Standard Terms and Conditions

Services

1. Applicability. These Standard Terms and Conditions ("Terms and Conditions") apply to Michigan State University’s ("University") purchase of services ("Services") specified on the face of the purchase order (the "Order") from the party to whom the purchase order is addressed (the "Supplier") (these Terms and Conditions, the Order, and any exhibits or attachments agreed to in writing by University are collectively referred to as the "Agreement"). If there is a conflict between documents, the order of precedence is: (a) first, these Terms and Conditions; (b) second, the Order; and (c) third, any exhibits or attachments to the Order agreed to in writing by the University. "Supplier" includes Supplier's employees, officers, directors, agents, and sub-contractors. "University" includes University's employees, officers, directors, trustees, students, agents, and contractors. University and Supplier are sometimes referred to herein individually as a ("party") and collectively as the ("parties").

2. Services. Supplier shall provide the Services pursuant to the Order at the prices set forth therein. These Terms and Conditions will apply at all times to the provision of Services and the Order.

3. Warranty. Supplier warrants that all Services: (a) are performed by individuals with the requisite skill, experience and qualifications necessary; (b) comply with representations in Supplier’s advertisements, correspondence, or RFP response; (c) comply with applicable laws, regulations, ordinances, or codes; and (d) are not restricted by, or infringe upon, rights of third parties. These warranties shall survive inspection, acceptance, and payment by University. Supplier represents that it is not debarred or suspended or listed on the General Services Administration’s List of Parties Excluded from Federal Procurement or Non-procurement Programs. Supplier will notify University if it is debarred or suspended during the term of this Agreement. Supplier will correct any breach of warranty at Supplier’s sole expense. University does not waive any warranty by acceptance of goods, services or payment, and reserves all rights and remedies.

4. Payment Terms. Supplier shall issue an invoice to University upon completion and acceptance of the Services in accordance with the requirements set forth in the Order. University shall pay all properly invoiced amounts due to Supplier within thirty (30) days after University’s receipt of such invoice, except for any amounts disputed by University in good faith. In the event of a payment dispute, University shall deliver a written statement to Supplier no later than five (5) days prior to the date payment is due on the disputed invoice listing all disputed items and providing a reasonably detailed description of each disputed item. Amounts not so disputed are deemed accepted and must be paid, notwithstanding disputes on other items, within the period set forth in this Section. The parties shall seek to resolve all such disputes expeditiously and in good faith. Supplier shall continue performing its obligations under the Order notwithstanding any such dispute.

5. Setoff. Without prejudice to any other right or remedy it may have, University reserves the right to set off at any time any amount owing to it by Supplier against any amount payable by University to Supplier.

6. Tax Exempt Status. The University is a tax-exempt institution, granted such status by authorized taxing units of the State of Michigan, and is exempt from Federal Excise Tax and Michigan General Sales Tax (see Michigan Public Act 167 of 1933, section 4 as amended).

7. Audit and Retention of Books and Records. University shall have access to and the right to examine and copy any directly pertinent books, documents, papers, and records of Supplier involving transactions related to this Agreement until the expiration of three (3) years after final payment hereunder. Supplier further agrees to promptly furnish, when requested by University, such books, documents, and records of Supplier as are necessary to verify the accuracy of the amounts invoiced to University against any past or current goods and services provided by Supplier. If any audit discloses an overpayment by University or a discrepancy in the amount invoiced by Supplier against the goods and services actually provided by Supplier, Supplier will promptly reimburse University within thirty (30) days of University’s notification to Supplier of any such overpayment, rectify such discrepancy, or both, and further pay University a fee equal to 25% of the amount of any overpayment.

8. Termination. The University may terminate this Agreement in whole or in part at its convenience upon 30 days' notice to Supplier. Upon notice of such termination, and subject to its Transition Responsibilities under Section 14 below, Supplier shall immediately stop all work related to this Agreement. Supplier shall be paid a reasonable charge for Services satisfactorily provided or performed. In no event shall Supplier be paid
for costs incurred or Services performed after receipt of notice of termination, or for costs that reasonably could have been avoided. University may terminate the Agreement in whole or in part for cause upon seven (7) days written notice if Supplier fails to comply with any material term or condition. In the event of such termination, the University will not be liable for any damages; and reserves all rights and remedies and Supplier shall be liable to the University for all losses, damages, and expenses, including, without limitation, the excess cost of re-procuring similar services; and amounts paid by the University for any items the University has received but returns to Supplier. Any reference to specific breaches being material breaches within this Agreement will not be construed to mean that other breaches are not material. If a determination is made that the University improperly terminated the Agreement for cause, then the termination shall be deemed to have been for the University’s convenience.

9. Indemnification. Supplier shall defend, indemnify and hold harmless University and University’s respective Board of Trustees, officers, employees, and agents (collectively, “Indemnitees”) against any and all loss, injury, death, damage, liability, claim, deficiency, action, judgment, interest, award, penalty, fine, cost or expense, including reasonable attorney and professional fees and costs, and the cost of enforcing any right to indemnification hereunder and the cost of pursuing any insurance providers (collectively, “Losses”) arising out of or occurring in connection with the Services provided by Supplier or Supplier’s negligence, willful misconduct or breach of these Terms and Conditions. Further, Supplier shall, at its expense, defend, indemnify and hold harmless University and any Indemnitee against any and all Losses arising out of or in connection with any claim that University’s or Indemnitee’s use of the Services infringes or misappropriates the patent, copyright, trade secret or other intellectual property right of any third party. In no event shall Supplier enter into any settlement without University’s or Indemnitee’s prior written consent.

10. Removal of Supplier Personnel. If any Supplier personnel repeatedly fails to perform in a competent manner or is found to be unsuitable for the work, in the University’s sole discretion, and the University notifies Supplier that such Supplier personnel is no longer acceptable to the University, citing the grounds and specific supporting facts, then, after written notification from the University, Supplier shall no longer schedule the Supplier personnel to provide or support Services for the University under this Agreement or any other agreement with the University.

11. University Data. “Data” means any and all electronic or other information that is collected, used, processed, stored, or generated as the result of the Services. Data may include but is not limited to, information that is: (i) identified with a specific individual (e.g., “personally identifiable information” or “PII”); (ii) subject to proprietary rights under patent, copyright, trademark, or trade secret law; (iii) privileged against disclosure in a civil lawsuit (e.g., data subject to attorney-client or doctor-patient privileges); (iv) subject to laws, regulations, rules or standards that prohibit or limit disclosure (e.g., the Family Educational Rights and Privacy Act (“FERPA”), the Export Administration Act (“EAR”), the International Traffic in Arms Regulations (“ITAR”), the Health Insurance Portability and Accountability Act (“HIPAA”), the Genetic Information Non-Discrimination Act (“GINA”), the Gramm-Leach-Bliley Act; and the Payment Card Industry Security Standards Council requirements); or (v) ought in good faith to be treated as sensitive, proprietary, or confidential.

a. Prohibition of Unauthorized Use of Data. Supplier agrees to hold Data in strict confidence. Supplier shall not use or disclose Data received from or on behalf of the University except as required by law, or as otherwise authorized in writing by the University. Supplier agrees that any and all Data exchanged shall be used expressly and solely for the purposes enumerated in the Agreement. Data shall not be distributed, repurposed, or shared across other applications, environments, or business units of Supplier, or passed to other vendors or interested parties except on a case-by-case basis as specifically agreed to in writing by the University. University Data is and will remain the sole and exclusive property of the University and all right, title, and interest in the same is reserved by the University.

b. Security Standards. If Supplier has possession of University Data, Supplier agrees that it will comply with all state and federal laws relating to data privacy and security, and at all times under the following standards:

i. Network Security. Supplier shall at all times maintain network security that includes, at a minimum: network firewall provisioning, intrusion detection, and regular third party penetration
testing of the network and all relevant computer/data storage devices. Upon University’s request, Supplier agrees to provide University access to its penetration test results and documentation of its network standards. If Supplier will process or hold payment card information, Supplier shall maintain network security that conforms to the latest PCI/DSS standards.

ii. **Data Security.** Supplier shall protect and maintain the security of Data with protection that is at least as good as or better than that maintained by University. These security measures include maintaining secure environments that are patched and up to date with all appropriate security updates as designated, for example, by Microsoft notification.

iii. **Data Transmission.** Supplier shall ensure that any and all transmission or exchange of Data with University and/or any other parties expressly designated by Purchaser shall take place by secure means, *e.g.*, HTTPS or FTPS.

iv. **Data Storage.** Supplier shall ensure that any and all Data will be stored, processed, and maintained solely on designated target servers and that no Data at any time will be processed on or transferred to any portable or laptop computing device or any other portable storage medium, unless that storage medium is in use as part of the Supplier’s designated backup and recovery process.

v. **Data Encryption.** Supplier shall store and backup Data as part of its designated backup and recovery processes in encrypted form, using no less than 128 bit key encryption.

c. **Return or Destruction of Data.** Upon cancellation, termination, expiration, or other conclusion of the Agreement, Supplier must, within 7 days of the University’s request, provide the University, without charge and without any conditions or contingencies whatsoever (including but not limited to the payment of any fees due to Supplier), an extract of Data in the format specified by the University. Once an extract of the Data has been provided to University, Supplier shall erase, destroy, and render unreadable all Data, including copies, in possession of Supplier, its subcontractors and agents and certify in writing that these actions have been completed within 30 days of the termination of this Agreement or within 7 days of the request of University, whichever shall come first.

d. **Notification of Network Data Breach.** Supplier shall immediately report in writing to the University any network breach and/or use or disclosure of Data not authorized by the Agreement, including any reasonable belief that unauthorized access to Data has occurred. Supplier shall make the report to the University not less than two (2) business days after Supplier reasonably believes that there has been such unauthorized use or disclosure. Supplier’s report shall identify: (i) the nature of the unauthorized use or disclosure; (ii) the network element(s) and/or Data used or disclosed; (iii) who made the unauthorized use or received the unauthorized disclosure; (iv) what Supplier has done, or shall do, to mitigate any negative effect of the unauthorized disclosure; and (v) what corrective action Supplier has taken, or shall take, to prevent future unauthorized use or disclosure. Supplier shall comply with all applicable laws that require the notification of individuals in the event of unauthorized release of personally-identifiable information, or any other event requiring such notification (a “Notification Event”). The University may, in its sole discretion, choose to provide notice to any or all parties affected by a network or Data breach, but the Supplier shall reimburse the University for its costs in providing any credit monitoring or similar services that are necessary as a result of any network or Data Breach.

12. **Confidentiality.** Supplier shall keep confidential and not disclose to third parties any information provided by the University or by private individuals, organizations or public agencies during the course of this Agreement, including University’s Data, unless Supplier has received the prior written consent of the University to make the disclosure or unless required by law or legal process. Only Supplier personnel with a need to know may have access to or use University Data. This obligation of confidentiality does not extend to information that is, or shall become through no fault of Supplier, available to the general public. Upon the completion or termination of this Agreement, Supplier shall immediately return all confidential information to the University or shall make other disposition of the confidential information as directed by the University.

13. **Intellectual Property Rights.** Supplier hereby acknowledges that the University is and will be the sole and exclusive owner of all right, title, and interest in the Work Product (defined below) and all associated
intellectual property rights, if any. Such Work Product are works made for hire as defined in Section 101 of
the Copyright Act of 1976. To the extent any Work Product and related intellectual property do not qualify as
works made for hire under the Copyright Act, Supplier will, and hereby does, immediately on its creation,
assign, transfer and otherwise convey to the University, irrevocably and in perpetuity, throughout the
universe, all right, title and interest in and to the Work Product, including all intellectual property rights
therein. For purposes of this Section, “Work Product” means any and all reports, documents or other
materials created by the Supplier for the University under the Order.

14. Insurance. Unless more specific insurance provisions are specified by the University, Supplier shall, at
Supplier's expense at all times during its performance under this Agreement, obtain and keep in force: i)
Commercial general liability insurance, including contractual products and completed operations insurance
($1 million per occurrence/$2 million annual aggregate); ii) Employers Liability with a minimum limit of
$500,000; and iii) Workers’ Compensation to statutory limits as required by the State of Michigan; iv)
Professional liability/errors and omissions insurance with limits no less than $1 million, which should include
a rider for Cyber Liability insurance coverage. Prior to the commencement of work, Supplier shall provide
a certificate of insurance evidencing such insurance, which shall name the Trustees of Michigan State
University as an additional insured. Supplier shall provide for notification to the University within at least
thirty (30) days prior to expiration or cancellation of such insurance. Compliance with the foregoing
requirements as to carrying insurance and furnishing evidence of it will not relieve the Supplier of its
liabilities and obligations under this Agreement.

15. Transition Responsibilities. Upon termination or expiration of this Agreement for any reason, Supplier
must, for a period of time specified by the University (not to exceed 90 calendar days), provide all
reasonable transition assistance requested by the University, to allow for the expired or terminated portion
of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of
such Services to the University or its designee. Such transition assistance may include, but is not limited
to: (a) continuing to perform the Services at the established rates set forth in this Agreement; (b) taking all
reasonable and necessary measures to transition performance of the work, including all applicable
Services, training, reports and other documentation, to the University or the University’s designee; (c) taking
all necessary and appropriate steps, or such other action as the University may direct, to preserve, maintain,
protect, or return to the University all materials, data, property, and confidential information provided directly
or indirectly to Supplier by any entity, agent, vendor, or employee of the University; (d) transferring title in
and delivering to the University, at the University’s discretion, all completed or partially completed
deliverables prepared under this Agreement as of the Agreement termination date; and (e) preparing an
accurate accounting from which the University and Supplier may reconcile all outstanding accounts
(collectively, “Transition Responsibilities”). This Agreement will automatically be extended through the
end of the transition period.

16. Limitation of Liability. THE UNIVERSITY WILL NOT BE LIABLE, REGARDLESS OF THE FORM OF
ACTION, WHETHER IN CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR BY STATUTE OR
OTHERWISE, FOR ANY CLAIM RELATED TO OR ARISING UNDER THIS CONTRACT FOR
CONSEQUENTIAL, INCIDENTAL, INDIRECT, OR SPECIAL DAMAGES, INCLUDING WITHOUT
LIMITATION LOST PROFITS AND LOST BUSINESS OPPORTUNITIES. OTHER THAN ITS PAYMENT
OBLIGATIONS, IN NO EVENT WILL THE UNIVERSITY’S AGGREGATE LIABILITY TO SUPPLIER
UNDER THIS CONTRACT, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT,
TORT, NEGLIGENCE, STRICT LIABILITY OR BY STATUTE OR OTHERWISE, FOR ANY CLAIM
RELATED TO OR ARISING UNDER THIS CONTRACT, EXCEED THE TOTAL AMOUNT OF PAYMENTS
PAID BY THE UNIVERSITY TO SUPPLIER DURING THE TWELVE (12) MONTHS PRECEDING THE
APPLICABLE CLAIM.

17. Force Majeure. Neither Supplier nor the University shall be liable for failure to perform its respective
obligations under the Agreement when failure is caused by fire, explosion, flood, act of God, civil disorder
or disturbances, strikes, vandalism, war, riot, sabotage, weather and energy related closings, or like causes
beyond the reasonable control of the party (“Force Majeure Event”). In the event that either party ceases
to perform its obligations under this Agreement due to the occurrence of a Force Majeure Event, the party shall: (a) as soon as practicable notify the other party in writing of the Force Majeure Event and its expected duration; (b) take all reasonable steps to recommence performance of its obligations under this Agreement as soon as possible, including, as applicable, abiding by the disaster plan in place for the University. In the event that any Force Majeure Event delays a party’s performance for more than thirty (30) calendar days following notice by the delaying party pursuant to this Agreement, the other party may terminate this Agreement immediately upon written notice.

18. **Compliance with Laws.** Supplier shall be responsible for compliance with any and all applicable federal, state and local laws, ordinances, regulations, and the University’s policies and rules, found at [https://upl.msu.edu/procurement/supplier-resources/policies-for-suppliers/index.html](https://upl.msu.edu/procurement/supplier-resources/policies-for-suppliers/index.html), with respect to the provision of Services under this Agreement. Unless otherwise expressly provided for in the Agreement, Supplier shall obtain and comply with all permits, licenses and similar authorizations that are necessary to provide the Services. By merit of submitting a proposal, Supplier warrants and represents that it has all legally required licenses and permits needed to provide the Services.

19. **Smoke and Tobacco Free Organization** Effective as of August 15, 2016, MSU is a smoke and tobacco-free organization. Groups and/or individuals visiting MSU property are subject to MSU’s tobacco-free policy and ordinance. No person shall (a) smoke, or (b) otherwise use any product derived from or containing tobacco, on any property governed by the Board of Trustees of Michigan State University. Additional information can be found at [http://tobaccofree.msu.edu/](http://tobaccofree.msu.edu/).

20. **Non-Discrimination Under Michigan Law.** Pursuant to Section 209 of the Michigan Elliot-Larsen Civil Rights Act and Section 209 of the Michigan Persons with Disabilities Civil Rights Act, in providing services, the Supplier and its contractor(s) agree not to discriminate against any employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or any matter directly or indirectly related to employment, because of age, color, familial status, height, marital status, national origin, race, religion, sex, weight, or a disability that is unrelated to the individual’s ability to perform the duties of a particular job or position.

21. **Federal Contract Compliance.** University is an equal opportunity employer and a federal contractor or subcontractor. Consequently, the parties agree that, as applicable, they will abide by the requirements of 41 CFR 60-1.4(a), 41 CFR 60-300.5(a) and 41 CFR 60-741.5(a) and that these laws are incorporated herein by reference. These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity or national origin. These regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability. The parties also agree that, as applicable, they will abide by the requirements of Executive Order 13496 (29 CFR Part 471, Appendix A to Subpart A), relating to the notice of employee rights under federal labor laws.

22. **Prohibited Equipment.** In accordance with Public Law 115-91 and FAR 52.204-23, Prohibition on Contracting for Hardware, Software, and Services Developed or Provided by Kaspersky Lab and Other Covered Entities, and Public Law 115-232 and FAR 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment, Supplier is prohibited from delivering covered telecommunications equipment as defined in FAR 52.204-25 or covered articles as defined in FAR 52.204-23. Supplier hereby represents and warrants that it will abide by the prohibitions contained in this Section.

23. **Criminal Background Checks.** Supplier may be required to perform criminal background checks of its personnel pursuant to the MSU Contractor Criminal Background Check Requirements Policy (“CBC Policy”), available at [https://upl.msu.edu/common/documents/criminal-back-ground-check.pdf](https://upl.msu.edu/common/documents/criminal-back-ground-check.pdf). If Supplier is subject to the CBC Policy, Supplier must sign and deliver the Contractor Certification for Criminal Background Checks to University prior to the provision of any services or delivery of any goods. University reserves the right to audit compliance with the CBC Policy requirements and may require further documentation of compliance from Supplier. Non-compliance with the Policy is considered a material breach of this Agreement, which may result in a termination for cause.

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24. **Freedom of Information Act.** Nothing in this Agreement shall in any way limit the ability of the University to comply with any laws or legal process concerning disclosures by public bodies. Supplier acknowledges that any responses, materials, correspondence or documents provided to the University may be subject to the State of Michigan Freedom of Information Act (“FOIA”) and may be released to third parties in compliance with FOIA or any other law.

25. **Use of the University Name, Logo and Marks.** The University acknowledges that Supplier may make public statements regarding the existence of the contract, its terms and conditions and an accurate description of the products or services being supplied without the consent of the University. However, other than as permitted by the previous sentence, Supplier will not use the name, logo, or any other marks (including, but not limited to, colors and music) owned by or associated with the University, or the name of any representative of the University without the prior written permission of the University in each instance.

26. **Conflict of Interest.** Supplier warrants that to the best of Supplier’s knowledge, there exists no actual or potential conflict between Supplier and the University, and its Services under this Agreement, and in the event of change in either Supplier’s private interests or Services under this Agreement, Supplier will inform the University regarding possible conflict of interest which may arise as a result of the change. Supplier also affirms that, to the best of Supplier’s knowledge, there exists no actual or potential conflict between a University employee and Supplier.

27. **Independent Contractor.** The relationship between the parties is solely that of independent contractors, not partners, joint ventures, employees, agents or otherwise. Neither will have any authority to bind the other in any manner, and will not represent or imply that it has such authority.

28. **No Third Party Rights.** Nothing in this Agreement shall be construed as creating or giving rise to any rights in third parties or persons other than the named parties to this Agreement.

29. **Assignment.** Supplier may not assign this Agreement, nor any money due or to become due without the prior written consent of the University. Any assignment made without such consent shall be deemed void.

30. **Amendment.** This Agreement may not be amended except by signed agreement between the parties.

31. **Notices.** Any notice to either party must be in writing and will be delivered either personally, by electronic mail with confirmed delivery, by a recognized overnight courier service, or by the United States mail (first-class, certified or registered with postage prepaid, return receipt requested), to the other party at its address as set forth on the Order.

32. **Severability.** If any provision of this Agreement is invalid or unenforceable, the remainder of the provisions, or the application of such provisions to person other than those as to which it is held invalid or unenforceable, will not be affected and the remainder of the provisions will be valid and enforceable to the fullest extent permitted by law.

33. **Assurance.** If University determines in good faith that it is insecure with respect to Supplier’s ability or intent to fully perform, Supplier will provide University with written assurance of Supplier’s ability and intent to fully perform. Supplier will provide such assurance within the time and in the manner specified by the University. Supplier will immediately notify the University of any circumstances that may cause Supplier to fail to fully perform. Upon University’s good faith determination that Supplier cannot or will not perform, the University may deem the Supplier to have breached and may terminate the Agreement.

34. **Survivability.** Provisions of this Agreement, which by their nature should apply beyond their terms, will remain in force after any termination or expiration of this Agreement.

35. **Governing Law.** Michigan law, without regard for choice of law considerations, will govern this Agreement. The Michigan Court of Claims or Federal District Court for the Western District of Michigan will hear any action arising out of this Agreement, and Supplier consents to jurisdiction in Michigan.

36. **Entirety.** This Agreement constitutes the sole and entire agreement of the parties with respect to the subject matter contained herein, and supersedes all prior and contemporaneous understandings and agreements, both written and oral, with respect to such subject matter. NO TERMS ON SUPPLIER’S QUOTES,
INVOICES, WEBSITE, BROWSE-WRAP, SHRINK-WRAP, CLICK-WRAP OR OTHER NON-Negotiated TERMS AND CONDITIONS PROVIDED WITH ANY OF THE SERVICES HEREUNDER WILL CONSTITUTE A PART OR AMENDMENT OF THIS AGREEMENT OR IS BINDING ON THE UNIVERSITY FOR ANY PURPOSE. ALL SUCH OTHER TERMS AND CONDITIONS HAVE NO FORCE AND EFFECT AND ARE DEEMED REJECTED BY THE UNIVERSITY, EVEN IF ACCESS TO OR USE OF SUCH SERVICES REQUIRES AFFIRMATIVE ACCEPTANCE OF SUCH TERMS AND CONDITIONS.