box		
1.5	Functional	Performance	The communications will have the capability to auto-populate for the user to send automated or manual correspondence to stakeholders.		Must Have	Out-of-the-Box		
1.6	Functional	Performance	Software will have an optional self-portal available for the city employee population to self-report.		Must Have	Out-of-the-Box		Our employee self-service portal is an available function in LeaveSource and has been offered and demonstrated to Denver.
1.7	Functional	Performance	The vendor partner will be able to allow for upload of documents and emails from Outlook directly into their software and downloads from their software to Outlook as-is and will be formatted correctly.	OHR/Payroll	Must Have	Out-of-the-Box		LeaveSource stores Outlook .msg documents.
1.8	Functional	Performance	The vendor partner's software will allow the user to easily print or create a zip file to send notes and other documents to external and internal stakeholders, i.e., city attorneys, etc.	OHR	Must Have	Out-of-the-Box		LeaveSource has a comprehensive employee's leave report that will consolidate multiple documents into .PDF format for the city attorney or zipfiles
1.9	Functional	Performance	The vendor partner will have a variety of standard customizable reports and ad hoc reports with different data points that can be populated and downloaded to a spreadsheet by the user.	The software will have reporting abilities on all leave of absence metrics needed for OHR and Payroll activities.	Must Have	Out-of-the-Box		
1.10	Functional	Performance	The vendor partner will have audit reports with user activity on cases opened, recertified, closed, pending, etc.	The software will have reporting abilities on all leave of absence metrics needed for OHR and Payroll activities.	Must Have	Out-of-the-Box		
1.11	Functional	Performance	The vendor partner will be able to configure their software to meet the unique needs of the City of Denver, i.e., pay choices, reasons for leave, closure reasons, etc.		Must Have	Out-of-the-Box		
1.12	Functional	Performance	Add appropriate absence and time tracking codes to the system and ability to edit, add and configure additional codes per State, Federal and Career Service Rules. The software will have reporting abilities on all leave of absence metrics needed for OHR and Payroll activities.		Must Have	With Configuration	Base LeaveSource module and Attendance Module	In the LeaveSource Attendance module that was demonstrated to the Denver Team, this capability exists. Reporting exists per codes configured for the module.
1.13	Functional	Performance	The vendor partner will be able to configure and develop Worker Compensation and Short-Term Disability absence codes at percentage of hourly rate to be auto fed to Workday for payroll processing.	Payroll	Must Have	With Configuration		We have a few different options with configuration for providing this feature once we understand the requirements.
1.14	Functional	Performance	The vendor will offer a mobile friendly employee self-service portal that will allow uploading documents, reporting time, and requesting leave.	OHR	Must Have	Out-of-the-Box		
1.15	Functional	Performance	When an employee has short-term disability running concurrently with a leave, the vendor partner will track Short Term Disability determinations concurrent with FMLA/ADA, i.e., showing the wait period so that it matches FMLA, etc.	The software will have the ability to track and report on multiple leaves of absence concurrently.	Must Have	Out-of-the-Box	MyLeave Self-Service Module	
1.16	Functional	Performance	The vendor partner will configure and track different leave policies unique to different federal, state and CCD laws and policies.	OHR	Must Have	Out-of-the-Box		

ID	Requirement Type	Requirement Name	Requirement Description	Notes	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response Comments
1.17	Functional	Performance	The vendor will configure and track OHR/Payroll activities for the following plans: FMLA, ADA, Worker's Comp, Military, LOA, IAP, Medical Disqualification, and FAMILI (CO State Leave), CHWFA, Donated Leave and Care Bank Usage. Ability to edit, add and configure additional plans.		Must Have	Out-of-the-Box		
2	Functional	Performance Efficiency	The software has the ability for users to use dictation when entering data.		Could Have	Out-of-the-Box		We can integrate with a common dictation software on the market.
2.1	Functional	Performance Efficiency	The vendor partner will provide software that can be configured based on the requirements of OHR and Payroll.	Payroll and OHR	Must Have	Out-of-the-Box		
2.2	Functional	Performance Efficiency	The software will have a dedicated ADA module capable of managing ADA cases including tracking ADA leave with the ability to assign levels of access privileges.	The ADA module will have its own system for generating correspondence and maintaining notes but viewers of leave will be able to see all leaves regardless of leave type.	Must Have	Out-of-the-Box	ADA Job Accommodation Module	
2.3	Functional	Performance Efficiency	The software will have the capability of easily compiling/copying the entire case file into a format to send to requesting stakeholders.	zip file, etc.	Must Have	Out-of-the-Box		This is a feature where LeaveSource can prepare a comprehensive report of the full case or all the employee's cases into single file for easily sending to the requesting stakeholder.
2.4	Functional	Performance Efficiency	Software will have the ability for City employees to email the FMLA/ ADA Team and it be received directly into shared email folder		Should Have	Out-of-the-Box		
2.5	Functional	Performance Efficiency	Software will allow attachments to be added to correspondence generated by system to send to City employees and other designated recipients.	Attachments would be FMLA/ADA packet information	Must Have	Out-of-the-Box		
2.6	Functional	Performance Efficiency	The vendor partner will be able to provide correct leave use/balances on approval correspondence.	OHR needs balances stored in system, Payroll tracks leave used	Must Have	Out-of-the-Box		
2.7	Functional	Performance Efficiency	The vendor partner will have system-generated task reminders/worklists for each leave type and the option to enter customized reminders.	OHR	Must Have	Out-of-the-Box		
2.8	Functional	Performance Efficiency	The vendor partner software demographic page should include space for multiple case owners or co-owners, i.e., FMLA vs ADA owner	OHR	Must Have	Out-of-the-Box		
2.9	Functional	Performance Efficiency	The vendor partner will show tasks assigned to users by name on the home screen.	OHR	Must Have	Out-of-the-Box		
2.10	Functional	Performance Efficiency	The vendor partner will show the employee's certification on the same page where the leave dates are updated.	OHR	Must Have	Out-of-the-Box		
2.11	Functional	Performance Efficiency	The vendor partner will have a seamless workflow design which allows the user to navigate the process flow without having to toggle back and forth between pages but rather access steps from one view.	Intuitive and user friendly software abilities.	Must Have	Out-of-the-Box		
2.12	Functional	Performance Efficiency	The vendor partner will have a countdown alert system to ensure new leaves are processed timely.	OHR	Must Have	Out-of-the-Box		
3	Functional	Documentation	The vendor partner will allow correspondence to be customized/ edited and generated as needed.		Must Have	Out-of-the-Box		
3.1	Functional	Documentation	The vendor partner will make changes to correspondence at the request of the user at no additional cost.	OHR	Must Have	Out-of-the-Box		
3.2	Functional	Documentation	The vendor partner will allow the user to print ADA reports on a spreadsheet for the prior two calendar years.	OHR/Payroll	Must Have	Out-of-the-Box		

ID	Requirement Type	Requirement Name	Requirement Description	Notes	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response Comments
3.3	Functional	Documentation	The vendor partner will be able to generate correspondence with minimal manipulation of content and generate correspondence at all milestones in the FMLA and ADA process, i.e., initiation, extension, recertification, denial, closure, return to work with restrictions, etc. The correspondence will auto-generate based on the type of action.	OHR	Must Have	Out-of-the-Box		
3.4	Functional	Documentation	The vendor partner will allow the user to have the ability to customize correspondence with not only the agency information, but the department and full/part-time/on-call status of the employee.	OHR	Must Have	Out-of-the-Box		
3.5	Functional	Documentation	Ability for the development of letter and email templates.		Must Have	Out-of-the-Box		
3.6	Functional	Documentation	Ability to auto mail or notify recipients.		Must Have	Out-of-the-Box		
3.7	Functional	Documentation	OHR will have the ability to update documents/ templates at no additional cost.		Must Have	Out-of-the-Box		
3.8	Functional	Documentation	Uploaded file types will include but not limited to, eml, doc, docx, xls, xlsx, pdf. File sizes can be up to 10MB.		Must Have	Out-of-the-Box		
4	Functional	Access	The vendor will configure the different levels of access for multiple users.		Must Have	Out-of-the-Box		We are able to support View only, HR generalist access, Full Leave Administrator access, Manager access and others. We can limit view of different modules and sensitive documents.
4.1	Functional	Access	Payroll Staff to be restricted from seeing sensitive, medical information related to leave of absence.		Must Have	With Configuration		
5	Functional	Data & Reporting	The vendor partner will have a more detailed dashboard that tracks leaves added, letters sent, upcoming or completed tasks, and furnish any data needed to create other reporting.	OHR	Should Have	Out-of-the-Box		
6	Non-Functional	Implementation	The vendor will provide software hands-on training and include City's staff during configuration work and testing.		Must Have	Out-of-the-Box		
6.1	Non-Functional	Implementation	The vendor will be able to validate the configuration before migration to production.		Must Have	Out-of-the-Box		
6.2	Non-Functional	Implementation	The vendor partner will facilitate a seamless transition to their software system from all parties, including determining what current and historical information can be transported to its system from the current vendor and accurately determine reload dates.	Payroll and OHR	Must Have	Out-of-the-Box		
6.3	Non-Functional	Implementation	The vendor partner will demonstrate its software to determine if it meets the needs of the city.	Payroll and OHR	Must Have	Out-of-the-Box		
6.4	Non-Functional	Implementation	The vendor partner will be able to "go live" with its software within 4-8 weeks of signing of the contract.	Payroll and OHR	Must Have	Out-of-the-Box		
6.5	Non-Functional	Implementation	The software will be able to provide testing environment for new functionality in the future		Must Have	Out-of-the-Box		
7	Non-Functional	Number of Users	There will be licensing and access for at least 30 total users.	Payroll and OHR	Must Have	Out-of-the-Box		
8	Non-Functional	Number of Customer Records	Ability to store demographic information in records for at least 16,000 City employees.	Payroll and OHR	Must Have	Out-of-the-Box		
9	Non-Functional	Performance	Ability for City to monitor vendor performance based on the quality, consistency and timeliness of information published to the user and employees.	OHR	Must Have	Out-of-the-Box		

ID	Requirement Type	Requirement Name	Requirement Description	Notes	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response Comments
9.1	Non-Functional	Performance	Current vendor contract will expire September 2024 at which time the RFP process must be complete and new system must be in place.	Payroll and OHR	Should Have	Out-of-the-Box		
10	Non-Functional	Historical Data	Ability to store historical data for up to 6 years but always be accessible upon request.	Payroll and OHR	Must Have	Out-of-the-Box		
11	Non-Functional	Contract Services	The vendor partner will have a fixed cost for document uploads.	Payroll and OHR	Must Have	Out-of-the-Box		
11.1	Non-Functional	Contract Services	The vendor partner will provide technical support with same day, but no more than a four to eight (4-8) hour turn around for response.	Payroll and OHR	Must Have	Out-of-the-Box		
11.2	Non-Functional	Contract Services	The vendor partner will accept a 30-day net turnaround for invoice remittance.	Payroll and OHR	Must Have	Out-of-the-Box		
11.3	Non-Functional	Contract Services	The vendor partner will submit an itemized invoice monthly.	Payroll and OHR	Must Have	Out-of-the-Box		
11.4	Non-Functional	Contract Services	The vendor partner will provide its customary training for a period before and after implementation and as needed to ensure proficient software use.	Payroll and OHR	Must Have	Out-of-the-Box		
11.5	Non-Functional	Contract Services	The vendor partner will have a training/testing environment accessible to the user for practicing and testing software updates before "go live."	Payroll and OHR	Must Have	Out-of-the-Box		
11.6	Non-Functional	Contract Services	The vendor partner will have the capability to assign a hierarchy of access privileges per user including read-only, full access, admin rights, etc.	Payroll and OHR	Must Have	Out-of-the-Box		
11.7	Non-Functional	Contract Services	The vendor partner will provide user licenses, if applicable, to the City as part of its contract. # of user licenses that come with contract, and fixed fee for additional licenses as needed.	Payroll and OHR	Must Have	Out-of-the-Box		
11.8	Non-Functional	Contract Services	The vendor partner must be able to agree to the provisions for cloud-based computer services in the City and County of Denver contract.	Payroll and OHR	Must Have	Out-of-the-Box		
12	Non-Functional	ADA	The software is ADA compliant.	Payroll and OHR	Must Have	Out-of-the-Box		
12.1	Non-Functional	ADA	The vendor partner will have at least 10 years' experience in the leave of absence and ADA Accommodation management software with companies of similar size or larger.		Must Have	Out-of-the-Box		
12.2	Non-Functional	ADA	The vendor partner will store leave and ADA information according to city retention policies and the information will be easily accessible.		Must Have	Out-of-the-Box		

ID	Requirement Type	Requirement Name	Requirement Description	Notes	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response Comments
13	Non-Functional	Personal Identifiable Information (PII)	NIST Special Publication 800-122 defines PII as "any information about an individual maintained by an agency, including (1) any information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information."	PII under the definition used by the National Institute of Standards and Technology: - Full name (if not common) - Home address - Email address (if private from an association/club membership, etc.) - National identification number - Passport number - IP address (when linked, but not PII by itself in US) - Vehicle registration plate number - Driver's license number - Face, fingerprints, or handwriting - Credit card numbers - Digital identity - Date of birth - Birthplace - Genetic information - Telephone number - Login name, screen name, nickname, or handle	Must Have	Out-of-the-Box		
14	Non-Functional	Data Retention	The vendor partner will meet Federal, State and CCD data standards for timekeeping retention. For the leave administration we must keep records for minimum of 7 years, which includes the current year. This includes the creation of the leave case, any payroll records associated with the leave case, documentation associated with the leave case, all correspondence, approvals, revisions, etc.	Some laws for leave such as USERRA state we should keep records on leave indefinitely.	Must Have	Out-of-the-Box		
14.1	Non-Functional	Data Retention	No arbitrary limit on the number of years that the account history is retained. Information needs to be retained forever.		Must Have	Out-of-the-Box		As long as Denver is a client and for the term of the service agreement we can retain all the data.
15	Non-Functional	Data Protection	The vendor partner will have industry standard, and the City's required data protections in place to prevent breaches of HIPPA, PHI, PII and other confidential personal information. ☐		Must Have	Out-of-the-Box		
15.1	Non-Functional	Data Protection	The vendor partner will disclose any prior breaches of its system and explain what steps were taken to prevent further data breaches.		Must Have	Out-of-the-Box		
15.2	Non-Functional	Data Protection	The vendor partner will inform the City immediately of any data breaches that directly or indirectly involve City employees.		Must Have	Out-of-the-Box		
15.3	Non-Functional	Data Protection	All City Data and End User Data will be encrypted in transmission (including via web interface) and in storage. Applications must secure data in transit using the TLS 1.2 protocol or newer. Moreover, endpoints shall not support TLS 1.1 or older or any weak ciphers.		Must Have	Out-of-the-Box		
16	Non-Functional	Compliance	Vendor partner's software shall be current and compliant with all federal and state laws.		Must Have	Out-of-the-Box		
17	Non-Functional	Data Migration	Data migration of all active and ongoing leave requests from to new system.	Payroll	Must Have	Out-of-the-Box		
17.1	Non-Functional	Data Migration	Data migration of all FMLA and ADA history from last 7 years from QCERA to new system.	OHR	Must Have	Out-of-the-Box		
18	Non-Functional	Accessible Digital Technology for HB21-1110	All information and communication technology (ICT) must follow HB21-1110 and is compliant with WCAG 2.1 levels A and AA as published by World Wide Web Consortium (W3C). ICT includes but is not limited to, websites, electronic communications, digital documents, digital content, forms, applications, digital kiosks, video files, audio recordings and software interfaces for hardware components. https://www.w3.org/WAI/WCAG21/Understanding/		Must Have	Out-of-the-Box		MyLeave is available.
19	Non-Functional	Accessibility Report	The vendor should provide a Accessibility Conformance Report (ACR) using the standardized Voluntary Product Accessibility Template (VPAT) with WCAG 2.1 A and AA and/or Section 508 standards.		Should Have	Cannot Meet		

ID	Requirement Type	Requirement Name	Requirement Description	Notes	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response Comments
20	Non-Functional	Disaster Recovery	The software can re-establish its level of performance and recover the data directly affected in the case of a failure.		Must Have	Out-of-the-Box		
21	Non-Functional	Fault Discovery and Remediation	The solution provider can easily find and fix faults within the software system and has a sound maintenance process to support changes. If the system needs to be taken down the vendor needs to work with the City prior to any outages.		Must Have	Out-of-the-Box		
22	Non-Functional	Performance Efficiency	This characteristic represents the performance relative to the amount of resources used under stated conditions. This characteristic is composed of the following sub-characteristics: Time behavior: Degree to which the response and processing times and throughput rates of a product or system, when performing its functions, meet requirements. Resource utilization: Degree to which the amounts and types of resources used by a product or system, when performing its functions, meet requirements.		Must Have	Out-of-the-Box		
23	Non-Functional	Number of Users	Admin access for backend configuration of Payroll process flows for 2 users. Add/ Edit data access for Payroll process flows for 2 users. Admin access for Leave Administration process flows for 2 users. Add/ Edit access for Leave Admin processes for 5 users.		Must Have	With Configuration		
24	Non-Functional	Number of Customer Records	The solution provider will process and store over 10,000 customer records.		Must Have	Out-of-the-Box		
25	Non-Functional	Response Time	The solution shall have a response time of no longer than 2 seconds.		Must Have	Out-of-the-Box		Most pages and functions will take 2 seconds or less. However, there are certain functions such as reporting, batch processing, etc. that may take longer. Also, our measurement is an average from the point of request to delivery out of our servers. It does not take into account any latency over the Internet or the client's local network.
26	Non-Functional	Storage Capacity	The solution shall have the ability to store all customer records, payroll and leave administration data with ability to increase the amount of data per year to support business processes.		Must Have	Out-of-the-Box		
27	Non-Functional	Expandable	The solution and cost structure shall allow the capability of expanding features and capabilities in the future.		Must Have	Out-of-the-Box		
28	Non-Functional	Upgrades	Proposed solution shall be capable of upgrading to possible future operating systems as the City updates.		Must Have	Out-of-the-Box		
29	Non-Functional	Business Rules management	Business Rules Management: Ability to support user-configurable business rules management features and capabilities.		Must Have	Out-of-the-Box		
30	Non-Functional	User-Defined Attributes	User-Defined Attributes: Ability to support the addition of new attributes via configuration that can be used in business rules, screens, and reporting.		Must Have	Out-of-the-Box		
31	Non-Functional	Fields	The solution shall provide the ability to make fields editable, required, locked, read-only, and/or hidden.		Must Have	Cannot Meet		
32	Non-Functional	Filtering in Reports/Searches	The solution shall provide the ability to filter columns/rows in any search or report.		Must Have	Out-of-the-Box		
33	Non-Functional	Reporting formats	Reports available in multiple formats and/or can be exported into Excel, PDF, and Word.		Must Have	Out-of-the-Box		

ID	Requirement Type	Requirement Name	Requirement Description	Notes	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response Comments
34	Non-Functional	Identity Management	The solution shall have the ability to provision users, assign them into roles/groups, and manage their access rights to specific areas.		Must Have	Out-of-the-Box		
35	Non-Functional	Role-Based Security	The solution shall have the ability to limit access to data, screens, and critical functions based on pre-identified roles.		Must Have	Out-of-the-Box		
36	Non-Functional	Audit Logging	User activity is recorded for security and auditing purposes. Audit Trail: track changes made in the system will include data such as who, what, when, and any details.		Must Have	Out-of-the-Box		
37	Non-Functional	National Institute of Standards and Technology (NIST) SP 800-53R4	The solution complies with the National Institute of Standards and Technology (NIST) SP 800-53R4.		Must Have	Out-of-the-Box		
38	Non-Functional	Criminal Justice Information Services Division (CJIS) Security Policy	The solution shall not include any Criminal Justice Information Services Division (CJIS) data.		Must Have	Out-of-the-Box		LeaveSource service deals with Denver employees' leave of absence and ADA requests only.
39	Non-Functional	Availability %	The solution must work with downtime of less than 1 second everyday. Availability % = ((AST-Downtime)/AST) * 100		Must Have	Cannot Meet		Qcera's metric is 99.9% over the measured period, excluding scheduled downtime, in our uptime SLA. Denver has used LeaveSource since 2006 and has experienced first hand our overall uptime.
40	Non-Functional	Data Ownership	The solution maintains that the City and County of Denver have ownership for any information or record in vendor product and can get a report out of their data at any time.		Must Have	Out-of-the-Box		
41	Non-Functional	Data Storage	The solution will ensure that the data storage is based in the US. City data must never be transferred outside of the US for processing or storage.		Must Have	Out-of-the-Box		
42	Non-Functional	Planned Outage	Any updates or solutions that would require an outage must be addressed, planned and agreed with CCD prior to.		Must Have	Out-of-the-Box		
43	Non-Functional	Data Import/Export	City and County of Denver should have the ability at any given time to import or export all the data in the system.		Must Have	With Custom Programming		Denver has access to export portions of their data as needed today however to export all the data would require Denver to let Qcera know and we would make sure Denver receives the data when needed.
44	Non-Functional	Data export at conclusion of contract	The vendor shall assist the City and County of Denver during the conclusion of the contract with migrating all data over in a readable format.		Must Have	Out-of-the-Box		
45	Non-Functional	Web Services	The solution can efficiently and effectively support data exchange (sending/receiving) using established Web Services standards/Open API.		Must Have	Out-of-the-Box		
46	Non-Functional	Scalability	Scalability is capability of a system to either handle increases in load without impact on the performance of the system, or the capability to be readily enlarged.		Must Have	Out-of-the-Box		
47	Non-Functional	Expandable	The solution and cost structure shall allow the capability of expanding features and capabilities in the future.		Must Have	Out-of-the-Box		
48	Non-Functional	Fault Discovery and Remediation	The solution provider can easily find and fix faults within the software system and has a sound maintenance process to support changes. If the system needs to be taken down the vendor needs to work with the City prior to any outages.		Must Have	Out-of-the-Box		
49	Non-Functional	Web UX/UI Standards	The CCD has a set of Web UX/UI standards and guidelines that can be referenced. Refer to https://denvergov.org/denverstyleguide/ .		Must Have	Out-of-the-Box		LeaveSource is an independently developed SaaS application made available to all employers in the U.S. LeaveSource is user interface is based on a Bootstrap UI framework and follows many of the guidelines outlined on Denver's site.
50	Non-Functional	Responsive UI	Web Applications must meet responsive design standards which detects users' screens and adjusts the layout based on the screen size and orientation (example; does the application render using a modern browser or smartphone).		Must Have	Out-of-the-Box		

ID	Requirement Type	Requirement Name	Requirement Description	Notes	MoSCoW Value	Requirement Compliance	Product/Module	Vendor Response Comments
51	Non-Functional	Federated Authentication	Supports federated authentication using the SAML 2.0 protocol		Must Have	Out-of-the-Box		
52	Transition	Security Issues	The solution shall guarantee that all security issues be identified, addressed and resolved with the City and County of Denver TS, DOF and OHR.		Must Have	Out-of-the-Box		

Exhibit C - IRM
Integration Requirements

ID	Transaction Type	Source	Integration Type	Target	Description	Candidate Integration Mechanism	Event/Trigger	Volume	Security Constraints	Department	MoSCoW Value	Requirement Compliance
1	Employee Demographic Data	Workday	[Source] Provides Data To [Target]	Leave Administration System	<p>Workday will send current Employee Demographic Data to the Leave Administration System. Current Employee Demographic Data will be sent daily.</p> <p>Employee Demographic Data includes: Last Name, First Name, Middle Name, Other Name, Language, Date of Birth, Gender, SSN, Address 1, Address 2, City, State, Zip, Phone Number, Alternate Number, Mobile Number, Company, Employment Status, State, Employee ID, Termination Date, Hire Date, Job Code, FT/PT Indicator, Hours Worked (12 months), Employees in 75 Mile Radius, Job Title, Division, Location, Key Employee, Building Code, Supervisor Last Name, Supervisor First Name, Supervisor Email, HR Last Name, HR First Name, HR email, Other Contact Last Name, Other Contact First Name, and Other Contact Email.</p>	Flat File	Daily	8 MB 1500 rows	PII (Employee DOB, Employee ID, Leave/ Absence Data)	Office of Human Services	Must Have	Out-of-the-Box
2	Employee Time and Attendance Data	Workday	[Source] Provides Data To [Target]	Leave Administration System	<p>Workday will send current Time and Attendance data to Leave Administration System. Employee Time and Attendance data will be sent daily.</p> <p>Time and Attendance Data includes calendar days and which absence codes such as Vacation, Medical Leave, Military, Sick, Disability, are used per day.</p>	Flat File	Daily	N/A	PII (Employee DOB, Employee ID, Leave/ Absence Data)	Department of Finance	Must Have	Out-of-the-Box
3	Employee Time and Attendance Data	Leave Administration System	[Source] Provides Data To [Target]	Workday	<p>The Leave Administration System will send Time and Attendance data to Workday. Employee Time and Attendance data will be sent daily.</p> <p>Time and Attendance Data includes calendar days and which absence codes such as Vacation, Medical Leave, Sick, Disability, are used per day.</p>	Flat File	Daily	N/A	PII (Employee DOB, Employee ID, Leave/ Absence Data)	Department of Finance	Should Have	Out-of-the-Box

Exhibit D Pricing Matrix
Vendor Pricing Matrix

Component	Cost - Year 1	Year 2	Year 3	Year 4	Year 5	Vendor Explanation and Assumptions
LeaveSource - Base Leave and ADA with all users needed up to (Leave admins, HR, view only type users) Document Management MyLeave self service module TimeAttendance Module	\$ 225,240.00	\$ 225,240.00	\$ 225,240.00	\$ 225,240.00	\$ 225,240.00	PEPM pricing, estimated EE count 15,800. - Leave and ADA - \$0.65 pepm [includes all users(Admins, view only, HR generalists)] - Document mgmt - \$600 per month; - MyLeave self service - \$0.25 pepm [all user accounts]; - TimeAttendance - \$0.25 pepm [payroll users]
Implementation (e.g. Custom Development, Configuration, etc.)	\$ 10,000.00	\$ -	\$ -	\$ -	\$ -	Implementation of MyLeave Self-service - \$5,000 Implementation of TimeAttendance Module - \$5,000 implementation of Workday Time/payroll interface (fee below) This is a one-time fee when the work is performed
Consulting Services	\$ -	\$ -	\$ -	\$ -	\$ -	fee for service based on approved statement of work
Support/Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	Included
Licensing	\$ -	\$ -	\$ -	\$ -	\$ -	Included
Warranty	\$ -	\$ -	\$ -	\$ -	\$ -	Included
Training	\$ -	\$ -	\$ -	\$ -	\$ -	Included in implementation services
	\$ -	\$ -	\$ -	\$ -	\$ -	
	\$ -	\$ -	\$ -	\$ -	\$ -	
Subtotal	\$ 235,240.00	\$ 225,240.00	\$ 225,240.00	\$ 225,240.00	\$ 225,240.00	
Workday Time/leave dates interface: from QCERA to Workday	\$ 6,200.00	\$ 1,200.00	\$ 1,200.00	\$ 1,200.00	\$ 1,200.00	Data interface of time off work from Qcera to Workday development - \$5,000.00 maintenance cost - \$1,200 annual
Workday Time/leave dates interface: from Workday to QCERA	\$ 6,200.00	\$ 1,200.00	\$ 1,200.00	\$ 1,200.00	\$ 1,200.00	Data interface of time off work from Workday to Qcera development - \$5,000.00 maintenance cost - \$1,200 annual
Additional integrations development requested \$5,000.00 each						
Subtotal	\$ 12,400.00	\$ 2,400.00	\$ 2,400.00	\$ 2,400.00	\$ 2,400.00	
Grand Total	\$ 247,640.00	\$ 227,640.00	\$ 227,640.00	\$ 227,640.00	\$ 227,640.00	\$ 1,158,200.00

EXHIBIT E, INFORMATION TECHNOLOGY PROVISIONS

This Exhibit regarding Information Technology Provisions (this “Exhibit”) is a material part of the Agreement between the Parties to which this Exhibit is attached. In addition to the requirements of the main body of this Agreement, the Contractor shall protect the City’s information technology resources and City Data in accordance with this Exhibit. All provisions of this Exhibit that refer to the Contractor shall apply equally to any Subcontractor performing work in connection with this Agreement. Unless the context clearly requires a distinction between the Agreement and this Exhibit, all references to “Agreement” shall include this Exhibit.

1. **TECHNOLOGY SERVICES SPECIFICATIONS**

1.1. User ID Credentials: Internal corporate or customer (tenant) user account credentials shall be restricted, ensuring appropriate identity, entitlement, and access management and in accordance with established policies and procedures, as follows:

1.1.1. Identity trust verification and service-to-service application (API) and information processing interoperability (e.g., SSO and Federation);

1.1.2. Account credential lifecycle management from instantiation through revocation;

1.1.3. Account credential and/or identity store minimization or re-use when feasible; and

1.1.4. Adherence to industry acceptable and/or regulatory compliant authentication, authorization, and accounting (AAA) rules (e.g., strong/multi-factor, expire able, non-shared authentication secrets).

1.2. Identity Management: The City’s Identity and Access Management (“IdM”) system is an integrated infrastructure solution that enables many of the City’s services and online resources to operate more efficiently, effectively, and securely. All new and proposed applications must utilize the authentication and authorization functions and components of IdM. Strong authentication is required for privileged accounts or accounts with access to sensitive information. This technical requirement applies to all solutions regardless of where the application is hosted.

1.3. Supported Releases: The Contractor shall maintain the currency of all third-party software used in the development and execution or use of the Work with third-party vendor approved and supported releases, including, but not limited to, all code libraries, frameworks, components, and other products (e.g., Java JRE, code signing certificates, .NET, jQuery plugins, etc.), whether commercial, free, open-source, or closed-source. This includes any of the Contractor’s controlled systems running on the City’s network, including, but not limited to, any application, firewall, or other type of physical or virtual appliances.

1.4. Updates & Upgrades: During the Term of this Agreement, the Contractor shall provide the City with copies of all new versions, updates, and upgrades of the On-Premise Software (collectively, “Upgrades”), without additional charge, promptly after commercial release. Upon delivery to the City, Upgrades will become part of the On-Premise Software and will be subject to the license and other terms of this Agreement applicable to such On-Premise Software. In addition, the Contractor shall ensure that SaaS receives all updates and upgrades the Contractor provides to its customers generally.

- 1.5. Compatibility with Third-Party Software:** The Contractor acknowledges and agrees that the Work must integrate and operate compatibly with various third-party software products. The Contractor shall actively monitor and stay current on new version releases, updates, and changes made to any such third-party software that interfaces or integrates with the Contractor's Work. The Contractor shall ensure that its own products remain fully compatible with the most recent generally available versions of these third-party software components. Within ninety (90) days of the commercial release of a new generally available version of any interfacing third-party software, the Contractor shall complete all necessary testing, coding, and product updates to certify compatibility with the new version. The Contractor shall provide the updated and version-compatible products to the City at no additional cost. If the Contractor's Work is not compatible with the most current generally available third-party software versions required for operation, the City reserves the right to temporarily cease using the incompatible Work until the compatibility issue is resolved, without penalty or payment for a period of noncompliance. Under no circumstances shall the Contractor require the City to run old, non-current versions of third-party software to remain compatible with the Contractor's Work. The responsibility and costs for ensuring third-party software version compatibility shall reside solely with the Contractor.
- 1.6. Adjustment of Licenses:** The City may, at each anniversary date of this Agreement, increase or decrease the number of licenses it has purchased under this Agreement by giving written notice to the Contractor at least thirty (30) days prior to the anniversary date. The Contractor shall adjust the invoice for the next billing period based on the unit price per license specified in this Agreement. The City shall not reduce the number of licenses below the minimum quantity required under this Agreement.
- 1.7. Timing of Fees and Subscriptions:** Notwithstanding any provision to the contrary: (i) no fees for maintenance of On-Premise Software or SaaS, including without limitation for Upgrades, will accrue before Go-Live (as defined below); and (ii) no period before Go-Live will be counted against the time covered by any maintenance period. In addition, no fees for use of SaaS will accrue before Go-Live, and no period before Go-Live will be counted against the time covered by any SaaS subscription fees. "Go-Live" refers to the earlier of Acceptance of the On-Premise Software or SaaS or the City's first use of the On-Premise Software or SaaS in production, other than a beta use or trial.
- 1.8. Performance Outside of the United States:** The Contractor shall request written approval from the City to perform, or subcontract to perform, Services outside the United States. The City may approve or deny such request within the City's sole discretion. Any notice or term in any Exhibit provided to the City by the Contractor regarding performance outside the United States shall be deemed ineffective and void if the City has not granted prior written approval for such performance. This prohibition shall also apply to using, processing, transmitting, or maintaining City Data outside of the United States. Notwithstanding anything to the contrary contained in the Agreement, the City shall have no responsibility or obligation to comply with foreign data protection laws or polices, including, but not limited to, the General Data Protection Regulation of the European Union.

1.9. Continuity of Critical Services: The Contractor acknowledges that the Work to be performed under this Agreement is vital to the City and must be continued without interruption and that, upon this Agreement's expiration without renewal, a successor, either the City or another contractor, may continue them. The Contractor agrees to: (i) furnish phase-in training; and (ii) exercise its best efforts and cooperation to complete an orderly and efficient transition to a successor. The Contractor shall, upon the City's written notice: (i) furnish phase-in, phase-out services for up to sixty (60) days after this Agreement expires; and (ii) negotiate in good faith to determine the nature and extent of phase-in, phase-out services required. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the Work called for by this Agreement are maintained at the required level of proficiency. The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (i.e., costs incurred within the agreed period after expiration that result from phase-in, phase-out operations) at the rates contained herein. The City shall have the authority extend this Agreement monthly if additional time is required beyond the termination of this Agreement, if necessary, to effectuate the transition, and the City shall pay a proration of the subscription fee during any necessary extension.

1.10. Software Escrow: At the City's request, the Contractor shall maintain in escrow a copy of the source code and documentation for the licensed software purchased under this Agreement. With each new release of the software provided to the City, the Contractor shall maintain the updated source code and documentation in escrow. If the Contractor files for bankruptcy, becomes insolvent, or ceases operations for any reason, the City shall be provided the current source code and documentation in escrow. The City will only use the source code and documentation to support the licensed software. This Section shall survive the termination of this Agreement.

2. SECURITY AUDITS

2.1. Performance of Security Audits: Prior to the Effective Date of this Agreement, the Contractor, will at its expense conduct or have conducted the following, and thereafter, the Contractor will at its expense conduct or have conducted the following at least once per year, and immediately after any actual or reasonably suspected Security Breach: (i) a SSAE 18/SOC 2 Type 2 or other mutually agreed upon audit of the Contractor's security policies, procedures and controls; (ii) a quarterly external and internal vulnerability scan of the Contractor's systems and facilities, to include public facing websites, that are used in any way to deliver Services under this Agreement. The report must include the vulnerability, age, and remediation plan for all issues identified as critical or high; and (iii) a formal penetration test performed by qualified personnel of the Contractor's systems and facilities that are used in any way to deliver Work under this Agreement. The Contractor will provide the City the results of the above audits. The Contractor shall also protect data against deterioration or degradation of quality and authenticity by, at minimum, having a third party perform annual data integrity audits. In addition, the Contractor shall comply with the City's annual risk assessment and the results thereof.

2.2. Security Audit Results: The Contractor will provide the City the reports or other documentation resulting from the above audits, certifications, scans, and tests within seven (7) business days of

the Contractor's receipt of such results. The report must include the vulnerability, age, and remediation plan for all issues identified as critical or high. Based on the results and recommendations of the above audits, the Contractor will, within thirty (30) calendar days of receipt of such results, promptly modify its security measures to meet its obligations under this Agreement and provide the City with written evidence of remediation. The City may require, at the Contractor's expense, that the Contractor perform additional audits and tests, the results of which will be provided to the City within seven (7) business days of Contractor's receipt of such results. To the extent the Contractor controls or maintains information systems used in connection with this Agreement, the Contractor shall provide the City with the results of all security assessment activities when conducted on such information systems, including any code-level vulnerability scans, application-level risk assessments, and other security assessment activities as required by this Agreement or reasonably requested by the City. The Contractor will remediate any vulnerabilities to comply with its obligations hereunder. If additional funds are required to perform the tests required by the City that are not accounted for in this Agreement, the Parties agree to amend this Agreement as necessary.

3. DATA MANAGEMENT AND SECURITY

3.1. Compliance with Data Protection Laws and Policies: In addition to the compliance obligations imposed by this Agreement, the Contractor shall comply with all information security and privacy obligations imposed by any federal, state, or local statute or regulation, or by any specifically incorporated industry standards or guidelines, as applicable to the Contractor under this Agreement, including, without limitation, applicable industry standards or guidelines based on the data's classification relevant to the Contractor's performance hereunder. If the Contractor becomes aware that it cannot reasonably comply with the terms or conditions contained herein due to a conflicting law or policy, the Contractor shall promptly notify the City.

3.2. Data Ownership: Unless otherwise required by law, the City has exclusive ownership of all City Data under this Agreement, and the Contractor shall have no right, title, or interest in City Data. The Parties recognize and agree that the Contractor is a bailee for hire with respect to City Data. The Contractor's use and possession of City Data is solely on the City's behalf, and the Contractor shall only use City Data solely for the purpose of performing its obligations hereunder and shall not use City Data in the development of machine learning and artificial intelligence models for any purpose without the City's written consent. The City retains the right to access and retrieve City Data stored on the Contractor's infrastructure at any time during the Term. All City Data created and/or processed by the Work, if any, is and shall remain the property of the City and shall in no way become attached to the Work. This Agreement does not give a Party any rights, implied or otherwise, to the other's data, content, or intellectual property, except as expressly stated in this Agreement.

3.3. Data Access and Integrity: The Contractor shall implement and maintain all appropriate administrative, physical, technical, and procedural safeguards necessary and appropriate to ensure compliance with the applicable law and regulation as they relate to the Contractor's performance hereunder to ensure the security and confidentiality of City Data. The Contractor shall protect

against threats or hazards to the security or integrity of data; protect against unauthorized disclosure, access to, or use of data; restrict access to data as necessary; and ensure the proper and legal use of data. The Contractor shall provide the City with access, subject to the Contractor's reasonable security requirements, for purposes of inspecting and monitoring access and use of City Data and evaluating security control effectiveness. The Contractor shall not engage in "data mining" except as specifically and expressly required by law or authorized in writing by the City. Upon written request, the Contractor shall provide the City its policies and procedures to maintain the confidentiality of City Data.

- 3.4. Response to Legal Orders for City Data:** If the Contractor is required by a court of competent jurisdiction or administrative body to disclose City Data, the Contractor shall first notify the City and, prior to any disclosure, cooperate with the City's reasonable requests in connection with the City's right to intervene, quash, or modify the legal order, demand, or request, and upon request, provide the City with a copy of its response. Upon notice, the City will promptly coordinate with the Contractor regarding the preservation and disposition of any City Data and records relevant to any current or anticipated litigation. If the City receives a subpoena, legal order, or other legal demand seeking data maintained by the Contractor, the City will promptly provide a copy to the Contractor. Upon notice and if required by law, the Contractor shall promptly provide the City with copies of its data required for the City to meet its necessary disclosure obligations.
- 3.5. Mandatory Disclosures:** In addition to the requirements set forth herein, the Contractor shall provide the City with a copy of any disclosure the Contractor is required to file with any regulatory body as a result of a Security Breach or other incident that requires the Contractor to make such a disclosure, including but not limited to, required disclosures mandated by the Securities and Exchange Commission. If the contents of any such disclosure is protected by law, the Contractor shall instead provide the City with prompt notice that it was required to make such a disclosure along with the name of the regulatory body requiring the Contractor to make such a disclosure.
- 3.6. Data Retention, Transfer, Holds, and Destruction:** Using appropriate and reliable storage media, the Contractor shall regularly backup data used in connection with this Agreement and retain such backup copies as necessary to meet its obligations hereunder. All City Data shall be encrypted in transmission, including by web interface, and in storage by an agreed upon National Institute of Standards and Technology ("NIST") approved strong encryption method and standard. Upon the expiration or termination of this Agreement, the Contractor shall, as directed by the City, promptly return all City Data provided by the City to the Contractor, and the copies thereof, to the City or destroy all such City Data and certify to the City that it has done so; however, this requirement shall not apply to the extent the Contractor is required by law to retain copies of certain City Data. The Contractor shall not interrupt or obstruct the City's ability to access and retrieve City Data stored by the Contractor. Unless otherwise required by law or regulation, when paper or electronic documents are no longer needed, the Contractor shall destroy or arrange for the destruction of such documents within its custody or control that contain City Data by shredding, erasing, or otherwise modifying the City Data in the paper or electronic documents to make it unreadable or indecipherable. The Contractor's obligations set forth in this Subsection,

without limitation, apply likewise to the Contractor's successors, including without limitation any trustee in bankruptcy.

- 3.7. Software and Computing Systems:** At its reasonable discretion, the City may prohibit the Contractor from the use of certain software programs, databases, and computing systems with known vulnerabilities to collect, use, process, or store, City Data received under this Agreement. The Contractor shall fully comply with all requirements and conditions, if any, associated with the use of software programs, databases, and computing systems as reasonably directed by the City. The Contractor shall not use funds paid by the City for the acquisition, operation, or maintenance of software in violation of any copyright laws or licensing restrictions. The Contractor shall maintain commercially reasonable network security that, at a minimum, includes network firewalls, intrusion detection/prevention, and enhancements or updates consistent with evolving industry standards. The Contractor shall use industry-standard and up-to-date security tools, technologies and procedures including, but not limited to, anti-virus and anti-malware protections. The Contractor shall ensure that any underlying or integrated software employed under this Agreement is updated on a regular basis and does not pose a security threat. Upon request, the Contractor shall provide a software bill of materials ("SBOM") annually or upon major changes to the solution(s) provided to the City under this Agreement. The Contractor shall provide a complete SBOM for the supported life of the solution(s). The Contractor shall monitor for security vulnerabilities in applicable software components and use a risk-based approach to mitigate any vulnerabilities.
- 3.8. Background Checks:** The Contractor shall ensure that, prior to being granted access to City Data, the Contractor's agents, employees, Subcontractors, volunteers, or assigns who perform work under this Agreement have all undergone and passed all necessary criminal background screenings, have successfully completed annual instruction of a nature sufficient to enable them to effectively comply with all data protection provisions of this Agreement and applicable law, and possess all qualifications appropriate to the nature of the employees' duties and the sensitivity of the data. If the Contractor has access to federal tax information ("FTI") under this Agreement, the Contractor shall comply with the background check requirements of IRS Publication 1075.
- 3.9. Subcontractors:** If the Contractor engages a Subcontractor under this Agreement, the Contractor shall ensure its Subcontractors are subject to data protection terms that provide at least the same level of data protection as in this Agreement and to the extent appropriate to the nature of the Work provided. The Contractor shall monitor the compliance with such obligations and remain responsible for its Subcontractor's compliance with the obligations of this Agreement and for any of its Subcontractors acts or omissions that cause the Contractor to breach any of its obligations under this Agreement. Unless the Contractor provides its own security protection for the information it discloses to a third party, the Contractor shall require the third party to implement and maintain reasonable security procedures and practices that are appropriate to the nature of the City Data disclosed and that are reasonably designed to protect it from unauthorized access, use, modification, disclosure, or destruction. Any term or condition within this Agreement relating to the protection and confidentiality of any disclosed data shall apply equally to both the Contractor

and any of its Subcontractors, agents, assigns, employees, or volunteers. Upon request, the Contractor shall provide the City copies of its record retention, data privacy, and information security policies. The Contractor shall ensure all Subcontractors sign, or have signed, agreements containing nondisclosure provisions at least as protective as those in this Agreement, and that the nondisclosure provisions are in force so long as the Subcontractor has access to any data disclosed under this Agreement. Upon request, the Contractor shall provide copies of those signed nondisclosure agreements to the City.

3.10. Request for Additional Protections and Survival: In addition to the terms contained herein, the City may reasonably request that the Contractor protect the confidentiality of certain City Data to ensure compliance with applicable law and any changes thereto. Unless a request for additional protections is mandated by a change in law, the Contractor may reasonably decline the City's request to provide additional protections. If such a request requires the Contractor to take steps beyond those contained herein, the Contractor shall notify the City with the anticipated cost of compliance, and the City may thereafter, in its sole discretion, direct the Contractor to comply with the request at the City's expense; provided, however, that any increase in costs that would increase the Maximum Contract Amount must first be memorialized in a written amendment complying with City procedures. Obligations contained in this Agreement relating to the protection and confidentiality of any disclosed data shall survive termination of this Agreement, and the Contractor shall continue to safeguard all data for so long as the data remains confidential or protected and in the Contractor's possession or control.

4. DISASTER RECOVERY AND CONTINUITY

4.1. The Contractor shall maintain a continuous and uninterrupted business continuity and disaster recovery program with respect to the Work provided under this Agreement. The program shall be designed, in the event of a significant business disruption affecting the Contractor, to provide the necessary and sufficient capabilities, processes, and procedures to enable the Contractor to resume and continue to perform its duties and obligations under this Agreement without undue delay or disruption. In the event of equipment failures, the Contractor shall, at no additional expense to the City, take reasonable steps to minimize service interruptions, including using any back-up facilities where appropriate. Upon request, the Contractor shall provide the City with a copy of its disaster recovery plan and procedures.

4.2. Prior to the Effective Date of this Agreement, the Contractor shall, at its own expense, conduct or have conducted the following, and thereafter, the Contractor will, at its own expense, conduct or have conducted the following at least once per year:

4.2.1. A test of the operability, sufficiency, and completeness of business continuity and disaster recovery program's capabilities, processes, and procedures that are necessary to resume and continue to perform its duties and obligations under this Agreement.

4.2.2. Based upon the results and subsequent recommendations of the testing above, the Contractor will, within thirty (30) calendar days of receipt of such results and recommendations, promptly modify its capabilities, processes, and procedures to meet its obligations under this Agreement and provide City with written evidence of remediation.

4.2.3. Upon request, the Contractor shall provide the City with report summaries or other documentation resulting from above testing of any business continuity and disaster recovery procedures regarding the Services provided under this Agreement.

4.3. The Contractor represents that it is capable, willing, and able to provide the necessary and sufficient business continuity and disaster recovery capabilities and functions that are appropriate for it to provide services under this Agreement.

5. DELIVERY AND ACCEPTANCE

5.1. **Acceptance & Rejection**: Deliverables will be considered accepted (“Acceptance”) only when the City provides the Contractor affirmative written notice of acceptance that such Deliverable has been accepted by the City. Such communication shall be provided within a reasonable time from the delivery of the Deliverable and shall not be unreasonably delayed or withheld. Acceptance by the City shall be final, except in cases of Contractor’s failure to conduct proper quality assurance, latent defects that could not reasonably have been detected upon delivery, or the Contractor’s gross negligence or willful misconduct. The City may reject a Deliverable if it materially deviates from its specifications and requirements listed in this Agreement or its Exhibits by written notice setting forth the nature of such deviation. In the event of such rejection, the Contractor shall correct the deviation, at its sole expense, and redeliver the Deliverable within fifteen (15) days. After redelivery, the Parties shall again follow the acceptance procedures set forth herein. If any Deliverable does not perform to the City’s satisfaction, the City reserves the right to repudiate acceptance. If the City ultimately rejects a Deliverable, or repudiates acceptance of it, the Contractor will refund to the City all fees paid, if any, by the City with respect to any rejected Deliverable. Acceptance shall not relieve the Contractor from its responsibility under any representation or warranty contained in this Agreement, and payment of an invoice prior to Acceptance does not grant a waiver of any representation or warranty made by the Contractor.

5.2. **Quality Assurance**: The Contractor shall provide and maintain a quality assurance system acceptable to the City for Deliverables under this Agreement and shall provide to the City only such Deliverables that have been inspected and found to conform to the specifications identified in this Agreement and any applicable solicitation, bid, offer, or proposal from which this Agreement results. The Contractor’s delivery of any Deliverables to the City shall constitute certification that any Deliverables have been determined to conform to the applicable specifications, and the Contractor shall make records of such quality assurance available to the City upon request.

6. WARRANTIES AND REPRESENTATIONS

6.1. Notwithstanding the acceptance of any Work, or the payment of any invoice for such Work, the Contractor warrants that any Work provided by the Contractor under this Agreement shall be free from material defects and shall function as intended and in material accordance with the applicable Specifications. The Contractor warrants that any Work, and any media used to distribute it, shall be, at the time of delivery, free from any harmful or malicious code, including without limitation viruses, malware, spyware, ransomware, or other similar function or technological means designed to disrupt, interfere with, or damage the normal operation of the

Work and the use of City resources and systems. The Contractor's warranties under this Section shall apply to any defects or material nonconformities discovered within 180 days following delivery of any Work.

- 6.2. Upon notice of any defect or material nonconformity, the Contractor shall submit to the City in writing within 10 business days of the notice one or more recommendations for corrective action with sufficient documentation for the City to ascertain the feasibility, risks, and impacts of each recommendation. The City's remedy for such defect or material non-conformity shall be:
 - 6.2.1. The Contractor shall re-perform, repair, or replace such Work in accordance with any recommendation chosen by the City. The Contractor shall deliver, at no additional cost to the City, all documentation required under this Agreement as applicable to the corrected Work or Deliverable; or
 - 6.2.2. The Contractor shall refund to the City all amounts paid for such Work, as well as pay to the City any additional amounts reasonably necessary for the City to procure alternative goods or services of substantially equivalent capability, function, and performance.
- 6.3. Any Work delivered to the City as a remedy under this Section shall be subject to the same quality assurance, acceptance, and warranty requirements as the original Work. The duration of the warranty for any replacement or corrected Work shall run from the date of the corrected or replacement Work.
- 6.4. **Customization Services:** The Contractor warrants that it will perform all customization services, if any, in a professional and workmanlike manner. In case of breach of the warranty of the preceding sentence, the Contractor, at its own expense, shall promptly re-perform the customization services in question or provide a full refund for all nonconforming customization services.
- 6.5. **Third-Party Warranties and Indemnities:** The Contractor will assign to the City all third-party warranties and indemnities that the Contractor receives in connection with any Work or Deliverables provided to the City. To the extent that the Contractor is not permitted to assign any warranties or indemnities through to the City, the Contractor agrees to specifically identify and enforce those warranties and indemnities on behalf of the City to the extent the Contractor is permitted to do so under the terms of the applicable third-party agreements.
- 6.6. **Intellectual Property Rights in the Software:** The Contractor warrants that it is the owner of all Deliverables, and of each and every component thereof, or the recipient of a valid license thereto, and that it has and will maintain the full power and authority to grant the intellectual property rights to the Deliverables in this Agreement without the further consent of any third party and without conditions or requirements not set forth in this Agreement. In the event of a breach of the warranty in this Section, the Contractor, at its own expense, shall promptly take the following actions: (i) secure for the City the right to continue using the Deliverable as intended; (ii) replace or modify the Deliverable to make it non-infringing, provided such modification or replacement will not materially degrade any functionality as stated in this Agreement; or (iii) refund 100% of the fee paid for the Deliverable for every month remaining in the Term, in which case the Contractor may terminate any or all of the City's licenses to the infringing Deliverable granted in

this Agreement and require return or destruction of copies thereof. The Contractor also warrants that there are no pending or threatened lawsuits, claims, disputes, or actions: (i) alleging that any of the Work or Deliverables infringes, violates, or misappropriates any third-party rights; or (ii) adversely affecting any Deliverables or Services, or the Contractor's ability to perform its obligations hereunder.

6.7. Disabling Code: The Work will contain no malicious or disabling code that is intended to damage, destroy, or destructively alter software, hardware, systems, or data. The Contractor represents, warrants and agrees that the City will not receive from the Contractor any virus, worm, trap door, back door, timer, clock, counter or other limiting routine, instruction or design, or other malicious, illicit or similar unrequested code, including surveillance software or routines which may, or is designed to, permit access by any person, or on its own, to erase, or otherwise harm or modify any City system, resources, or data (a "Disabling Code"). In the event a Disabling Code is identified, the Contractor shall take all steps necessary, at no additional cost to the City, to: (i) restore and/or reconstruct all data lost by the City as a result of a Disabling Code; (ii) furnish to City a corrected version of the Work or Deliverables without the presence of a Disabling Code; and, (iii) as needed, re-implement the Work or Deliverable at no additional cost to the City. This warranty shall remain in full force and effect during the Term.

7. PAYMENT CARD INDUSTRY DATA SECURITY STANDARD COMPLIANCE

7.1. If the Contractor is directly involved in the processing, storage, or transmission of cardholder data on behalf of the City as part of this Agreement, this Section shall apply. Any contractor who provides or has access to software, systems, hardware, or devices which process and/or interact with payment card information or payment cardholder data must be compliant with the current version of the Payment Card Industry Data Security Standard (PCI DSS).

7.2. The Contractor covenants and agrees to comply with Visa's Cardholder Information Security Program (CISP), MasterCard's Site Data Protection Rules (SDP), and with all other credit card association or National Automated Clearing House Association (NACHA) rules or rules of member organizations ("Association"), and further covenants and agrees to maintain compliance with the PCI DSS, SDP, and (where applicable) the Payment Application Data Security Standard (PA-DSS) (collectively, the "Security Guidelines"). The Contractor represents and warrants that all of the hardware and software components utilized for the City or used under this Agreement is now and will be PCI DSS compliant during the term of this Agreement. All service providers that the Contractor uses under this Agreement must be recognized by Visa as PCI DSS compliant. The Contractor further agrees to exercise reasonable due diligence to ensure that all of its service providers (as defined by the PCI Security Council), agents, business partners, contractors, Subcontractors, and any third party who may have access to credit card information under this Agreement maintain compliance with the Security Guidelines and comply in full with the terms and conditions set out in this Section. The Contractor further certifies that the equipment, as described herein, will be deployed in a manner that meets or exceeds the PA DSS and/or PCI certification and will be deployed on a network that meets or exceeds PCI standards. The Contractor shall demonstrate its compliance with PCI DSS by annually providing the City an

executed Attestation of Compliance (AOC). The Contractor must provide verification to the City, prior to start up and ongoing annually during the term of this Agreement, that all modules of the Contractor's system(s) that interface with or utilize credit card information in any manner or form of collection are PCI DSS compliant. If the Contractor is a service provider involved in the processing, storage or transmission of cardholder data or sensitive authentication data (collectively "Data Handling") on behalf of the City that would result in Data Handling being included in the City's PCI scope through connected software or components, then the Contractor must provide a PCI Responsibility Matrix ("Matrix") to be attached to this Agreement as an exhibit. The Matrix must identify where responsibility resides for each PCI control requirement, whether it be with the Contractor, the City or shared by both. Any PCI control requirements that do not apply should be indicated along with any pertinent notes.

- 7.3. The Contractor shall not retain or store CAV2/CVC2/CVV2/CID or such data prohibited by PCI DSS subsequent to authorization of a credit card transaction, shall prohibit disclosure of any and all cardholder information, and in the event of a compromise of credit card information of any kind, the Contractor shall notify the City in writing consistent with the Security Breach response notification requirements of this Agreement, and shall provide, at the Contractor's sole expense, all necessary and appropriate notification to parties and persons affected by such disclosure and compromise.
- 7.4. If any Association requires an audit of the Contractor or any of the Contractor's Service Providers, agents, business partners, contractors, or Subcontractors due to a data security compromise event related to this Agreement, the Contractor agrees to cooperate with such audit. If as a result of an audit of the City it is determined that any loss of information is attributable to the Contractor, the Contractor shall pay the City's reasonable costs relating to such audit, including attorney's fees. No review, approval, or audit by the City shall relieve the Contractor from liability under this Section or under other provisions of this Agreement.
- 7.5. The Contractor is solely responsible for its PCI DSS compliance. The Contractor shall ensure that all PCI DSS vendors comply with PCI DSS standards: (i) in providing Services or Deliverables to the City under this Agreement; (ii) in storing, processing, or transmitting PCI data; and (iii) in engaging in any other activities for any purpose relating to this Agreement. As between the Contractor and the City, the Contractor shall be responsible for a PCI DSS vendor's non-compliance with PCI DSS.
- 7.6. In addition to all other defense and indemnity obligations undertaken by the Contractor under this Agreement, the Contractor, to the extent that its performance of this Agreement includes the allowance or utilization by members of the public of credit cards to pay monetary obligations to the City or the Contractor, or includes the utilization, processing, transmittal and/or storage of credit card data by the Contractor, shall defend, release, indemnify and save and hold harmless the City against any and all fines, penalties, assessments, costs, damages or other financial obligations, however denominated, assessed against the City and/or the Contractor by credit card company(s), financial institution(s) or by the National Automated Clearing House Association (NACHA) or successor or related entity, including but not limited to, any credit card company

finances, regardless of whether considered to be consequential, special, incidental or punitive damages, costs of notifying parties and persons affected by credit card information disclosure, the cost of replacing active credit cards, and any losses associated with fraudulent transaction(s) occurring after a security breach or loss of information with respect to credit card information, and shall defend, release, indemnify, and save and hold harmless the City from any and all claims, demands, suits, actions, liabilities, causes of action or legal or equitable proceedings of any kind or nature, of or by anyone whomsoever, in any way affected by such credit card data or utilizing a credit card in the performance by the Contractor of this Agreement. In furtherance of this, the Contractor covenants to defend and indemnify the City and the Contractor shall maintain compliance with PCI DSS and with all other requirements and obligations related to credit card data or utilization set out in this Agreement.

8. LICENSE OR USE AUDIT RIGHTS

- 8.1.** To the extent that the Contractor, through this Agreement or otherwise as related to the subject matter of this Agreement, has granted to the City any license or otherwise limited permission to use any of the Contractor's intellectual property, the terms of this Section shall apply.
- 8.2.** The Contractor shall have the right, at any time during and throughout the Term, but not more than once per year, to request via written notice in accordance with the notice provisions of this Agreement that the City audit its use of and certify as to its compliance with any applicable license or use restrictions and limitations contained in this Agreement (an "Audit Request"). The Audit Request shall specify the period to be covered by the audit, which shall not include any time covered by a previous audit. The City shall complete the audit and provide certification of its compliance to the Contractor ("Audit Certification") within a reasonable amount of time following the City's receipt of the Audit Request.
- 8.3.** If upon receipt of the City's Audit Certification, the Parties reasonably determine that: (i) the City's use of licenses, use of software, use of programs, or any other use during the audit period exceeded the use restrictions and limitations contained in this Agreement ("Overuse"), and (ii) the City would have been or is then required to purchase additional maintenance and/or services ("Maintenance"), the Contractor shall provide written notice to the City in accordance with the notice provisions of this Agreement identifying any Overuse or required Maintenance and request that the City bring its use into compliance with such use restrictions and limitations.

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QCERINC-01

ESERVELLON

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

3/6/2025

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

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

PRODUCER License # 0H18131 Momentous Insurance Brokerage, A Marsh & McLennan Agency LLC Company 5990 Sepulveda Blvd., #550 Van Nuys, CA 91411	CONTACT NAME: Edgar Servellon PHONE (A/C, No, Ext): (818) 933-2285 FAX (A/C, No): E-MAIL ADDRESS: edgar.servellon@mmibi.com
INSURER(S) AFFORDING COVERAGE	
INSURER A : Lloyd's of London Underwriters	
INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED

Qcera, Inc.
1525 S. Sepulveda Blvd, Ste A
Los Angeles, CA 90025

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / N If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Errors & Omissions			W1FA5C240801	8/31/2024	8/31/2025	Each Loss/Aggregate Retention/Deductible 2,000,000 10,000

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

This is a claims made and reported policy. Defense costs and claims expenses are paid from the policy limit and subject to the retention amount.

Retroactive Date: Full Prior Acts
 Prior Knowledge Date: 08/01/2014
EVIDENCE OF INSURANCE

CERTIFICATE HOLDER

CANCELLATION

City and County of Denver Department of Technology Services 201 W. Colfax Ave. Dept. 301 Denver, CO 80202	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Jaida Stapanian</i>
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EXHIBIT G, BUSINESS ASSOCIATE AGREEMENT
HIPAA/HITECH

1. GENERAL PROVISIONS AND RECITALS.

- 1.01 The parties agree that the terms used, but not otherwise defined below, shall have the same meaning given to such terms under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA"), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ("the HITECH Act"), and their implementing regulations at 45 CFR Parts 160 and 164 ("the HIPAA regulations") as they exist or may hereafter be amended.
- 1.02 The parties agree that a business associate relationship (as described in 45 CFR §160.103) under HIPAA, the HITECH Act, and the HIPAA regulations arises between the CONTRACTOR and the CITY to the extent that CONTRACTOR performs, or delegates to subcontractors to perform, functions or activities on behalf of CITY.
- 1.03 CITY wishes to disclose to CONTRACTOR certain information, some of which may constitute Protected Health Information ("PHI") as defined below, to be used or disclosed in the course of providing services and activities.
- 1.04 The parties intend to protect the privacy and provide for the security of PHI that may be created, received, maintained, transmitted, used, or disclosed pursuant to the Agreement in compliance with the applicable standards, implementation specifications, and requirements of HIPAA, the HITECH Act, and the HIPAA regulations as they exist or may hereafter be amended.
- 1.05 The parties understand and acknowledge that HIPAA, the HITECH Act, and the HIPAA regulations do not pre-empt any state statutes, rules, or regulations that impose more stringent requirements with respect to privacy of PHI.
- 1.06 The parties understand that the HIPAA Privacy and Security rules apply to the CONTRACTOR in the same manner as they apply to a covered entity. CONTRACTOR agrees to comply at all times with the terms of this Agreement and the applicable standards, implementation specifications, and requirements of the Privacy and the Security rules, as they exist or may hereafter be amended, with respect to PHI.

2. DEFINITIONS.

- 2.01 "Administrative Safeguards" are administrative actions, and policies and procedures, to manage the selection, development, implementation, and maintenance of security measures to protect electronic PHI and to manage the conduct of CONTRACTOR's workforce in relation to the protection of that information.
- 2.02 "Agreement" means the attached Agreement and its exhibits to which these additional terms are incorporated by reference.
- 2.03 "Breach" means the acquisition, access, use, or disclosure of PHI in a manner not permitted under the HIPAA Privacy Rule which compromises the security or privacy of the PHI.

2.03.1 Breach excludes:

1. Any unintentional acquisition, access, or use of PHI by a workforce member or person acting under the authority of CONTRACTOR or CITY, if such acquisition, access, or use was made in good faith and within the scope of authority and does not result in further use or disclosure in a manner not permitted under the Privacy Rule.
2. Any inadvertent disclosure by a person who is authorized to access PHI to another person authorized to access PHI, or organized health care arrangement in which CITY participates, and the information received as a result of such disclosure is not further used or disclosed in a manner disallowed under the HIPAA Privacy Rule.
3. A disclosure of PHI where CONTRACTOR or CITY has a good faith belief that an unauthorized person to whom the disclosure was made would not reasonably have been able to retain such information.

2.03.2 Except as provided in paragraph (a) of this definition, an acquisition, access, use, or disclosure of PHI in a manner not permitted under the HIPAA Privacy Rule is presumed to be a breach unless CONTRACTOR demonstrates that there is a low probability that the PHI has been compromised based on a risk assessment of at least the following factors:

1. The nature and extent of the PHI involved, including the types of identifiers and the likelihood of re-identification;
2. The unauthorized person who used the PHI or to whom the disclosure was made;
3. Whether the PHI was actually acquired or viewed; and
4. The extent to which the risk to the PHI has been mitigated.

2.04 "CONTRACTOR" shall have the same meaning as in the attached Agreement, to which these Business Associate terms are incorporated by reference.

2.05 "CITY" shall have the same meaning as in the attached Agreement, to which these Business Associate terms are incorporated by reference.

2.06 "Data Aggregation" shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR §164.501.

2.07 "Designated Record Set" shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR §164.501.

2.08 "Disclosure" shall have the meaning given to such term under the HIPAA regulations in 45 CFR §160.103.

2.09 "Health Care Operations" shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR §164.501.

2.10 "Immediately" where used here shall mean within 24 hours of discovery.

- 2.11 "Individual" shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR §160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR §164.502(g).
- 2.12 "Parties" shall mean "CONTRACTOR" and "CITY", collectively.
- 2.13 "Physical Safeguards" are physical measures, policies, and procedures to protect CONTRACTOR's electronic information systems and related buildings and equipment, from natural and environmental hazards, and unauthorized intrusion.
- 2.14 "The HIPAA Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Part 160 and Part 164, Subparts A and E.
- 2.15 "Protected Health Information" or "PHI" shall have the meaning given to such term under the HIPAA regulations at 45 CFR §160.103.
- 2.16 "Required by Law" shall have the meaning given to such term under the HIPAA Privacy Rule at 45 CFR §164.103.
- 2.17 "Secretary" shall mean the Secretary of the Department of Health and Human Services or his or her designee.
- 2.18 "Security Incident" means attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system. "Security incident" does not include trivial incidents that occur on a daily basis, such as scans, "pings", or unsuccessful attempts to penetrate computer networks or servers maintained by CONTRACTOR.
- 2.19 "The HIPAA Security Rule" shall mean the Security Standards for the Protection of electronic PHI at 45 CFR Part 160, Part 162, and Part 164, Subparts A and C.
- 2.20 "Subcontractor" shall have the meaning given to such term under the HIPAA regulations at 45 CFR §160.103.
- 2.21 "Technical safeguards" means the technology and the policy and procedures for its use that protect electronic PHI and control access to it.
- 2.22 "Unsecured PHI" or "PHI that is unsecured" means PHI that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the Secretary of Health and Human Services ("HHS") in the guidance issued on the HHS Web site.
- 2.23 "Use" shall have the meaning given to such term under the HIPAA regulations at 45 CFR §160.103.

3. OBLIGATIONS AND ACTIVITIES OF CONTRACTOR AS BUSINESS ASSOCIATE.

- 3.01 CONTRACTOR agrees not to use or further disclose PHI that CITY discloses to CONTRACTOR except as permitted or required by this Agreement or by law.

- 3.02 CONTRACTOR agrees to use appropriate safeguards, as provided for in this Agreement, to prevent use or disclosure of PHI that CITY discloses to CONTRACTOR or that CONTRACTOR creates, receives, maintains, or transmits, on behalf of CITY, except as provided for by this Contract.
- 3.03 CONTRACTOR agrees to comply with the HIPAA Security Rule, at Subpart C of 45 CFR Part 164, with respect to electronic PHI that CITY discloses to CONTRACTOR or that CONTRACTOR creates, receives, maintains, or transmits, on behalf of CITY.
- 3.04 CONTRACTOR agrees to mitigate, to the extent practicable, any harmful effect of a Use or Disclosure of PHI by CONTRACTOR in violation of the requirements of this Agreement that becomes known to CONTRACTOR.
- 3.05 CONTRACTOR agrees to immediately report to CITY any Use or Disclosure of PHI not provided for by this Agreement that CONTRACTOR becomes aware of. CONTRACTOR must report Breaches of Unsecured PHI in accordance with 45 CFR §164.410.
- 3.06 CONTRACTOR agrees to ensure that any of its subcontractors that create, receive, maintain, or transmit, PHI on behalf of CONTRACTOR agree to comply with the applicable requirements of Section 164 Part C by entering into a contract or other arrangement.
- 3.07 To comply with the requirements of 45 CFR §164.524, CONTRACTOR agrees to provide access to CITY, or to an individual as directed by CITY, to PHI in a Designated Record Set within fifteen (15) calendar days of receipt of a written request by CITY.
- 3.08 CONTRACTOR agrees to make amendment(s) to PHI in a Designated Record Set that CITY directs or agrees to, pursuant to 45 CFR §164.526, at the request of CITY or an Individual, within thirty (30) calendar days of receipt of the request by CITY. CONTRACTOR agrees to notify CITY in writing no later than ten (10) calendar days after the amendment is completed.
- 3.09 CONTRACTOR agrees to make internal practices, books, and records, including policies and procedures, relating to the use and disclosure of PHI received from, or created or received by CONTRACTOR on behalf of CITY, available to CITY and the Secretary in a time and manner as determined by CITY, or as designated by the Secretary, for purposes of the Secretary determining CITY'S compliance with the HIPAA Privacy Rule.
- 3.10 CONTRACTOR agrees to document any Disclosures of PHI that CITY discloses to CONTRACTOR or that CONTRACTOR creates, receives, maintains, or transmits on behalf of CITY, and to make information related to such Disclosures available as would be required for CITY to respond to a request by an Individual for an accounting of Disclosures of PHI in accordance with 45 CFR §164.528.
- 3.11 CONTRACTOR agrees to provide CITY information in a time and manner to be determined by CITY in order to permit CITY to respond to a request by an Individual for an accounting of Disclosures of PHI in accordance with 45 CFR §164.528.
- 3.12 CONTRACTOR agrees that, to the extent CONTRACTOR carries out CITY's obligation(s) under the HIPAA Privacy and/or Security rules, CONTRACTOR will comply with the requirements of 45 CFR Part 164 that apply to CITY in the performance of such obligation(s).

- 3.13 CONTRACTOR shall work with CITY upon notification by CONTRACTOR to CITY of a Breach to properly determine if any Breach exclusions exist as defined below.

4. SECURITY RULE.

- 4.01 CONTRACTOR shall comply with the requirements of 45 CFR § 164.306 and establish and maintain appropriate Administrative, Physical and Technical Safeguards in accordance with 45 CFR §164.308, §164.310, §164.312, §164.314 and §164.316 with respect to electronic PHI that CITY discloses to CONTRACTOR or that CONTRACTOR creates, receives, maintains, or transmits on behalf of CITY. CONTRACTOR shall follow generally accepted system security principles and the requirements of the HIPAA Security Rule pertaining to the security of electronic PHI.
- 4.02 CONTRACTOR shall ensure that any subcontractors that create, receive, maintain, or transmit electronic PHI on behalf of CONTRACTOR agree through a contract with CONTRACTOR to the same restrictions and requirements contained here.
- 4.03 CONTRACTOR shall immediately report to CITY any Security Incident of which it becomes aware. CONTRACTOR shall report Breaches of Unsecured PHI as described in 5. BREACH DISCOVERY AND NOTIFICATION below and as required by 45 CFR §164.410.

5. BREACH DISCOVERY AND NOTIFICATION.

- 5.01 Following the discovery of a Breach of Unsecured PHI, CONTRACTOR shall notify CITY of such Breach, however, both parties may agree to a delay in the notification if so advised by a law enforcement official pursuant to 45 CFR §164.412.
 - 5.01.1 A Breach shall be treated as discovered by CONTRACTOR as of the first day on which such Breach is known to CONTRACTOR or, by exercising reasonable diligence, would have been known to CONTRACTOR.
 - 5.01.2 CONTRACTOR shall be deemed to have knowledge of a Breach, if the Breach is known, or by exercising reasonable diligence would have been known, to any person who is an employee, officer, or other agent of CONTRACTOR, as determined by the federal common law of agency.
- 5.02 CONTRACTOR shall provide the notification of the Breach immediately to the CITY DEH Executive Director or other designee.
 - 5.02.1 CONTRACTOR'S initial notification may be oral, but shall be followed by written notification within 24 hours of the oral notification.
- 5.03 CONTRACTOR'S notification shall include, to the extent possible:
 - 5.03.1 The identification of each Individual whose Unsecured PHI has been, or is reasonably believed by CONTRACTOR to have been, accessed, acquired, used, or disclosed during the Breach;
 - 5.03.2 Any other information that CITY is required to include in the notification to each Individual under 45 CFR §164.404 (c) at the time CONTRACTOR is required to notify CITY, or

promptly thereafter as this information becomes available, even after the regulatory sixty (60) day period set forth in 45 CFR §164.410 (b) has elapsed, including:

1. A brief description of what happened, including the date of the Breach and the date of the discovery of the Breach, if known;
 2. A description of the types of Unsecured PHI that were involved in the Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved);
 3. Any steps Individuals should take to protect themselves from potential harm resulting from the Breach;
 4. A brief description of what CONTRACTOR is doing to investigate the Breach, to mitigate harm to Individuals, and to protect against any future Breaches; and
 5. Contact procedures for Individuals to ask questions or learn additional information, which shall include a toll-free telephone number, an e-mail address, Web site, or postal address.
- 5.04 CITY may require CONTRACTOR to provide notice to the Individual as required in 45 CFR §164.404, if at the sole discretion of the CITY, it is reasonable to do so under the circumstances.
- 5.05 In the event that CONTRACTOR is responsible for a Breach of Unsecured PHI in violation of the HIPAA Privacy Rule, CONTRACTOR shall have the burden of demonstrating that CONTRACTOR made all required notifications to CITY, and as required by the Breach notification regulations, or, in the alternative, that the acquisition, access, use, or disclosure of PHI did not constitute a Breach.
- 5.06 CONTRACTOR shall maintain documentation of all required notifications of a Breach or its risk assessment under 45 CFR §164.402 to demonstrate that a Breach did not occur.
- 5.07 CONTRACTOR shall provide to CITY all specific and pertinent information about the Breach, including the information listed above, if not yet provided, to permit CITY to meet its notification obligations under Subpart D of 45 CFR Part 164 as soon as practicable, but in no event later than fifteen (15) calendar days after CONTRACTOR's initial report of the Breach to CITY.
- 5.08 CONTRACTOR shall continue to provide all additional pertinent information about the Breach to CITY as it becomes available, in reporting increments of five (5) business days after the prior report to CITY. CONTRACTOR shall also respond in good faith to all reasonable requests for further information, or follow-up information, after report to CITY, when such request is made by CITY.
- 5.09 In addition to the provisions in the body of the Agreement, CONTRACTOR shall also bear all expense or other costs associated with the Breach and shall reimburse CITY for all expenses CITY incurs in addressing the Breach and consequences thereof, including costs of investigation, notification, remediation, documentation or other costs or expenses associated with addressing the Breach.

6. PERMITTED USES AND DISCLOSURES BY CONTRACTOR.

- 6.01 CONTRACTOR may use or further disclose PHI that CITY discloses to CONTRACTOR as necessary to perform functions, activities, or services for, or on behalf of, CITY as specified in the Agreement, provided that such use or Disclosure would not violate the HIPAA Privacy Rule if done by CITY.
- 6.02 CONTRACTOR may use PHI that CITY discloses to CONTRACTOR, if necessary, for the proper management and administration of the Agreement.
- 6.03 CONTRACTOR may disclose PHI that CITY discloses to CONTRACTOR to carry out the legal responsibilities of CONTRACTOR, if:
 - 6.03.1 The Disclosure is required by law; or
 - 6.03.2 CONTRACTOR obtains reasonable assurances from the person or entity to whom/which the PHI is disclosed that it will be held confidentially and used or further disclosed only as required by law or for the purposes for which it was disclosed to the person or entity and the person or entity immediately notifies CONTRACTOR of any instance of which it is aware in which the confidentiality of the information has been breached.
- 6.04 CONTRACTOR may use or further disclose PHI that CITY discloses to CONTRACTOR to provide Data Aggregation services relating to the Health Care Operations of CONTRACTOR.
- 6.05 CONTRACTOR may use and disclose PHI that CITY discloses to CONTRACTOR consistent with the minimum necessary policies and procedures of CITY.

7. OBLIGATIONS OF CITY.

- 7.01 CITY shall notify CONTRACTOR of any limitation(s) in CITY'S notice of privacy practices in accordance with 45 CFR §164.520, to the extent that such limitation may affect CONTRACTOR'S Use or Disclosure of PHI.
- 7.02 CITY shall notify CONTRACTOR of any changes in, or revocation of, the permission by an Individual to use or disclose his or her PHI, to the extent that such changes may affect CONTRACTOR'S Use or Disclosure of PHI.
- 7.03 CITY shall notify CONTRACTOR of any restriction to the Use or Disclosure of PHI that CITY has agreed to in accordance with 45 CFR §164.522, to the extent that such restriction may affect CONTRACTOR'S use or disclosure of PHI.
- 7.04 CITY shall not request CONTRACTOR to use or disclose PHI in any manner that would not be permissible under the HIPAA Privacy Rule if done by CITY.

8. BUSINESS ASSOCIATE TERMINATION.

- 8.01 Upon CITY'S knowledge of a material breach or violation by CONTRACTOR of the requirements of this Contract, CITY shall:

8.01.1 Provide an opportunity for CONTRACTOR to cure the material breach or end the violation within thirty (30) business days; or

8.01.2 Immediately terminate the Agreement, if CONTRACTOR is unwilling or unable to cure the material breach or end the violation within (30) days, provided termination of the Agreement is feasible.

8.02 Upon termination of the Agreement, CONTRACTOR shall either destroy or return to CITY all PHI CONTRACTOR received from CITY and any and all PHI that CONTRACTOR created, maintained, or received on behalf of CITY in conformity with the HIPAA Privacy Rule.

8.02.1 This provision shall apply to all PHI that is in the possession of subcontractors or agents of CONTRACTOR.

8.02.2 CONTRACTOR shall retain no copies of the PHI.

8.02.3 In the event that CONTRACTOR determines that returning or destroying the PHI is not feasible, CONTRACTOR shall provide to CITY notification of the conditions that make return or destruction infeasible. Upon determination by CITY that return or destruction of PHI is infeasible, CONTRACTOR shall extend the protections of this Agreement to the PHI and limit further Uses and Disclosures of the PHI to those purposes that make the return or destruction infeasible, for as long as CONTRACTOR maintains the PHI.

8.03 The obligations of this Agreement shall survive the termination of the Agreement.

9. SUBSTANCE ABUSE (42 C.F.R., Part 2).

CONTRACTOR shall also comply with all provisions of 42 C.F.R., Part 2 relating to substance abuse treatment and records.