State of New Mexico
General Services Department

Statewide Price Agreement

Awarded Vendor
0000007849
Canon USA
1 Canon Park
Melville, NY 11747

Telephone No. (631)-330-3613

Price Agreement Number: 50-000-15-00063
Payment Terms: Net 30
F.O.B.: Destination
Delivery: As Requested

Procurement Specialist: Debra Saiz
Telephone No.: (505) 827-0521

Ship To:
All State of New Mexico agencies, commissions, institutions, political subdivisions and local public bodies allowed by law.

Invoice:
As Requested

Title: Copiers, Printers, & Related Devices

Term: May 18, 2016 – December 31, 2019

This Price Agreement is made subject to the “terms and conditions” shown on the reverse side of this page, and as indicated in this Price Agreement.

Accepted for the State of New Mexico

[Signature]
New Mexico State Purchasing Agent

Date: 05/17/2016

Purchasing Division: 1100 St. Francis Drive, Santa Fe, NM 87505; PO Box 6850, Santa Fe, NM 87502 (505) 827-0472
PARTICIPATING ADDENDUM
NASPO ValuePoint COOPERATIVE PURCHASING ORGANIZATION
COPIERS, PRINTERS & RELATED DEVICES 14-19
Administered by the State of Nevada (hereinafter “Lead State”)

MASTER AGREEMENT
Canon USA, Inc
Nevada RFP 3091
(hereinafter “Contractor”)

And

State of New Mexico
50-000-15-00063
(hereinafter “Participating State”)

1. Scope: This addendum covers the Copiers, Printers & Related Devices 14-19 lead by the State of Nevada for use by state agencies and other entities located in the Participating State/Entity authorized by that state’s statutes to utilize state/entity contracts with the prior approval of the state’s chief procurement official.

Contractor has been awarded devices and services in the following categories:

- Group A - Convenience Copiers
- Group B - Production Copiers
- Group C - Wide Format Copiers
- Group D - Printers
- Group F - Scanners

2. Participation: Use of specific NASPO ValuePoint cooperative contracts by agencies, political subdivisions and other entities (including cooperatives) authorized by an individual state’s statutes to use state/entity contracts are subject to the prior approval of the respective State Chief Procurement Official. Issues of interpretation and eligibility for participation are solely within the authority of the State Chief Procurement Official.

3. Participating State Modifications or Additions to Master Agreement:

The successful vendor will remit to the State of New Mexico Contract Manager an Administrative Fee in the amount of one percent (1%) of all total sales for New Mexico State and Local Public Bodies for this contract. Checks should be made payable to the State of New Mexico.

The Administrative Fee is based upon:

- The sales of all equipment and software (including leases);
- Services and supplies billings;
- Non-Cancelable rental revenue stream

In accordance with the following schedule:
PARTICIPATING ADDENDUM
NASPO ValuePoint COOPERATIVE PURCHASING ORGANIZATION
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<table>
<thead>
<tr>
<th>Quarter</th>
<th>Period</th>
<th>Report Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>First</td>
<td>July 1 - September 30</td>
<td>October 31</td>
</tr>
<tr>
<td>Second</td>
<td>October 1 - December 31</td>
<td>January 31</td>
</tr>
<tr>
<td>Third</td>
<td>January 1 - March 31</td>
<td>April 30</td>
</tr>
<tr>
<td>Fourth</td>
<td>April 1 - June 30</td>
<td>July 31</td>
</tr>
</tbody>
</table>

Nondiscrimination:
Vendor doing business with the State of New Mexico must be in compliance with the Federal Civil Rights Act of 1964 and Title VII of the Act (Rev. 1979) and the Americans with Disabilities Act of 1990 (Public Law 101-336).

The Procurement Code:
Sections 13-1-28 through 13-1-199 NMSA 1978 of the New Mexico State Procurement Code, imposes civil and criminal penalties for its violation. In addition, the New Mexico criminal statutes impose felony penalties for bribes, gratuities and kickbacks.

Section 1.5 Excluded from Contract
- Managed Print Services
- Cameras
- Interactive White Boards
- Micrographic Equipment
- Overhead Projectors

Section 3.3 Project Provisions

Section 3.5 Service Requirements

With respect to 3.7.4 of the Master Agreement, Contractor can provide Customer with specific options to enhance data security besides the 3-pass overwrite that will be performed by Contractor at no additional charge as required under 3.7.4.3. Some of these options are at an additional cost, including hard drive removal under Section 5.4.6 of the Master Agreement. Customer is responsible for choosing what, if any, options it wants Contractor to provide beyond the included end-of-term 3-pass overwrite, including whatever erasure standards may be required by applicable law.
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The notification requirements of Section 5.4.7.2 of the Master Agreement, “Special Promotions,” shall apply exclusively to Contractor in the event Contractor provides special promotion or pricing as a supplement to the applicable Attachment I Price Schedule.

After Section 11.4.2.1.B. of the Master Agreement, “Software Warranty,” the following Section 11.4.2.1.C will be added:

The provisions under Section 11.4.2.1.B. apply solely to Embedded Software required for the normal operation of the hardware. To the extent Contractor offers a software product as a separate line item, the warranty coverage for such software, if any, shall be governed by the warranty terms provided by the developer furnishing such software.

With the exception of Contractor’s indemnification obligations under the Master Agreement, in no event shall Contractor, its Authorized Dealers, or the Participating State, including Participating Entities, be liable under this Participating Addendum for any special, incidental, consequential or indirect damages of any kind, regardless of whether such party knew or should have known of the possibility of such damages.

4. Leases: See attached Master Lease Agreement, Offerors Acknowledgement, and Exhibit A to be used in addition to the Master Price Agreement. This master lease agreement and Exhibit A will become a mandatory requirement of award 50-000-15-00063.

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

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Name</th>
<th>1 Canon Park, Melville, NY 11747</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Telephone</td>
<td>631-330-3613</td>
</tr>
<tr>
<td></td>
<td>Fax</td>
<td>631-330-5459</td>
</tr>
<tr>
<td></td>
<td>E-mail</td>
<td><a href="mailto:jsgbidadmin@cus.a.canon.com">jsgbidadmin@cus.a.canon.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Participating Entity</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Debra Saiz, IT Procurement Specialist</td>
</tr>
</tbody>
</table>
6. Authorized Dealers:
All Canon USA authorized dealers in the State of New Mexico, as shown on the dedicated Canon USA (cooperative contract) website ("Authorized Dealers"), are approved to accept orders from Participating Entities for the sale of Goods and the performance of Services under the Master Agreement and this Participating Addendum and, with respect to all orders accepted by an Authorized Dealer, shall have all of the rights and obligations of "Contractor" under the Master Agreement and this Participating Addendum, including sole responsibility for fulfilling such orders. In the event of any disputes between an Authorized Dealer and a Purchaser, Canon USA shall investigate, shall consult with Participating State and the Purchasing Entity as appropriate, and shall use commercially reasonable efforts to resolve the dispute.

Please see attached list of Authorized Canon U.S.A., Inc. Dealers in Exhibit B.

7. Purchase Order Instructions:
Orders can be made out to (a) Canon U.S.A., Inc. or (b) Authorized Dealers as approved by Canon U.S.A., Inc. and the State of New Mexico.

All orders should contain the following (1) Mandatory Language "PO is subject to NASPO ValuePoint Contract resulting from RFP # 3091 and the State of New Mexico Contract # 50-000-15-00063" (2) Purchasing Entity’s Name, Address, Contact, & Phone-Number (3) Purchase order amount.

PO’s must be submitted through the manufacturer or one of the Authorized Dealers so they can arrange for proper ordering and installation of the ordered unit.

8. Price Agreement Number:
All purchase orders issued by purchasing entities within the jurisdiction of this participating addendum shall include the Participating State contract number: 50-000-15-00063 and the Lead State price agreement number: 3091.

<table>
<thead>
<tr>
<th>Address</th>
<th>1100 St. Francis Drive, Room 2016, Santa Fe, New Mexico</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>505-827-0521</td>
</tr>
<tr>
<td>Fax</td>
<td>505-827-2484</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:Debra.Saiz@state.nm.us">Debra.Saiz@state.nm.us</a></td>
</tr>
</tbody>
</table>
PARTICIPATING ADDENDUM
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9. Service Level Agreement ("SLA"): The SLA attached as Exhibit C to this Participating Addendum shall apply to Services provided by the manufacturer and Authorized Dealers under this Addendum.

10. Individual Customer: Each State agency and political subdivision, as a Participating Entity, that purchases products/services will be treated as if they were Individual Customers. Except to the extent modified by a Participating Addendum, each agency and political subdivision will be responsible to follow the terms and conditions of the Master Agreement; and they will have the same rights and responsibilities for their purchases as the Lead State has in the Master Agreement. Each agency and political subdivision will be responsible for their own charges, fees, and liabilities. Each agency and political subdivision will have the same rights to any indemnity or to recover any costs allowed in the contract for their purchases. The Contractor will apply the charges to each Participating Entity individually.

This Participating Addendum and the Master Agreement number 3091 (administered by the State of Nevada) together with its exhibits, set forth the entire agreement between the parties with respect to the subject matter of all previous communications, representations or agreements, whether oral or written, with respect to the subject matter hereof. Terms and conditions inconsistent with, contrary to or in addition to the terms and conditions of this Addendum and the Master Agreement, together with its exhibits, shall not be added to or incorporated into this Addendum or the Master Agreement and its exhibits, by any subsequent purchase order or otherwise, and any such attempts to add or incorporate such terms and conditions are hereby rejected. The terms and conditions of this Addendum and the Master Agreement and its exhibits shall prevail and govern in the case of any such inconsistent or additional terms within the Participating State.

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

| Participating State: | Contractor: |
PARTICIPATING ADDENDUM
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<table>
<thead>
<tr>
<th>State of New Mexico</th>
<th>Canon U.S.A., Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>By:</td>
<td>By:</td>
</tr>
<tr>
<td>Name: Lawrence O. Maxwell</td>
<td>Name: Hiroyuki Hatta</td>
</tr>
<tr>
<td>Title: NM State Purchasing Director</td>
<td>Title: Senior Director &amp; General Manager</td>
</tr>
<tr>
<td>Date:</td>
<td>Date: 5/11/16</td>
</tr>
</tbody>
</table>

[Additional signatures as required by Participating State]

If you have questions about this Participating Addendum or the participation process, please contact:

<table>
<thead>
<tr>
<th>Name</th>
<th>Paul Stembler, Cooperative Development Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>651-206-3888</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:paul.stembler@wsca-naspo.org">paul.stembler@wsca-naspo.org</a></td>
</tr>
</tbody>
</table>

[Fully executed PDF copy of this document should be emailed to PA@wsca-naspo.org to support documentation of participation and posting in appropriate data bases]
<table>
<thead>
<tr>
<th>Dealer name</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Primary Contact</th>
<th>E-mail</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canon Financial Solutions</td>
<td>158 Gaither Dr ST E 200</td>
<td>Mt. Laurel</td>
<td>NJ</td>
<td>08054</td>
<td></td>
<td><a href="mailto:governmentaccounts@csf.canon.com">governmentaccounts@csf.canon.com</a></td>
<td></td>
</tr>
<tr>
<td>Remit To:</td>
<td>14904 Collections Center Dr.</td>
<td>Chicago</td>
<td>IL</td>
<td>60693</td>
<td></td>
<td><a href="mailto:governmentaccounts@csf.canon.com">governmentaccounts@csf.canon.com</a></td>
<td></td>
</tr>
<tr>
<td>Canon Solutions America</td>
<td>2222 East 23rd Street</td>
<td>Farmington</td>
<td>NM</td>
<td>87401</td>
<td>Bob Mesch</td>
<td><a href="mailto:BobMesch@CSA.canon.com">BobMesch@CSA.canon.com</a></td>
<td>505-389-2162</td>
</tr>
<tr>
<td></td>
<td>2420 Comanche Rd NE, #01</td>
<td>Albuquerque</td>
<td>NM</td>
<td>87107</td>
<td>Bob Mesch</td>
<td><a href="mailto:BobMesch@CSA.canon.com">BobMesch@CSA.canon.com</a></td>
<td>505-389-2162</td>
</tr>
<tr>
<td>Capital Business Systems Inc.</td>
<td>1909 East 23rd Street</td>
<td>Farmington</td>
<td>NM</td>
<td>87402</td>
<td>Paul Reynolds</td>
<td><a href="mailto:preynolds@capitalmodem.com">preynolds@capitalmodem.com</a></td>
<td>800-221-0364</td>
</tr>
<tr>
<td>Clovis Office Equipment</td>
<td>601 Pile Street</td>
<td>Clovis</td>
<td>NM</td>
<td>88101</td>
<td>Randy Holland</td>
<td><a href="mailto:hollandscce@hollandsce.com">hollandscce@hollandsce.com</a></td>
<td>575-763-3495</td>
</tr>
<tr>
<td>Ephesus Office Technologies</td>
<td>2430 Midtown Place Ne</td>
<td>Albuquerque</td>
<td>NM</td>
<td>87107</td>
<td>Chris Thatcher</td>
<td><a href="mailto:cthatcher@eot-nm.com">cthatcher@eot-nm.com</a></td>
<td>505-341-9730</td>
</tr>
<tr>
<td>Gobin’s Inc</td>
<td>615 N Sante Fe Avenue</td>
<td>Pueblo</td>
<td>CO</td>
<td>81003</td>
<td>Bob Gobin</td>
<td><a href="mailto:bobg@gobins.com">bobg@gobins.com</a></td>
<td>719-544-2324</td>
</tr>
<tr>
<td>Imagenet Consulting LLC.</td>
<td>5100 College Blvd, Suite 103</td>
<td>Farmington</td>
<td>NM</td>
<td>87401</td>
<td>Jack Davison</td>
<td><a href="mailto:jdavison@tritofficesource.com">jdavison@tritofficesource.com</a></td>
<td>505-327-7383</td>
</tr>
<tr>
<td>Pacific Office Automation</td>
<td>1400 S Sain: Francis Dr.</td>
<td>Santa Fe</td>
<td>NM</td>
<td>87505</td>
<td>Paul Holmes</td>
<td><a href="mailto:Paul.Holmes@pacificoffice.com">Paul.Holmes@pacificoffice.com</a></td>
<td>505-883-2800</td>
</tr>
<tr>
<td></td>
<td>3830 Singer Blvd Ne #2020</td>
<td>Albuquerque</td>
<td>NM</td>
<td>87109</td>
<td>Paul Holmes</td>
<td><a href="mailto:Paul.Holmes@pacificoffice.com">Paul.Holmes@pacificoffice.com</a></td>
<td>505-883-2800</td>
</tr>
<tr>
<td>Spectrum Imaging Technologies Inc.</td>
<td>1135 Commerce</td>
<td>Las Cruces</td>
<td>NM</td>
<td>88011</td>
<td>Kyle Elliot</td>
<td><a href="mailto:keliott@spectrumimaging.net">keliott@spectrumimaging.net</a></td>
<td>505-828-6776</td>
</tr>
<tr>
<td>Racher’s Office Equipment</td>
<td>1213 North Ninth Street</td>
<td>Gallup</td>
<td>NM</td>
<td>87301</td>
<td>Erline Begay</td>
<td>eбег<a href="mailto:ay@rachers.com">ay@rachers.com</a></td>
<td>505-722-7263</td>
</tr>
<tr>
<td>Rocky Mountain Business Inc.</td>
<td>11 Plaza La Prensa,Unit 7</td>
<td>Santa Fe</td>
<td>NM</td>
<td>87507</td>
<td>Michael Gonzales</td>
<td><a href="mailto:michaelmg@rmbis.com">michaelmg@rmbis.com</a></td>
<td>505-983-1181</td>
</tr>
<tr>
<td></td>
<td>1362 Trinity Drive Ste D2</td>
<td>Los Alamos</td>
<td>NM</td>
<td>87544</td>
<td>Tom Gonzales</td>
<td><a href="mailto:tomg@rmbis.com">tomg@rmbis.com</a></td>
<td>505-662-6938</td>
</tr>
<tr>
<td></td>
<td>3515 Wyoming Blvd Ne</td>
<td>Albuquerque</td>
<td>NM</td>
<td>87111</td>
<td>Michael Gonzales</td>
<td><a href="mailto:michaelmg@rmbis.com">michaelmg@rmbis.com</a></td>
<td>505-323-5252</td>
</tr>
<tr>
<td>Tascosa Office Machines, Inc.</td>
<td>126 South 2nd Street</td>
<td>Raton</td>
<td>NM</td>
<td>87740</td>
<td>Kelly King</td>
<td><a href="mailto:kking@ytom.com">kking@ytom.com</a></td>
<td>575-445-2728</td>
</tr>
<tr>
<td></td>
<td>901 W. 2nd St.</td>
<td>Roswell</td>
<td>NM</td>
<td>88201</td>
<td>Dell Carmona</td>
<td><a href="mailto:dcarmona@ytom.com">dcarmona@ytom.com</a></td>
<td>505-623-1206</td>
</tr>
<tr>
<td></td>
<td>223 West Broadway</td>
<td>Hobbs</td>
<td>NM</td>
<td>88240</td>
<td>Patricia Jones</td>
<td><a href="mailto:tjones@ytom.com">tjones@ytom.com</a></td>
<td>505-393-3676</td>
</tr>
</tbody>
</table>
Master Lease Agreement Information

If an agency is utilizing one of SPD Price Agreements as a vehicle to lease equipment, the State Purchasing Agent and the applicable vendor must sign the Master Agreement. A notation will then be made on the Internet posting of the applicable price agreement that an approved and signed Master Lease Agreement with the company has been filed. The SPA and the vendor also sign the Acknowledgment document if an assignment of the lease to a third party is to occur. The agency and the vendor sign the "Lease Schedule" with reference given to the previously signed and filed Master Agreement.

Example: If SPD went out to bid for a one-time lease of equipment on behalf of an agency, award of the contract by SPD would be contingent upon signing of the Master Agreement and Lease Schedule by the parties to the contract, the user agency and the vendor. A copy of both signed documents would be added to the applicable procurement file.
MASTER LEASE AGREEMENT

APPROVED FOR USE BY NEW MEXICO STATE AGENCIES AND LOCAL PUBLIC BODIES

THE PURPOSE OF THIS MASTER LEASE AGREEMENT IS TO SET FORTH UNIFORM GENERAL TERMS AND
CONDITIONS UPON WHICH LESSOR SHALL LEASE TO LESSEE, AND LESSEE SHALL LEASE FROM
LESSOR, Canon USA. WHEN LEASE REFERS TO SOFTWARE LICENSED TO LESSEE IT SHALL BE
UNDERSTOOD THAT SAID SOFTWARE SHALL CONTINUE TO BE OWNED BY LICENSOR AS MAY BE
SET FORTH IN ANY APPLICABLE AND ATTACHED SOFTWARE LICENSE AGREEMENT. LESSEE AND
LESSOR ARE SOMETIMES REFERRED TO IN THIS AGREEMENT INDIVIDUALLY AS A "PARTY" AND
COLLECTIVELY AS THE "PARTIES".

This lease agreement is entered into by and between:

The LESSOR
with its principal address at 1 Canon Park
Melville, NY 11747
Telephone: 631-330-3613

and

The LESSEE State of New Mexico

with its principal address at The State of New Mexico. This lease agreement is made and entered into
within THE STATE OF NEW MEXICO where said leased Equipment shall be located and it shall become
effective on __________, 2016.

LESSOR AND LESSEE AGREE THAT ANY LEASE ENTERED INTO UNDER THE PROVISIONS OF THIS
MASTER LEASE AGREEMENT IS A "TRUE LEASE" WITH AN OPTION TO PURCHASE EQUIPMENT AT
FAIR MARKET VALUE, AND IS NOT AN INSTALLMENT OR FINANCING AGREEMENT.

1. COMMENCEMENT PROCEDURES: Subject to other terms and conditions contained in this Master
Lease Agreement and the applicable Schedule(s) as may be attached hereto and made a part of this Master Lease Agreement,

Lessee shall enter into individual Leases (hereafter defined) with Lessor as follows:

(a) Execution of Schedule. Lessor and Lessee mutually agree to enter into a Lease by executing a Schedule in the Form of Exhibit A (the “Schedule”) with such changes as Lessor and Lessee shall have agreed to as conclusively evidenced by their execution thereof. Each such Schedule shall specifically identify (by serial number or other identifying characteristics) the items of Equipment to be leased under such Schedule (other than items of system Software, which shall be deemed to be items of Software leased under the Schedule pursuant to which the related items of Equipment are leased). Each Schedule, when executed by both Lessor and Lessee, together with this Master Lease Agreement, shall constitute a separate and distinct lease (“Lease”) which incorporates in full the terms and conditions of this Master Lease Agreement and which is, enforceable according to its terms. In the event of any conflict between the terms of this Master Lease Agreement and such Schedule, the provisions of the Master Lease Agreement shall govern.

(b) Acceptance; Initial Term of Lease(s). Lessee shall accept the Equipment subject to a Lease in accordance with Section 2. The Initial Term of each Lease shall begin on the Acceptance Date of the Equipment and shall continue for the period described in the applicable Schedule unless a Non-appropriation or other Cancellation provision shall have occurred. PURSUANT TO SECTION 13-1-150, NMSA 1978, The parties hereto agree that a multi-term contract (LEASE), in an amount under twenty-five thousand dollars ($25,000), may be entered into for any period of time deemed to be in the best interests of the state agency or a local public body not to exceed four years; provided that the term of the contract (LEASE) and conditions of renewal or extension, if any, are included in the specifications and funds are available for the first fiscal period at the time of contracting (LEASING). If the amount of the contract is twenty-five thousand dollars ($25,000) or more, the term shall not exceed eight years, including all extensions and renewals.

2. SELECTION; ACCEPTANCE OF EQUIPMENT. Lessee acknowledges that the Equipment is of a size, design, capacity and manufacturer selected by Lessee in its sole judgment and not in reliance on the advice or representations of Lessor and that the Manufacturer/Supplier is not an agent of Lessor. Lessee further acknowledges either (a) that Lessee has reviewed and approved any written purchase order, supply contract or purchase agreement (“Purchase Document”), covering the Equipment purchased from the Manufacturer/Supplier for lease to Lessee; or (b) that Lessor has informed or advised Lessee, in writing, either previously or by this Lease of the following: (i) the identity of the Manufacturer/Supplier; (ii) that the Lessee may have rights under the Purchase Document; and (iii) that the Lessee may contact the Manufacturer/Supplier for a description of such rights that Lessee may have under the Purchase Document. For purposes of this Master Lease Agreement, unless a Purchase Document is preceded by a trial order, the equipment will be considered accepted upon installation of the equipment by Lessor, after the equipment successfully runs all required diagnostic routines, and the equipment is turned over to the Lessee for use. Lessee agrees to inspect all Equipment no later than thirty (30) days after the delivery thereof to Lessee or, as soon as reasonably practicable.
Lessee further agrees to complete, execute and deliver to Lessor, if applicable, a written notification of any defects in the Equipment.

3. DEFINITION OF TERMS. All capitalized terms used in this Master Agreement have the meanings set forth below or in the Sections of this Master Lease Agreement referred to below:

"Acceptance Date" means the date Lessee accepted the Equipment in accordance with Section 2 of this Master Lease Agreement and in accordance with Laws of New Mexico, Section 13-1-158 NMSA 1978.

"Assignee" means any assignee of all or any portion of Lessor's interest in this executed Master Lease Agreement to Lease, any Schedule or any Equipment as may be mutually agreed to by the parties to this executed agreement.

"Casualty Loss" means, with respect to any Equipment, the condemnation, taking, loss, destruction, theft or damage beyond repair of such Equipment.

"Casualty Value" or "Full Insurable Value" means, as to any Equipment, the full replacement value of the Equipment (reasonable wear, tear and depreciation resulting from normal and proper use excepted).

"Daily Rent" or "Lease Minimum Payments" mean, as to any Lease, an amount equal to the per diem Rent payable under the applicable Schedule (calculated on the basis of a 360-day year and 30 day months).

"End-of-Term Notice" means, as to any Lease, a written notice delivered by Lessee to Lessor at least 90 days prior to the end of the Initial Term, any Renewal Term or any optional extension of the Initial Term or any Renewal Term setting forth Lessee's elections pursuant to Section 4 of this Master Lease Agreement with respect to the Equipment subject to such Lease. Each End-of-Term Notice shall specify with particularity the Units of Equipment to be purchased by Lessee (if any), as to which the Lease is to be renewed (if any) and that are to be returned to Lessor (if any).

"Equipment" means, as to any Lease, items of Hardware, Software or both as may be specified in the appropriate Schedule.

"Equipment Location" means, as to the Equipment, the address at which such Equipment is located from time to time, as originally specified in the applicable Schedule or in any subsequent notice delivered to Lessor if applicable.

"Fair Market Value" means the total price that would be paid for any specified Equipment in an arm's length transaction between an informed and willing buyer under no compulsion to buy and an informed and willing seller under no compulsion to sell. Such total price shall not be reduced by the costs of removing such Equipment from its current location or moving it to a new location.

"Fair Rental Value", if and when applicable, means the amount of periodic rent that would be payable for any specified Equipment in an arm's length transaction between an informed and willing lessee
and an informed and willing lessor, neither under compulsion to lease/rent. Such amount shall not be reduced by the costs of removing such Equipment from its current location or moving it to a new location.

"First Payment Date" means, as to any Lease, the date the first Rent payment with respect to the Initial Term of such Lease is due, as determined pursuant to the terms of the applicable Schedule.

"Fiscal Period" shall mean that period of time as defined in a Schedule.

"Fiscal Year" means, as to any Lease involving state agencies, July 1 to June 30 of any given year.

"Fundamental Agreements" means, collectively, this Master Agreement, each Schedule and all other related instruments and documents.

"Hardware" means items of tangible personal property (equipment).

"Initial Term" means, as to any Lease, the initial term thereof as specified in the related Schedule.

"Lease" with regards to this Master Lease Agreement has the meaning "true lease".

"Lessee" means one that holds property under a lease.

"Lessor" means one that conveys property by lease.

"License Agreement" means any license agreement or other document granting the purchaser the right to use Software or any technical information, confidential business information or other documentation relating to Hardware or Software, as amended, modified or supplemented by any other agreement between the licensor and Lessor.

"Manufacturer/Supplier" means as to any Equipment, the Seller and the Manufacturer or licensor of such Equipment collectively, or where the context requires, any of them.

"Master Agreement" has the meaning specified in the preamble hereto.

"Material Agreements" means, collectively, all Fundamental Agreements, all other material agreements by and between Lessor and Lessee, Manufacturer/Supplier and Lessee, and Manufacturer/Supplier and Lessor, and any, financial statement, or financial data required to be provided by Lessee in connection with any Lease.

"Non-Appropriation" has the meaning specified in Section 7.

"Purchase Document" has the meaning specified in Section 2.

"Rent" means the payment by Lessee to Lessor of money for the lease of Equipment covered by the Schedule.

"Software" means all software or computer programs that accompany or constitute all or a portion of any Equipment or are provided by or on behalf of any vendor or licensor to Lessee with respect to any Equipment, and all modifications, additions, supplements, translations, derivative works, and full or
partial copies of any thereof, regardless who prepared the same, and code with respect thereto, whether embodied in or contained on magnetic tape, disk, semiconductor device, or any other device or machine.

"Taxes" means a governmental assessment (charge) upon property value, transaction (transfers and sales), licenses, and/or income. These include Federal and state income taxes, county and city taxes on real property, state and/or local taxes based on a percentage of each retail transaction, business licenses, Federal tax and/or state's gross receipt tax. (Amended 03/14/07).

"Term" means the term thereof as specified in the related Schedule.

"UCC" means the Uniform Commercial Code as enacted and in effect in any applicable jurisdiction.

"Unit of Equipment" means, as to the Equipment leased pursuant to any Schedule a) each individual item of PC Equipment leased pursuant to such Schedule, and b) all Equipment leased pursuant to such Schedule other than PC Equipment taken as a whole.

4. LESSEE'S END-OF-LEASE-TERM OPTIONS. Lessee shall have the following options in respect of each Lease at the end of the Initial Term:

A. Purchase Option. Lessee may elect, by delivering to Lessor an End-of-Term Notice at least 90 days prior to expiration of the Initial Term, to purchase any or all Units of Equipment then subject to such Lease for an amount equal to the Fair Market Value of such Units of Equipment as of the end of the then applicable Term. Lessee's right to purchase said Equipment is contingent upon all of the following:

1. No Lessee Default shall have occurred and be continuing;

2. Lessor shall have received Lessee's notice of intent to purchase at least 90 days prior to the expiration of the Initial Term; and

3. Lessee shall remit such Fair Market Value amount for Equipment to Lessor in immediately available funds on or before the last day of the then applicable Term. The Lease with respect to such Units of Equipment shall terminate and Lessor shall transfer all of its interest in such Equipment to Lessee "As is, Where is," without any warranty, express or implied, from Lessor.

B. Return. Lessee may elect, by delivering to Lessor an End-of-Term Notice at least 90 days prior to expiration of the Initial Term, to return any or all of the Units of Equipment then subject to such Lease. Lessee shall pack the Equipment to be returned to Lessor in accordance with manufacturer's guidelines and return such equipment to Lessor. All dismantling, packaging, transportation, in-transit insurance and shipping charges shall be borne by Lessee. In the case of any Software or License Agreement subject to a Schedule, Lessee shall immediately de-install and deliver to Lessor all Software, together with the original Certificate of Authenticity issued by the licensor of such Software, if any, unless such Certificate of Authenticity was previously delivered to Lessor. All Equipment shall
be returned to Lessor on the last day of the Initial Term in good repair and in the same condition and
working order as when delivered to Lessee, reasonable wear and tear excepted.

5. RENT; LATE CHARGES. As Rent for the Equipment, Lessee shall pay Lessor the amounts on the due
dates set forth in the Schedule. Lessor and Lessee agree that any interest on Late Payments shall be
paid by Lessee in accordance with the payment provisions of the New Mexico Procurement Code,
Section 13-1-158, NMSA 1978.

6. CANCELLATION. Consistent with applicable New Mexico Laws, Lessee reserves the right to cancel
this Lease at the end of any Fiscal Year, without penalty. Unless some unforeseen circumstance arises
which Lessee shall document, Lessee will give Lessor 60 days prior written notice of such termination.
(Amended 10/10/01). (Amended 5/13/02).

7. TERMINATION FOR NON-APPROPRIATION. Notwithstanding anything in this Master Lease
Agreement to the contrary, in the event no funds or insufficient funds are appropriated, budgeted by
Lessee's governing body or are otherwise unavailable in any Fiscal Year for the payment of Rent and
other amounts due under any Lease, the Lease shall terminate on the last day of the Fiscal Period for
which appropriations were received or other amounts are available to pay amounts due under the
Lease without penalty or expense to Lessee. It is up to the state agency or local public body (the
Lessee) to determine sufficiency of funds, which determination shall be accepted by the Lessor and is
final. Lessee shall give Lessor or its assignee written notice at least forty-five (45) days in advance of
such occurrence.

8. In the event of such termination as reflected in Sections 6 and 7 above, Lessee shall immediately
cease all use of the Equipment, and shall immediately make arrangements with Lessor or its designee
to de-install, disassemble, pack, crate, insure and return the Equipment to Lessor at any destination
within the continental United States designated by Lessor. Any expenses and/or risks associated with
returning equipment to Lessor shall be borne solely by Lessee. Such equipment shall be in good repair
and in the same condition as when received by Lessee, reasonable wear, tear and depreciation
resulting from normal and proper use excepted.

9. EQUIPMENT OWNERSHIP; LIENS; LOCATION. As between Lessor and Lessee, Lessor is the sole
owner of the Equipment and has sole title thereto; Lessee shall not make any representation to any
third party inconsistent with Lessor's sole ownership of the Equipment. Lessee covenants with respect
to each Lease that:

A) It will not pledge or encumber the Equipment or Lessor's interest in the Equipment in any manner
whatsoever nor create or permit to exist any levy, lien or encumbrance thereof or thereon except
those created by or through Lessor;

B) the Equipment shall remain personal property whether or not affixed to realty and shall not
become a fixture or be made to become a part of any real property on which it is placed without
Lessor's prior written consent, and C) Lessee shall maintain the Equipment so that it may be removed
from any building in which it is placed without damage to the building or the Equipment. Lessee may
relocate any Equipment from the Equipment Location specified in the applicable Schedule to another
of its location upon prior written notice to Lessor specifying the new Equipment Location, provided Lessee remains in possession and control of the Equipment. Only Lessor or its designee shall provide for the moving of any leased equipment covered by this Master Lease Agreement.

10. ASSIGNMENT OF MANUFACTURER/SUPPLIER WARRANTIES. To the extent permitted and so long as no Event of Default has occurred and is continuing, Lessor hereby assigns to Lessee, for the total term of any Lease, all Equipment warranties provided by any Manufacturer/Supplier in the applicable Purchase Documents. Lessee shall have the right to take any action appropriate to enforce such warranties provided such enforcement is pursued in Lessee’s name and at its expense. In the event Lessee is precluded from enforcing any such warranty in its name, Lessor, as owner of the Equipment, shall, upon Lessee’s request, take reasonable steps to enforce such warranties at costs to be borne by Lessor.

11. EQUIPMENT USE AND MAINTENANCE. (THIS PROVISION SHALL NOT APPLY TO SOFTWARE MAINTENANCE WHICH SHALL BE ADDRESSED SEPARATELY IN A LICENSE AGREEMENT). Lessee is solely responsible for the selection, installation, operation and maintenance of the Equipment and all costs related thereto, including shipping, if applicable. Lessee shall at all times operate and maintain the Equipment in good working order, repair and condition and appearance, and in accordance with the manufacturer’s specifications and recommendations. On reasonable prior notice to Lessee, Lessor and Lessor’s agents shall have the right, during Lessee’s normal working hours, to enter the premises where the Equipment is located for the purpose of inspecting the Equipment and observing its use. If Lessor shall have provided to Lessee any tags or identifying labels, Lessee shall, at its expense, affix and maintain in a prominent position on each item of Equipment such tags or labels to indicate Lessor’s ownership of the Equipment. Lessee shall, at its expense, enter into and maintain and enforce at all times during the Term of each Lease a maintenance agreement to service and maintain the related Equipment, upon terms and with a provider approved by Lessor.

12. ALTERATIONS AND ADDITIONS TO EQUIPMENT. Lessee shall make no alterations or additions to Equipment, except those that a) will not void any warranty made by the Manufacturer/Supplier, result in the creation of any security interest, lien or encumbrance on the Equipment or impair the value of use of the Equipment either at the time made or at the end of the Term of the applicable Lease, and are readily removable without damage to the Equipment; or b) are required by any applicable law, regulation or order. All additions to the Equipment or repairs made to the Equipment, except Optional Equipment, become a part of the Equipment and Lessor’s property at the time made; Optional Equipment which have not been removed prior to return of the Equipment shall become Lessor’s property.

13. INSURANCE. Commencing upon acceptance and continuing throughout the Initial Term, Lessee agrees to keep the Equipment insured at Lessee’s expense against all risks or loss from any cause, including without limitation, theft and damage. Upon Lessor’s prior written consent, which shall not be unreasonably withheld, Lessee may self-insure against such risk provided that Lessor’s interests are protected to the same extent as if the insurance had been obtained by third party insurance carriers. Lessee will provide to lessor proof of such coverage.
14. RISK OF LOSS. Commencing upon acceptance and continuing throughout the Initial Term, Lessee shall bear the entire risk of loss with respect to any Equipment damage, destruction, loss, or theft whether partial or complete. No event of loss shall relieve Lessee of its obligation to pay Rent under any Schedule. If any item of Equipment is damaged, Lessee shall promptly notify Lessor and, at Lessee’s expense, with sixty (60) days of such damage, cause to be made such repairs as are necessary to return such item to its previous condition. In the event any Casualty Loss shall occur, on the next Rent payment date Lessee shall pay Lessor the Stipulated Loss Value of the Equipment suffering the Casualty Loss. If Lessee pays the Stipulated Loss Value of the Equipment suffering a Casualty Loss, upon Lessor’s receipt in full of such payment the applicable Lease shall terminate as to the Equipment suffering the Casualty Loss. After receipt of such Stipulated Loss Value by Lessor or its assigns, the Equipment for which Stipulated Loss Value was received shall be conveyed to Lessee AS IS, WHERE IS and free and clear of all liens and encumbrances created by or arising through Lessor, but otherwise, WITHOUT FURTHER WARRANTY (EXPRESS OR IMPLIED) WHATSOEVER, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PURPOSE OR USE.

15. TAXES. Each party is responsible for their own taxes as required and governed by law.

16. INDEMNIFICATION. Lessor shall hold the State of New Mexico, participating entities and its agencies and employees harmless and shall indemnify the State of New Mexico, participating entities and its agencies and employees against any and all claims, suits, actions, liabilities and costs of any kind, including attorney costs for personal injury or damage of property arising from the acts or omissions of the Lessor, its agents, officers, employees or subcontractors. Lessor shall not be liable for damages that are the result of negligence by the State of New Mexico, the participating governmental entities, or its employees. To the extent permitted by law, procuring agencies, Lessees, are responsible for their own acts errors or omissions pertaining to this Indemnification provision.

17. DISCLAIMERS. Lessee leases the equipment from Lessor “As is, Where is”. It is specifically understood and agreed that Lessor makes no representations or warranties, express or implied, including without limitation, any representation or warranties with respect to the design, compliance with specifications, quality, operation or condition of any Equipment or any part thereof. The merchantability or fitness of equipment for a particular purpose, or issues regarding patent infringement, title or like which are rightly the responsibility of the Manufacturer/Supplier.

18. DEFAULT. Lessee - The occurrence of any of the following shall constitute default under a Schedule: a) nonpayment by Lessee of Rent or any other sum payable by its due date; b) failure by Lessee to perform or observe any other term, covenant or condition of this Master Lease Agreement, any Schedule, or any applicable software license agreement, which is not cured within thirty (30) days after notice thereof from Lessor; c) insolvency by Lessee; d) any representation or warranty made by Lessee in this Master Lease Agreement, any Schedule or in any document furnished by Lessee to Lessor in connection therewith or with the acquisition or use of the Equipment shall be untrue; or e) a termination of any applicable software license agreement.

Lessor – Any of the following shall constitute default by Lessor under this Master Lease Agreement: Lessor breaches its covenant of quiet enjoyment and fails or is unable to cure such breach within thirty (30) days after written notice thereof from Lessee; b) Lessor fails to pay Manufacturer/Supplier
within thirty (30) days after Lessor’s receipt of a properly executed Acceptance Certificate and all other documentation necessary to establish Lessee’s acceptance of such Equipment under a Lease; c) Lessor makes an assignment for the benefit of creditors.

19. REMEDIES. If a Default occurs, Lessor may do one or more of the following; (a) cancel or terminate this Lease; (b) require Lessee to immediately pay Lessor all Rent payments due up until the time of Default; (c) require Lessee to deliver, at its expense, the Equipment to Lessor in accordance with Section 4 (B) of this Master Lease Agreement; (d) Lessor or its agent may peacefully repossess the Equipment without court order; or (e) Lessor may exercise any other right or remedy available at law or in equity. If Lessor Defaults, Lessee has the right to cancel or terminate this Lease effective immediately at no cost to the Lessee. In the event of Lessor’s Default, Lessor shall be responsible for all costs associated with reclaiming and return of Equipment.

20. ASSIGNMENT. Lessor shall not sell, assign, pledge, transfer, mortgage or otherwise convey part of its Interest in this Master Lease Agreement, any Schedule or any Equipment, in whole or in part, without prior notice and consent of Lessee which shall not be unreasonably delayed. Each such Assignee will be entitled to all of Lessor’s rights, however, unless otherwise agreed to by Lessor and Assignee, Assignee shall not be obligated to perform such obligations of Lessor under this Master Agreement. Lessee and Lessor further acknowledge that any assignment or transfer by Lessor shall not materially change Lessor’s or Lessee’s obligations under the assigned Lease.

Without the prior written consent of Lessor, Lessee will not a) assign, transfer, pledge, hypothecate, or otherwise dispose of its rights or obligations under this Master Lease Agreement or the Equipment, b) sublet the Equipment, or c) permit the Equipment to be used for any purpose not permitted by this Master Lease Agreement.

21. GOVERNING LAW. This Master Agreement and each Lease shall be governed by the Laws of the State of New Mexico.

IN WITNESS WHEREOF, LESSOR AND LESSEE HAVE EXECUTED THIS MASTER AGREEMENT ON
THE DATES SPECIFIED BELOW.

LESSOR: Canon U.S.A., Inc.

BY (Name and Title): Hiroyuki Hatta – Senior Director and GM DATE: 5/11/2016

LESSEE

BY (Name and Title): DATE: 5/8/16
OFFEROR'S

ACKNOWLEDGEMENT

WHEREAS, the Office of the State Purchasing Agent conducted a competitive procurement in accordance with the New Mexico Procurement Code to select qualified offerors or offerors to Copiers, Printers & Related Devices 14-19, Categories A, B, C, D & F, NASPO-Value Point contract #3091 for the State of New Mexico and the governmental entities therein.

WHEREAS, Canon USA hereafter referred to as Manufacturer/Supplier (seller), was one of the qualified offerors (or the qualified offeror) selected to receive award of State of New Mexico, State Purchasing Division (SPD) Price Agreement Number Number 50-000-15-00063.

WHEREAS, one of the provisions of the Price Agreement is the Lease of state agencies and other eligible governmental entities when requested.

WHEREAS, Canon USA has requested approval of the State Purchasing Agent to assign the Lease provisions of the Price Agreement to Canon Financial Services, who will act in the capacity of Lessor for payment purposes only in any subsequent leasing arrangement relating to its Equipment offered under the price agreement and said Lessor has agreed to the Terms and Conditions set forth in the State of New Mexico's Master Lease Agreement, signed copy which is attached.

NOW THEREFORE, Canon USA does hereby acknowledge AND agree that approval of the assignment will in no way affect the previously agreed to terms and conditions as set forth in Price Agreement No. 3091 and such agreed to terms and conditions will also apply where applicable to any Lease Agreement relating to the price agreement.

Lawrence O. Maxwell
State Purchasing Agent

By: Hiroyuki Hatta
Senior Director & General Manager

Date: 5/8/16
Date: 5/11/2016
"Lessor"") and ____ (Lessee") are parties to the State and Local Public Bodies Agreement identified by the Master Lease Agreement Number specified above (the Master Lease Agreement). This Schedule (which shall be identified by the Schedule Number specified above) and the Master Lease Agreement comprise a separate Lease between the parties. The terms and conditions of the Master Lease Agreement are hereby incorporated by reference into this Schedule. All capitalized terms used in this schedule without definition have the meaning ascribed to them in the Master Agreement. As with the Master Lease Agreement, Lessor and Lessee agree that any Lease entered into under the provisions of the Schedule is a “True Lease” with an option to purchase equipment at fair market value, and is not an installment or financing lease agreement.

1. Lease.

A. Description of Items of Lease Equipment Total Cost

B. Term: Months (plus the number of days from and including the Acceptance Date through and including the last day of the calendar month or quarter in which the Acceptance Date occurs).

2. Rent.

3. Pricing Expiration Date: Lessor’s obligation to purchase and lease the Equipment is subject to the Acceptance Date being on or before pricing Expiration Date.

4. Equipment Location:

5. Seller:

6. Additional Provisions:

7. Fiscal Period: (Annual)

Lessor agrees to Lease and Lessee agrees from Lessor the Equipment described in Section 1.A above. Such Lease will be covered by the Master Lease Agreement and this Schedule including important additional terms and conditions set forth above, if any. In the event of any conflict between the terms and conditions of this Schedule and the Master Lease Agreement, the terms of the Master Lease Agreement shall govern.
Lessee: ________________________________  Lessor: ________________________________

By: ________________________________  ________________________________

(Name and Title)  (Name and Title)

Date: ________________________________  Date: ________________________________
WSCA-NASPO Master Agreement Terms and Conditions

A Contract for the WSCA-NASPO Cooperative Purchasing Program (WSCA-NASPO)
Acting by and through the State of Nevada (Lead State)

Department of Administration, Purchasing Division
515 E Musser Street, Room 300
Carson City NV 89701
Contact: Shannon Berry, Assistant Chief Procurement Officer
Phone: (775) 684-0171 • Fax: (775) 684-0188
Email: sberry@admin.nv.gov

and
Canon USA
1 Canon Park
Melville NY 11747
Contact: Mike Hurley, Supervisor, Contract Admin
Phone: (631) 330-3613 • Fax: (631) 330-5459
Email: mihurley@cusa.canon.com

1. Master Agreement Order of Precedence

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

   (1) A Participating Entity’s Participating Addendum (“PA”);
   (2) These WSCA-NASPO Master Agreement Terms & Conditions;
   (3) A Purchase Order issued against the Master Agreement;
   (4) The Statement of Work specific to Participating Entity;
   (5) The Solicitation, RFP 3091 Copiers, Printers and Related Devices (Attachment AA);
   (6) Negotiated Items (Attachment BB); and
   (7) Contractor’s response to the Solicitation, as revised (if permitted) and accepted by the
       Lead State (Attachment CC).

• Awarded: Groups A, B, C, D, and F
b. These documents shall be read to be consistent and complementary. Any conflict among these documents shall be resolved by giving priority to these documents in the order listed above. Contractor terms and conditions that apply to this Master Agreement are only those that are expressly accepted by the Lead State and must be in writing and attached to this Master Agreement as an Exhibit or Attachment.

2. Definitions

Acceptance means a written notice from a Purchasing Entity to Contractor advising Contractor that the Product has passed its Acceptance Testing. Acceptance of a Product for which acceptance testing is not required shall occur following the completion of delivery, installation, if required, and a reasonable time for inspection of the Product, unless the Purchasing Entity provides a written notice of rejection to Contractor.

Acceptance Testing means the process for ascertaining that the Product meets the standards set forth in the section titled Standard of Performance and Acceptance, prior to Acceptance by the Purchasing Entity.

Contractor means the person or entity delivering Products or performing services under the terms and conditions set forth in this Master Agreement.

Embedded Software means one or more software applications which permanently reside on a computing device.

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

Lead State means the State centrally administering any resulting Master Agreement(s).

Master Agreement means the underlying agreement executed by and between the Lead State, acting on behalf of WSCA-NASPO, and the Contractor, as now or hereafter amended.

Order or Purchase Order means any purchase order, sales order, contract or other document used by a Purchasing Entity to order the Products.

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

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

Participating State means a state, the District of Columbia, or one of the territories of the United States that is listed in the Request for Proposal as intending to participate. A Participating State is not required to participate through execution of a Participating Addendum. Upon execution of the Participating Addendum, a Participating State becomes a Participating Entity.
Product means any equipment, software (including embedded software), documentation, service or other deliverable supplied or created by the Contractor pursuant to this Master Agreement. The term Products, supplies and services, and products and services are used interchangeably in these terms and conditions.

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

WSCA-NASPO is the WSCA-NASPO Cooperative Purchasing Program, facilitated by the WSCA-NASPO Cooperative Purchasing Organization LLC, a 501(c)(3) limited liability company that is a subsidiary organization the National Association of State Procurement Officials (NASPO), the sole member of WSCA-NASPO. The WSCA-NASPO Cooperative Purchasing Organization facilitates administration of the cooperative group contracting consortium of state chief procurement officials for the benefit of state departments, institutions, agencies, and political subdivisions and other eligible entities (i.e., colleges, school districts, counties, cities, some nonprofit organizations, etc.) for all states and the District of Columbia. The WSCA-NASPO Cooperative Development Team is identified in the Master Agreement as the recipient of reports and may be performing contract administration functions as assigned by the Lead State.

3. **Term of the Master Agreement**
   
The initial term of this Master Agreement is for five (5) years; effective upon execution through December 31, 2019. Placements made using the authority provided by this Contract will survive the Contract itself, per terms stated in Section 3.3.10 Survivability of the RFP #3091.

4. **Amendments**
   
The terms of this Master Agreement shall not be waived, altered, modified, supplemented or amended in any manner whatsoever without prior written approval of the Lead State.

5. **Assignment/Subcontracts**
   
a. Contractor shall not assign, sell, transfer, subcontract or sublet rights, or delegate responsibilities under this Master Agreement, in whole or in part, without the prior written approval of the Lead State.

   b. The Lead State reserves the right to assign any rights or duties, including written assignment of contract administration duties to the WSCA-NASPO Cooperative Purchasing Organization LLC.

6. **Price and Rate Guarantee Period**
   
All prices and rates must be guaranteed for the initial term of the Master Agreement. Following the initial Master Agreement period, any request for price or rate adjustment must be for an equal guarantee period, and must be made at least ninety (90) days prior to the effective date. Requests for price or rate adjustment must include sufficient documentation supporting the request. Any
adjustment or amendment to the Master Agreement shall not be effective unless approved by the Lead State. No retroactive adjustments to prices or rates will be allowed.

7. **Cancellation**

Unless otherwise stated, this Master Agreement may be canceled by either party upon 60 days written notice prior to the effective date of the cancellation. Further, any Participating Entity may cancel its participation upon 30 days written notice, unless otherwise limited or stated in the Participating Addendum. Cancellation may be in whole or in part. Any cancellation under this provision shall not affect the rights and obligations attending orders outstanding at the time of cancellation, including any right of and Purchasing Entity to indemnification by the Contractor, rights of payment for Products delivered and accepted, and rights attending any warranty or default in performance in association with any Order. Cancellation of the Master Agreement due to Contractor default may be immediate.

8. **Confidentiality, Non-Disclosure, and Injunctive Relief**

a. **Confidentiality.** Contractor acknowledges that it and its employees or agents may, in the course of providing a Product under this Master Agreement, be exposed to or acquire information that is confidential to Purchasing Entity’s or Purchasing Entity’s clients. Any and all information of any form that is marked as confidential or would by its nature be deemed confidential obtained by Contractor or its employees or agents in the performance of this Master Agreement, including, but not necessarily limited to (1) any Purchasing Entity’s records, (2) personnel records, and (3) information concerning individuals, is confidential information of Purchasing Entity (“Confidential Information”). Any reports or other documents or items (including software) that result from the use of the Confidential Information by Contractor shall be treated in the same manner as the Confidential Information. Confidential Information does not include information that (1) is or becomes (other than by disclosure by Contractor) publicly known; (2) is furnished by Purchasing Entity to others without restrictions similar to those imposed by this Master Agreement; (3) is rightfully in Contractor’s possession without the obligation of nondisclosure prior to the time of its disclosure under this Master Agreement; (4) is obtained from a source other than Purchasing Entity without the obligation of confidentiality, (5) is disclosed with the written consent of Purchasing Entity or; (6) is independently developed by employees, agents or subcontractors of Contractor who can be shown to have had no access to the Confidential Information.

b. **Non-Disclosure.** Contractor shall hold Confidential Information in confidence, using at least the industry standard of confidentiality, and shall not copy, reproduce, sell, assign, license, market, transfer or otherwise dispose of, give, or disclose Confidential Information to third parties or use Confidential Information for any purposes whatsoever other than what is necessary to the performance of Orders placed under this Master Agreement. Contractor shall advise each of its employees and agents of their obligations to keep Confidential Information confidential. Contractor shall use commercially reasonable efforts to assist Purchasing Entity in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limiting the generality of the foregoing, Contractor shall advise Purchasing Entity, applicable
Participating Entity, and the Lead State immediately if Contractor learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Master Agreement, and Contractor shall at its expense cooperate with Purchasing Entity in seeking injunctive or other equitable relief in the name of Purchasing Entity or Contractor against any such person. Except as directed by Purchasing Entity, Contractor will not at any time during or after the term of this Master Agreement disclose, directly or indirectly, any Confidential Information to any person, except in accordance with this Master Agreement, and that upon termination of this Master Agreement or at Purchasing Entity’s request, Contractor shall turn over to Purchasing Entity all documents, papers, and other matter in Contractor’s possession that embody Confidential Information. Notwithstanding the foregoing, Contractor may keep one copy of such Confidential Information necessary for quality assurance, audits and evidence of the performance of this Master Agreement.

c. Injunctive Relief. Contractor acknowledges that breach of this section, including disclosure of any Confidential Information, will cause irreparable injury to Purchasing Entity that is inadequately compensable in damages. Accordingly, Purchasing Entity may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies that may be available. Contractor acknowledges and agrees that the covenants contained herein are necessary for the protection of the legitimate business interests of Purchasing Entity and are reasonable in scope and content.

d. Purchasing Entity Law. These provisions shall be applicable only to extent they are not in conflict with the applicable public disclosure laws of any Purchasing Entity.

9. Right to Publish

Throughout the duration of this Master Agreement, Contractor must secure from the Lead State prior approval for the release of any information that pertains to the potential work or activities covered by the Master Agreement. The Contractor shall not make any representations of WSCA-NASPO’s opinion or position as to the quality or effectiveness of the services that are the subject of this Master Agreement without prior written consent. Failure to adhere to this requirement may result in termination of the Master Agreement for cause.

10. Defaults and Remedies

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

(1) Nonperformance of contractual requirements; or

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

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

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

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

b. Upon the occurrence of an event of default, Lead State shall issue a written notice of default, identifying the nature of the default, and providing a period of 15 calendar days in which Contractor shall have an opportunity to cure the default. The Lead State shall be required to provide advance written notice of a cure period and may immediately terminate this Master Agreement in whole or in part if the Lead State, in its sole discretion, determines that it is reasonably necessary to preserve public safety or prevent immediate public crisis. Time allowed for cure shall not diminish or eliminate Contractor’s liability for damages, including liquidated damages to the extent provided for under this Master Agreement.

c. If Contractor is afforded an opportunity to cure and fails to cure the default within the period specified in the written notice of default, Contractor shall be in breach of its obligations under this Master Agreement and Lead State shall have the right to exercise any or all of the following remedies:

(1) Exercise any remedy provided by law; and

(2) Terminate this Master Agreement and any related Contracts or portions thereof; and

(3) Impose liquidated damages as provided in this Master Agreement; and

(4) Suspend Contractor from being able to respond to future bid solicitations; and

(5) Suspend Contractor’s performance; and

(6) Withhold payment until the default is remedied.

d. Unless otherwise specified in the Participating Addendum, in the event of a default under a Participating Addendum, a Participating Entity shall provide a written notice of default as described in this section and have all of the rights and remedies under this paragraph regarding its participation in the Master Agreement, in addition to those set forth in its Participating Addendum. Unless otherwise specified in a Purchase Order, a Purchasing Entity shall provide written notice of default as described in this section and have all of the rights and remedies under this paragraph and any applicable Participating Addendum with respect to an Order placed by the Purchasing Entity. Nothing in these Master Agreement Terms and Conditions shall be construed to limit the rights and remedies available to a Purchasing Entity under the applicable commercial code.

11. Shipping and Delivery

a. The prices are the delivered price to any Purchasing Entity. All deliveries shall be F.O.B. destination, freight pre-paid, with all transportation and handling charges paid by the Contractor. Responsibility and liability for loss or damage shall remain the Contractor’s until final inspection and acceptance when responsibility shall pass to the Buyer except as to latent defects, fraud and Contractor’s warranty obligations. The minimum shipment amount, if any, will be found in the special terms and conditions. Any order for less than the specified amount is to be shipped with the freight prepaid and added as a separate
item on the invoice. Any portion of an order to be shipped without transportation charges that is back ordered shall be shipped without charge.

b. All deliveries will be “Inside Deliveries” as designated by a representative of the Purchasing Entity placing the Order. Inside Delivery refers to a delivery to other than a loading dock, front lobby, or reception area. Specific delivery instructions will be noted on the order form or Purchase Order. Any damage to the building interior, scratched walls, damage to the freight elevator, etc., will be the responsibility of the Offeror. If damage does occur, it is the responsibility of the Offeror to immediately notify the Purchasing Entity placing the Order.

c. All products must be delivered in the manufacturer’s standard package. Costs shall include all packing and/or crating charges. Cases shall be of durable construction, good condition, properly labeled and suitable in every respect for storage and handling of contents. Each shipping carton shall be marked with the commodity, brand, quantity, item code number and the Ordering Entity’s Purchase Order number.

12. Changes in Contractor Representation

The Contractor must notify the Lead State of changes in the Contractor’s key administrative personnel, in writing within 10 calendar days of the change. The Lead State reserves the right to approve changes in key personnel, as identified in the Contractor’s proposal. The Contractor agrees to propose replacement key personnel having substantially equal or better education, training, and experience as was possessed by the key person proposed and evaluated in the Contractor’s proposal.

13. Force Majeure

Neither party to this Master Agreement shall be held responsible for delay or default caused by fire, riot, acts of God and/or war which is beyond that party’s reasonable control. The Lead State may terminate this Master Agreement after determining such delay or default will reasonably prevent successful performance of the Master Agreement.

14. Indemnification

a. The Contractor shall defend, indemnify and hold harmless WSCA-NASPO, the Lead State, Participating Entities, and Purchasing Entities, along with their officers, agents, and employees as well as any person or entity for which they may be liable, from and against claims, damages or causes of action including reasonable attorneys’ fees and related costs for any death, injury, or damage to property arising from act(s), error(s), or omission(s) of the Contractor, its employees or subcontractors or volunteers, at any tier, relating to the performance under the Master Agreement.

b. Indemnification – Intellectual Property. The Contractor shall defend, indemnify and hold harmless WSCA-NASPO, the Lead State, Participating Entities, Purchasing Entities, along with their officers, agents, and employees as well as any person or entity for which they may be liable (“Indemnified Party”), from and against claims, damages or causes of action including reasonable attorneys’ fees and related costs arising out of the claim that the Product or its use, infringes Intellectual Property rights (“Intellectual Property Claim”).
(1) The Contractor’s obligations under this section shall not extend to any combination of the Product with any other product, system or method, unless the Product, system or method is:

(a) Provided by the Contractor or the Contractor’s subsidiaries or affiliates;

(b) Specified by the Contractor to work with the Product; or

(c) Reasonably required, in order to use the Product in its intended manner, and the infringement could not have been avoided by substituting another reasonably available product, system or method capable of performing the same function; or

(d) It would be reasonably expected to use the Product in combination with such product, system or method.

(2) The Indemnified Party shall notify the Contractor within a reasonable time after receiving notice of an Intellectual Property Claim. Even if the Indemnified Party fails to provide reasonable notice, the Contractor shall not be relieved from its obligations unless the Contractor can demonstrate that it was prejudiced in defending the Intellectual Property Claim resulting in increased expenses or loss to the Contractor. If the Contractor promptly and reasonably investigates and defends any Intellectual Property Claim, it shall have control over the defense and settlement of it. However, the Indemnified Party may consent in writing for any money damages or obligations for which it may be responsible. The Indemnified Party shall furnish, at the Contractor’s reasonable request and expense, information and assistance necessary for such defense. If the Contractor fails to vigorously pursue the defense or settlement of the Intellectual Property Claim, the Indemnified Party may assume the defense or settlement of it and the Contractor shall be liable for all costs and expenses, including reasonable attorneys’ fees and related costs, inure by the Indemnified Party in the pursuit of the Intellectual Property Claim. Unless otherwise agreed in writing, this section is not subject to any limitations of liability in this Master Agreement or any other document executed in conjunction with this Master Agreement.

15. Independent Contractor

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

16. Individual Customers

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

17. Insurance

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

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

(1) Commercial General Liability covering premises operations, independent contractors, products and completed operations, blanket contractual liability, personal injury (including death), advertising liability, and property damage, with a limit of not less than $1 million per occurrence/$2 million general aggregate;

(2) Contractor must comply with any applicable State Workers Compensation or Employers Liability insurance requirements.

c. Contractor shall pay premiums on all insurance policies. Such policies shall also reference this Master Agreement and shall have a condition that they not be revoked by the insurer until thirty (30) calendar days after notice of intended revocation thereof shall have been given to Purchasing Entity and Participating Entity by the Contractor.

d. Prior to commencement of performance, Contractor shall provide to the Lead State a written endorsement to the Contractor’s general liability insurance policy or other documentary evidence acceptable to the Lead State that (1) names the Participating States identified in the Request for Proposal as additional insured’s, (2) provides that no material alteration, cancellation, non-renewal, or expiration of the coverage contained in such policy shall have effect unless the named Participating State has been given at least thirty (30) days prior written notice, and (3) provides that the Contractor’s liability insurance policy shall be primary, with any liability insurance of any Participating State as secondary and noncontributory. Unless otherwise agreed in any Participating Addendum, the Participating Entity’s rights and Contractor’s obligations are the same as those specified in the first sentence of this subsection. Before performance of any Purchase Order issued after execution of a Participating Addendum authorizing it, the Contractor shall provide to a Purchasing Entity or Participating Entity who requests it the same information described in this subsection.

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

f. Coverage and limits shall not limit Contractor’s liability and obligations under this Master Agreement, any Participating Addendum, or any Purchase Order.

18. Laws and Regulations

Any and all products offered and furnished shall comply fully with all applicable Federal and State laws and regulations.

19. License of Pre-Existing Intellectual Property

Contractor grants to the Purchasing Entity a nonexclusive, perpetual, royalty-free, irrevocable, unlimited license to publish, translate, reproduce, modify, deliver, perform, display, and dispose of the Intellectual Property, and its derivatives, used or delivered under this Master Agreement, but not created under it (“Pre-existing Intellectual Property”). The license shall be subject to any third party rights in the Pre-existing Intellectual Property. Contractor shall obtain, at its own expense, on behalf of the Purchasing Entity, written consent of the owner for the licensed Pre-existing Intellectual Property.

20. No Waiver of Sovereign Immunity

In no event shall this Master Agreement, any Participating Addendum or any contract or any Purchase Order issued thereunder, or any act of a Lead State, a Participating Entity, or a Purchasing Entity be a waiver of any form of defense or immunity, whether sovereign immunity, governmental immunity, immunity based on the Eleventh Amendment to the Constitution of the United States or otherwise, from any claim or from the jurisdiction of any court.

This section applies to a claim brought against the Participating State only to the extent Congress has appropriately abrogated the Participating State’s sovereign immunity and is not consent by the Participating State to be sued in federal court. This section is also not a waiver by the Participating State of any form of immunity, including but not limited to sovereign immunity and immunity based on the Eleventh Amendment to the Constitution of the United States.

21. Ordering

a. Master Agreement number and purchase order numbers shall be clearly shown on all acknowledgments, shipping labels, packing slips, invoices, and on all correspondence.
b. The resulting Master Agreements permit Purchasing Entities to define project-specific requirements and informally compete the requirement among companies having a Master Agreement on an "as needed" basis. This procedure may also be used when requirements are aggregated or other firm commitments may be made to achieve reductions in pricing. This procedure may be modified in Participating Addenda and adapted to Purchasing Entity rules and policies. The Purchasing Entity may in its sole discretion determine which Master Agreement Contractors should be solicited for a quote. The Purchasing Agency may select the quote that it considers most advantageous, cost and other factors considered.

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

d. Contractor shall not begin work without a valid Purchase Order or other appropriate commitment document compliance with the law of the Purchasing Entity.

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

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

(1) The services or supplies being delivered;

(2) The place and requested time of delivery;

(3) A billing address;

(4) The name, phone number, and address of the Purchasing Entity representative;

(5) The price per hour or other pricing elements consistent with this Master Agreement and the contractor's proposal;

(6) A ceiling amount of the order for services being ordered; and

(7) The Master Agreement identifier.

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

h. Orders must be placed pursuant to this Master Agreement prior to the termination date thereof, but may have a delivery date or performance period up to 120 days past the then-current termination date of this Master Agreement. Contractor is reminded that financial obligations of Purchasing Entities payable after the current applicable fiscal year are contingent upon agency funds for that purpose being appropriated, budgeted, and otherwise made available.
i. Notwithstanding the expiration or termination of this Master Agreement, Contractor agrees to perform in accordance with the terms of any Orders then outstanding at the time of such expiration or termination. Contractor shall not honor any Orders placed after the expiration or termination of this Master Agreement, or otherwise inconsistent with its terms. Orders from any separate indefinite quantity, task orders, or other form of indefinite delivery order arrangement priced against this Master Agreement may not be placed after the expiration or termination of this Master Agreement, notwithstanding the term of any such indefinite delivery order agreement. Placements made using the authority provided by this Contract will survive the Contract itself, per terms stated in Section 3.3.10 Survivability of the RFP #3091.

22. Participants

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

b. Use of specific WSCA-NASPO cooperative Master Agreements by state agencies, political subdivisions and other Participating Entities (including cooperatives) authorized by individual state’s statutes to use state contracts are subject to the approval of the respective State Chief Procurement Official. Issues of interpretation and eligibility for participation are solely within the authority of the respective State Chief Procurement Official.

c. Obligations under this Master Agreement are limited to those Participating Entities who have signed a Participating Addendum and Purchasing Entities within the scope of those Participating Addenda. Financial obligations of Participating States are limited to the orders placed by the departments or other state agencies and institutions having available funds. Participating States incur no financial obligations on behalf of political subdivisions.

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

c. State Participating Addenda or other Participating Addenda shall not be construed to amend the terms of this Master Agreement between the Lead State and Contractor.

d. Participating Entities who are not states may under some circumstances sign their own Participating Addendum, subject to the approval of participation by the Chief Procurement Official of the state where the Participating Entity is located.

23. Payment

Payment for completion of a contract order is normally made within 30 days following the date the entire order is delivered or the date a correct invoice is received, whichever is later. After 45 days the Contractor may assess overdue account charges up to a maximum rate of one percent per month on the outstanding balance. Payments will be remitted by mail. Payments may be made via a State or political subdivision “Purchasing Card” with no additional charge.

24. Public Information

This Master Agreement and all related documents are subject to disclosure pursuant to the Purchasing Entity’s public information laws.

25. Records Administration and Audit

a. The Contractor shall maintain books, records, documents, and other evidence pertaining to this Master Agreement and orders placed by Purchasing Entities under it to the extent and in such detail as shall adequately reflect performance and administration of payments and fees. Contractor shall permit the Lead State, a Participating Entity, a Purchasing Entity, the federal government (including its grant awarding entities and the U.S. Comptroller General), and any other duly authorized agent of a governmental agency, to audit, inspect, examine, copy and/or transcribe Contractor’s books, documents, papers and records directly pertinent to this Master Agreement or orders placed by a Purchasing Entity under it for the purpose of making audits, examinations, excerpts, and transcriptions. This right shall survive for a period of five (5) years following termination of this Agreement or final payment for any order placed by a Purchasing Entity against this Agreement, whichever is later, to assure compliance with the terms hereof or to evaluate performance hereunder.

b. Without limiting any other remedy available to any governmental entity, the Contractor shall reimburse the applicable Lead State, Participating Entity, or Purchasing Entity for any overpayments inconsistent with the terms of the Master Agreement or orders or underpayment of fees found as a result of the examination of the Contractor’s records.

c. The rights and obligations herein right exist in addition to any quality assurance obligation in the Master Agreement requiring the Contractor to self-audit contract obligations and that permits the Lead State to review compliance with those obligations.
26. **Administrative Fees**

   a. The Contractor shall pay to the WSCA-NASPO Cooperative Purchasing Organization, or its assignee, a WSCA-NASPO Administrative Fee of one-quarter of one percent (0.25% or 0.0025) no later than 60 days following the end of each calendar quarter. The WSCA-NASPO Administrative Fee shall be submitted quarterly and is based on all sales of products and services under the Master Agreement (less any charges for taxes or shipping). The WSCA-NASPO Administrative Fee is not negotiable. This fee is to be included as part of the pricing submitted with proposal.

   b. Additionally, some states may require an additional fee be paid directly to the state only on purchases made by Purchasing Entities within that state. For all such requests, the fee, level, payment method and schedule for such reports and payments will be incorporated into the Participating Addendum that is made a part of the Master Agreement. The Contractor may adjust the Master Agreement pricing accordingly for purchases made by Purchasing Entities within the jurisdiction of the state. All such agreements shall not affect the WSCA-NASPO Administrative Fee or the prices paid by the Purchasing Entities outside the jurisdiction of the state requesting the additional fee.

27. **WSCA-NASPO Summary and Detailed Usage Reports**

   In addition to other reports that may be required by this solicitation, the Contractor shall provide the following WSCA-NASPO reports.

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

   b. Detailed Sales Data. Contractor shall also report detailed sales data by: (1) state; (2) entity/customer type, e.g. local government, higher education, K12, non-profit; (3) Purchasing Entity name; (4) Purchasing Entity bill-to and ship-to locations; (4) Purchasing Entity and Contractor Purchase Order identifier/number(s); (5) Purchase Order Type (e.g. sales order, credit, return, upgrade, determined by industry practices); (6) Purchase Order date; (7) Ship Date; (8) and line item description, including product number if used. The report shall be submitted in any form required by the solicitation. Reports are due on a quarterly basis and must be received by the Lead State and WSCA-NASPO Cooperative Development Team no later than thirty (30) days after the end of the reporting period. Reports shall be delivered to the Lead State and to the WSCA-NASPO Cooperative Development Team electronically through a designated portal, email, CD-Rom, flash drive or other method as determined by the Lead State. Detailed sales data reports shall include sales information for all sales under Participating Addenda executed under this Master Agreement. The format for the detailed sales data report is in shown in Attachment P.
Reportable sales for the summary sales data report and detailed sales data report includes sales to employees for personal use where authorized by the solicitation and the Participating Addendum. Report data for employees should be limited to ONLY the state and entity they are participating under the authority of (state and agency, city, county, school district, etc.) and the amount of sales. No personal identification numbers, e.g. names, addresses, social security numbers or any other numerical identifier, may be submitted with any report.

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


Any standard of performance under this Master Agreement applies to all Products purchased under this Master Agreement, including any additional, replacement, or substitute Product(s) and any Product(s) which are modified by or with the written approval of Contractor after Acceptance by the Purchasing Entity. The Acceptance Testing period shall be thirty (30) calendar days or other time period identified in the solicitation or the Participating Addendum, starting from the day after the Product is delivered or, if installed, the day after the Product is installed and Contractor certifies that the Product is ready for Acceptance Testing. If the Product does not meet the standard of performance during the initial period of Acceptance Testing, Purchasing Entity may, at its discretion, continue Acceptance Testing on a day-to-day basis until the standard of performance is met. Upon rejection, the Contractor will have fifteen (15) calendar days to cure the standard of performance issue(s). If after the cure period, the Product still has not met the standard of performance, the Purchasing Entity may, at its option: (a) declare Contractor to be in breach and terminate the Order; (b) demand replacement Product from Contractor at no additional cost to Purchasing Entity; or, (c) continue the cure period for an additional time period agreed upon by the Purchasing Entity and the Contractor. Contractor shall pay all costs related to the preparation and shipping of Product returned pursuant to the section. No Product shall be accepted and all charges shall be paid until the standard of performance is met. The warranty period will begin upon Acceptance.

29. Warranty

The Contractor warrants for a period of a minimum of 90 days from the date of Acceptance that: (a) the Product performs according to all specific claims that the Contractor made in its response to the solicitation, (b) the Product is suitable for the ordinary purposes for which such Product is used, (c) the Product is suitable for any special purposes identified in the solicitation or for which the Purchasing Entity has relied on the Contractor’s skill or judgment, (d) the Product is designed and manufactured in a commercially reasonable manner, and (e) the Product is free of defects. Upon breach of the warranty, the Contractor will repair or replace (at no charge to the Purchasing Entity) the Product whose nonconformance is discovered and made known to the Contractor. If the repaired and/or replaced Product proves to be inadequate, or fails of its essential purpose, the Contractor will refund the full amount of any payments that have been made. The rights and
remedies of the parties under this warranty are in addition to any other rights and remedies of the parties provided by law or equity, including, without limitation, actual damages, and, as applicable and awarded under the law, to a prevailing party, reasonable attorneys' fees and costs.

30. System Failure or Damage
In the event of system failure or damage caused by the Contractor or its Product, the Contractor agrees to use its best efforts to restore or assist in restoring the system to operational capacity.

31. Title of Product
Upon Acceptance by the Purchasing Entity, Contractor shall convey to Purchasing Entity title to the Product free and clear of all liens, encumbrances, or other security interests. Transfer of title to the Product shall include an irrevocable and perpetual license to use any Embedded Software in the Product. If Purchasing Entity subsequently transfers title of the Product to another entity, Purchasing Entity shall have the right to transfer the license to use the Embedded Software with the transfer of Product title. A subsequent transfer of this software license shall be at no additional cost or charge to either Purchasing Entity or Purchasing Entity's transferee.

32. Waiver of Breach
Failure of the Lead State, Participating Entity, or Purchasing Entity to declare a default or enforce any rights and remedies shall not operate as a waiver under this Master Agreement or Participating Addendum. Any waiver by the Lead State, Participating Entity, or Purchasing Entity must be in writing. Waiver by the Lead State or Participating Entity of any default, right or remedy under this Master Agreement or Participating Addendum, or by Purchasing Entity with respect to any Purchase Order, or breach of any terms or requirements of this Master Agreement, a Participating Addendum, or Purchase Order shall not be construed or operate as a waiver of any subsequent default or breach of such term or requirement, or of any other term or requirement under this Master Agreement, Participating Addendum, or Purchase Order.

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

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

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

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

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

36. **WSCA-NASPO eMarket Center**

   a. In July 2011, WSCA-NASPO entered into a multi-year agreement with SciQuest, Inc. whereby SciQuest will provide certain electronic catalog hosting and management services to enable eligible WSCA-NASPO entity’s customers to access a central online website to view and/or shop the goods and services available from existing WSCA-NASPO Cooperative Contracts. The central online website is referred to as the WSCA-NASPO eMarket Center. Contractor shall either upload a hosted catalog into the eMarket Center or integrate a punchout site with the eMarket Center.

   b. Supplier’s Interface with the eMarket Center. There is no cost charged by SciQuest to the Contractor for loading a hosted catalog or integrating a punchout site.

   c. At a minimum, the Contractor agrees to the following:

      1. Implementation Timeline: WSCA-NASPO eMarket Center Site Admin shall provide a written request to the Contractor to begin enablement process. The Contractor shall have fifteen (15) days from receipt of written request to work with WSCA-NASPO and SciQuest to set up an enablement schedule, at which time SciQuest’s technical documentation shall be provided to the Contractor. The schedule will include future calls and milestone dates related to test and go live dates. The contractor shall have a total of Ninety (90) days to deliver either a (1) hosted catalog or (2) punch-out catalog, from date of receipt of written request.
(2) WSCA-NASPO and SciQuest will work with the Contractor, to decide which of the
catalog structures (either hosted or punch-out as further described below) shall be
provided by the Contractor. Whether hosted or punch-out, the catalog must be
strictly limited to the Contractor's awarded contract offering (e.g. products
and/or services not authorized through the resulting cooperative contract should
not be viewable by WSCA-NASPO Participating Entity users).

(a) Hosted Catalog. By providing a hosted catalog, the Contractor is providing a list
of its awarded products/services and pricing in an electronic data file in a format
acceptable to SciQuest, such as Tab Delimited Text files. In this scenario, the
Contractor must submit updated electronic data within five days of approval from
the Lead State of product updates to the eMarket Center for the Lead State's
approval to maintain the most up-to-date version of its product/service offering
under the cooperative contract in the eMarket Center.

(b) Punch-Out Catalog. By providing a punch-out catalog, the Contractor is
providing its own online catalog, which must be capable of being integrated with
the eMarket Center as a. Standard punch-in via Commerce eXtensible Markup
Language (cXML). In this scenario, the Contractor shall validate that its online
catalog is up-to-date by providing a written update as needed, to the Lead State
stating they have audited the offered products/services and pricing listed on its
online catalog. The site must also return detailed UNSPSC codes (as outlined in
line 3) for each line item. Contractor also agrees to provide e-Quote functionality
to facilitate volume discounts.

d. Revising Pricing and Product Offerings: Any revisions (whether an increase or decrease)
to pricing or product/service offerings (new products, altered SKUs, etc.) must be pre-
approved by the Lead State and shall be subject to any other applicable restrictions with
respect to the frequency or amount of such revisions. However, no cooperative contract
enabled in the eMarket Center may include price changes on a more frequent basis than
once per month. The following conditions apply with respect to hosted catalogs:

(1) Updated pricing files are required by the 1st of the month and shall go into effect in
the eMarket Center on the 1st day of the following month (i.e. file received on
1/01/13 would be effective in the eMarket Center on 2/01/13). Files received after
the 1st of the month may be delayed up to a month (i.e. file received on 11/06/09
would be effective in the eMarket Center on 1/01/10).

(2) Lead State-approved price changes are not effective until implemented within the
eMarket Center. Errors in the Contractor's submitted pricing files will delay the
implementation of the price changes in eMarket Center.

e. Supplier Network Requirements: Contractor shall join the SciQuest Supplier Network
(SQSN) and shall use the SciQuest’s Supplier Portal to import the Contractor's catalog
and pricing, into the SciQuest system, and view reports on catalog spend and
product/pricing freshness. The Contractor can receive orders through electronic delivery
(cXML) or through low-tech options such as fax. More information about the SQSN can
be found at: www.sciquest.com or call the SciQuest Supplier Network Services team at 800-233-1121.

f. Minimum Requirements: Whether the Contractor is providing a hosted catalog or a punch-out catalog, the Contractor agrees to meet the following requirements:

(1) Catalog must contain the most current pricing, including all applicable administrative fees and/or discounts, as well as the most up-to-date product/service offering the Contractor is authorized to provide in accordance with the cooperative contract; and

(2) The accuracy of the catalog must be maintained by Contractor throughout the duration of the cooperative contract between the Contractor and the Contract Administrator; and

(3) The Catalog must include a Lead State contract identification number; and

(4) The Catalog must include detailed product line item descriptions; and

(5) The Catalog must include pictures when possible; and

(6) The Catalog must include any additional WSCA-NASPO and Participating Addendum requirements. Although suppliers in the SQSN normally submit one (1) catalog, it is possible to have multiple contracts applicable to different WSCA-NASPO Participating Entities. For example, a supplier may have different pricing for state government agencies and Board of Regents institutions. Suppliers have the ability and responsibility to submit separate contract pricing for the same catalog if applicable. The system will deliver the appropriate contract pricing to the user viewing the catalog.

g. Order Acceptance Requirements: Contractor must be able to accept Purchase Orders via fax or cXML. The Contractor shall provide positive confirmation via phone or email within 24 hours of the Contractor’s receipt of the Purchase Order. If the Purchasing Order is received after 3pm EST on the day before a weekend or holiday, the Contractor must provide positive confirmation via phone or email on the next business day.

h. UNSPSC Requirements: Contractor shall support use of the United Nations Standard Product and Services Code (UNSPSC). UNSPSC versions that must be adhered to are driven by SciQuest for the suppliers and are upgraded every year. WSCA-NASPO reserves the right to migrate to future versions of the UNSPSC and the Contractor shall be required to support the migration effort. All line items, goods or services provided under the resulting statewide contract must be associated to a UNSPSC code. All line items must be identified at the most detailed UNSPSC level indicated by segment, family, class and commodity. More information about the UNSPSC is available at: http://www.unspsc.com and http://www.unspsc.com/FAQs.asp#howdoesunspscwork.

i. Applicability: Contractor agrees that WSCA-NASPO controls which contracts appear in the eMarket Center and that WSCA-NASPO may elect at any time to remove any supplier’s offering from the eMarket Center.
The Lead State reserves the right to approve the pricing on the eMarket Center. This catalog review right is solely for the benefit of the Lead State and Participating Entities, and the review and approval shall not waive the requirement that products and services be offered at prices (and approved fees) required by the Master Agreement.

Several WSCA-NASPO Participating Entities currently maintain separate SciQuest eMarketplaces, these Participating Entities do enable certain WSCA-NASPO Cooperative Contracts. In the event one of these entities elects to use this WSCA-NASPO Cooperative Contract (available through the eMarket Center) but publish to their own eMarketplace, the Contractor agrees to work in good faith with the entity and WSCA-NASPO to implement the catalog. WSCA-NASPO does not anticipate that this will require substantial additional efforts by the Contractor; however, the supplier agrees to take commercially reasonable efforts to enable such separate SciQuest catalogs.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be signed and intend to be legally bound thereby.

Independent Contractor Approval:

[Signature]
Independent Contractor’s Signature

[Date]
Date

Senior Vice President & General Manager

Independent’s Contractor’s Title

State of Nevada (Lead State) Approval:

[Signature] Greg Smith
CPO, NV State Purchasing Administrator

[Date] 12.8.17
Date

Approved as to form by:

[Signature] Nevada Deputy Attorney General for Attorney General

On [Date] 2 Dec 17
(Date)
Attachment BB  

Negotiated Items  

1. Additional Cost for hard drive removal and surrender must be disclosed to the Customer prior to the negotiation and signing of a lease or rental agreement.  

2. Models added to a segment within an awarded Group must match or exceed the minimum discount proposed in the awarded Group.  

3. Contractor is to negotiate SLA with each Participating Entity at time of initiating the Participating Addendum. Attachment O of RFP 3091 (Attachment AA) is meant to be a model Service Level Agreement only.  

4. Attachment CC – Contractors Response:  

a. Exceptions E1 through E5 noted on Attachment B were not acceptable by The State and WSCA-NASPO.  

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be signed and intend to be legally bound thereby.  

Independent Contractor Approval:  

[Signature]  

Independent/Contractor’s Signature  

[Date]  

Independent/Contractor’s Title  

State of Nevada (Lead State) Approval:  

[Signature]  

Greg Smith  

[Date]  

CPO, NV State Purchasing Administrator  

Attachment BB – Negotiated Items  

Page 1  

Canon USA
SERVICE LEVEL AGREEMENT (SLA)

1. Services Covered Under This SLA:

1.1 Purpose

The purpose of this addendum is to define service levels; as well as provide the State or Purchasing Entity with a defined replacement process for equipment performing below satisfaction or expectations.

1.2 Basic Service

1.2.1 Call Logs: Canon’s Authorized Dealers will maintain service metrics and history for all devices under contract.

1.2.2 Basic Maintenance Service: Preventive maintenance is done at the manufacturer’s suggested intervals according to section 5.4.3.4 of the Master Agreement.

1.2.3 Parts and Supplies: Canon’s authorized technicians carry a high mortality parts locally in order to remedy common problems. Other parts can be ordered overnight from Canon. Supplies are typically replenished proactively but can be expedited in emergencies on a case-by-case basis.

1.2.4 Moves and Relocations: Moves are accomplished within 30 days of request according to Section 3.5.12.3 of the Master Agreement. Prices vary between Zones 1, 2 and 3 as seen in the pricing.

1.2.5 Equipment Delivery: Deliver of Equipment is covered under section 5.3 of the Master Agreement.

1.3 Response Time - Fleet

Canon or an Authorized Dealer agrees to maintain the following service levels defined below as targets:

<table>
<thead>
<tr>
<th>Group</th>
<th>Performance Criteria</th>
<th>Quarterly Uptime</th>
</tr>
</thead>
<tbody>
<tr>
<td>A/B</td>
<td>Average Uptime under 91ppm multifunctional devices (within servicing territory for each dealer)</td>
<td>95% or better over the 4 fixed quarterly intervals per year, for devices within Servicing Territory. (Excludes devices with rated speeds of 91ppm or greater)</td>
</tr>
<tr>
<td>A/B</td>
<td>Average Uptime Production Equipment 91ppm or greater (within servicing territory for each dealer)</td>
<td>80% or better on all production equipment over the 4 fixed quarterly intervals per year on production level equipment within Canon’s</td>
</tr>
<tr>
<td></td>
<td>Servicing Territory.</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>-------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>Wide Format Devices&lt;br&gt;PW900&lt;br&gt;CW650&lt;br&gt;PW340&lt;br&gt;CW900&lt;br&gt;PW500</td>
<td>95% or better over the 4 fixed quarterly intervals per year, for devices within Servicing Territory.</td>
</tr>
<tr>
<td>D</td>
<td>Printers (Color and Black &amp; White)&lt;br&gt;imageCLASS Models&lt;br&gt;MF models&lt;br&gt;imageRUNNER LBP models have the same uptime as category A/B under 91ppm</td>
<td>N/A</td>
</tr>
<tr>
<td>F</td>
<td>Scanners</td>
<td>N/A</td>
</tr>
<tr>
<td>A, B and C</td>
<td>Average On-Site Response Time</td>
<td>6 Hours or Less - over 6 fixed quarterly intervals per year, for devices within a servicing territory. Except exchange models if applicable.</td>
</tr>
<tr>
<td>A, B and C</td>
<td>First Time Fix</td>
<td>80% of all service calls or better</td>
</tr>
</tbody>
</table>

These service levels will be measured on a quarterly basis between Canon or an Authorized Dealer and the State or Purchasing Entity.

**Servicing Territory** – 50 miles within the Authorized Servicer

**Production Equipment** - units with rated speeds 91 pages per min or faster and/or graphic production color units (excludes imageRUNNER color units).

**Multifunctional Devices** – Black and White units with rated speeds below 91 pages per minute and business color units (imageRUNNER color units are included in this classification).

**For All Multi-Function devices - B/W & Color**
Average response time - Response time, as noted above, shall be calculated from the time the Purchasing Entity call is placed with our Dealer’s Dispatch department, until the time the Technician arrives at the individual location. Response times are calculated between 8:30am and 5:00pm, Monday through Friday, excluding Dealer holidays. For the individual location which has multiple machines and active service calls, the Technician’s arrival shall stop the response time calculation for all open service calls at that location.
For B/W units with rated speeds 91 pages per minute or faster and/or Graphic production color units (Excludes imageRUNNER color units)

Downtime is calculated from the time a service call is placed with our Dealer’s Dispatch department until the time the Technician completes the repair. Uptime criteria are calculated between 8:30am and 5:00pm, Monday through Friday, excluding Dealer holidays, and exceptions outlined in the following sentence(s). Uptime requirements will not include preventative maintenance service calls, calls which could have been prevented by key operator functions outlined in unit's operation manual, calls created by user mishandling, units which are running outside the manufacturer’s optimum performance volume, or units which need to be over-hauled as a result of reaching useful life, in the opinion of Dealer’s Service department.

For Groups A and B - Downtime is calculated from the time a service call is placed with Dealer’s Dispatch department until the time the Technician completes the repair. Uptime criteria is calculated between 8:30am and 5:00pm, Monday through Friday, excluding Dealer holidays, and exceptions outlined below. Uptime requirements will not include preventative maintenance service calls, calls which could have been prevented by key operator functions outlined in unit's operation manual, calls created by user mishandling, units which are running outside the manufacturer’s optimum performance volume, or units which need to be over-hauled as a result of reaching useful life, in the opinion of Dealer’s Service department.

Loaner Unit/Backup Production – If any unit in Groups A and B is inoperable for a period in excess of 72 hours, Canon or the Authorized Dealer shall provide the State or Purchasing Entity with either:

i)  A loaner unit of similar speed and capabilities until such time as the unit(s) covered by this agreement are operable, or

ii) Provide the State or Purchasing Entity with off-site manned production capabilities to accomplish the work of the unit that is inoperable at the sole cost of the Vendor. Such costs shall be limited to cost of production (service and supplies), equipment, labor, power, transportation of jobs to and from the off-site production facility and facilities.

Replacement Policy - If State or Purchasing Entity is not satisfied with any unit of Equipment, Dealer will, at the State or Purchasing Entity’s written request, replace it without charge with an equivalent unit or, at the option of Dealer, with a machine with comparable features and capabilities. Prior to installing a substitute product, supplier will be allowed 30 days to remedy any quality or reliability issues. A designated factory authorized technician must certify each unit’s ability to produce acceptable impressions with acceptable copies between calls or uptime. The guarantee will remain in effect for the term of the contract or up to five (5) years from the date of purchase/lease, provided the equipment has not been subjected to abuse or neglect and has been continuously covered by a Maintenance Contract. This replacement policy will remain in effect for the term of the contract and is subject to the State or Purchasing Entity remaining current with supplier’s payment requirements.
For groups D and F, Canon USA’s Exchange and Carry-Inn Product Limited Warranty will apply.

1.4 Additional Guarantees

1.4.1 **Training** – End-user training - Upon equipment installation shall be at no charge. Technical support training to include Network connectivity and print driver installation. Subsequent training shall be available on an ongoing basis during the contract at an additional charge. Scheduling of all training shall be mutually agreed upon during regular business hours.

1.4.2 **Invoicing** – Canon or the Authorized Dealer shall maintain timely, accurate invoicing, less service run impressions, as defined below.

<table>
<thead>
<tr>
<th>Measurable</th>
<th>Service Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Invoicing</td>
<td>Invoices will be submitted no later than the 25th of the month immediately following the close of a billing period.</td>
</tr>
<tr>
<td>Accurate Invoicing</td>
<td>An error in the billing must be corrected as soon as identified and agreed upon by both parties. The correction or modification must show up on the following billing invoice from the date the error is identified.</td>
</tr>
<tr>
<td>Service Impressions</td>
<td>Canon or the Authorized Dealer will credit all service run impressions within the same billing cycle</td>
</tr>
<tr>
<td>Contact regarding Invoice related questions</td>
<td>If you have a question regarding an invoice for services provided by Canon or one of its Authorized Dealers, please contact our billing office at (800) 323-9170 and have the invoice readily available for reference.</td>
</tr>
</tbody>
</table>

2. Reporting and Billing

2.1 **Timely Reporting** – Canon or the Authorized Dealer shall produce reporting for the State/Entity within 30 days of the closing of the reporting period.

2.2 **Timely Payment of Administrative Fees** – Canon or the Authorized Dealer shall produce payment for any State Specific Administrative Fee within 30 days of the closing of the reporting period.

2.3 **Accuracy of Reporting** – The State may request at any point proof of the reporting accuracy through the data set supporting the reporting. If the State has reason to believe that multiple and systemic reporting errors exist, that cannot be corrected to the State’s satisfaction; the State may require an audit by a third party. If errors are found, Canon or the Authorized Dealer must reimburse the State for the cost of the auditor as well as correcting any administrative fee errors.

2.4 **Accuracy of Billing** – The State or the Purchasing Entity may request at any point proof of the billing accuracy through the data set supporting the billing. If the State or the Purchasing
Entity has reason to believe that multiple and systemic billing errors exist, that cannot be corrected to the State’s or the Purchasing Entity’s satisfaction; the State or Purchasing Entity may require an audit by a third party. If errors are found, Canon or the Authorized Dealer must reimburse the State or the Purchasing Entity for the cost of the auditor as well as correcting any billing errors.