STATE OF TENNESSEE
COMPTROLLER OF THE TREASURY

REQUEST FOR INFORMATION
FOR
COMPUTER-ASSISTED MASS APPRASIAL (CAMA),
CASE MANAGEMENT & RESOLUTION
& RELATED SOFTWARE APPLICATIONS

RFI # 30716-22037
February 15, 2022

1. **STATEMENT OF PURPOSE:**

   The State of Tennessee, Comptroller of the Treasury, issues this Request for Information ("RFI") as an information gathering and market research tool and not as a formal solicitation of specific requirements or pricing (such as in a "Request for Proposals" document). This is an opportunity for interested parties to help our office better understand the current marketplace offerings. We appreciate your input and participation in this process.

   BACKGROUND:

   The Comptroller of the Treasury (COT) operates the Integrated Multi-Processing of Administrative and Computer-Assisted Mass Appraisal Technology (IMPACT) and the Case Management & Resolution Center (Case Mgmt.) systems.

   The IMPACT system is managed by our Division of Property Assessments (DPA) and maintains property tax assessment data for 84 county property assessors. It allows authorized state and county users to manage real and personal property records from discovery through the entire assessment process. Functionality includes appraisal, classification, assessment, appeals, exemptions, and tax billing, plus additional administration of Tennessee's property tax relief and tax freeze programs.

   Our Office of State Assessed Properties (OSAP) uses IMPACT to maintain ownership and property data used to annually assess the value of real, personal and intangible property of over eighteen hundred Public Utility and Transportation entities.

   The Case Mgmt. system is managed by the State Board of Equalization (SBOE) and processes property tax appeals, exemptions and tax incentive reporting (TIF/PILOT).

   The software for both systems are currently provided under a vendor-hosted Software as a Service (SaaS) model which is managed by our Division of Technology Solutions. Base SaaS services include a contractor Virtual Private Network (VPN), up to 10TB of data storage capacity, a first SaaS environment and a second SaaS environment. Optional services available at the State's request are an additional third and fourth SaaS environment as well as additional data storage capacity.

   For informational purposes only, the State has provided, as RFI Exhibit A, sample excerpts of the scope of services based on our current contract with Tyler Technologies, Inc.

2. COMMUNICATIONS:

2.1. Please submit your response to this RFI to:

Terry Mason
Procurement Specialist
TN Comptroller of the Treasury
Office of Management Services
425 Rep. John Lewis Way N.
Nashville, TN 37243
Terry.Mason@cot.tn.gov
615.401.7723

2.2. Please feel free to contact the TN Comptroller of the Treasury with any questions regarding this RFI. The main point of contact will be:

Curtis Langford
Director of Technology Solutions
TN Comptroller of the Treasury
Division of Technology Solutions
425 Rep. John Lewis Way N.
Nashville, TN 37243
Curtis.Langford@cot.tn.gov
615.474.5237

2.3. Please reference RFI # **30716-22037** with all communications to this RFI.

3. RFI SCHEDULE OF EVENTS:

	EVENT	TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		February 15, 2022
2.	RFI Response Deadline	2:00 p.m.	March 4, 2022

4. GENERAL INFORMATION:

4.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations and a response to this RFI will <u>not</u> create any contract rights. Responses to this RFI will become property of the State.

4.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

4.3. The State will <u>not</u> pay for any costs associated with responding to this RFI.

5. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

RFI # 30716-22037
TECHNICAL INFORMATIONAL FORM
1. RESPONDENT LEGAL ENTITY NAME:
2. RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3. Provide a narrative of your company's knowledge, ability, and experience in providing the public the services presented by the State in the Background section above and in the Features and Functionality Form below.
4. Provide a narrative of your company's experience with statewide public sector software adoptions, implementations and/or transitions from one vendor to another.
5. Describe the process for system configuration or customization, including updates to processes, changes to the user interface, creation of reports. Please include any estimated ranges of the amount of time needed for initial configuration and customizations.
6. Describe the estimated process and timeline for transition from an existing provider to implementation of your solution.

COST INFORMATIONAL FORM
1. Describe your entity's pricing structure related to licensing, and support and maintenance.
2. Describe your entity's pricing models related to initial and ongoing software configuration and customization.
3. Describe your pricing models for hosting under SaaS model.

FUNCTIONALITY AND FEATURES FORM

Select the Response Code below that best indicates your current solution's ability to provide the listed functionality or feature.

P = Provided *WITHOUT* **Configuration OR Customization**
NO = Cannot be provided
CF = Can be provided *WITH* **Configuration**
CZ= Can be provided *WITH* **Customization**

> **NOTE:** "Customization" means a change to program code or logic and/or the database. It does not include configurations unless a system change is required.

Requirement Description	Response Code	Optional Vendor Comments
Computer-Assisted Mass Appraisal – Division of Property Assessments		
1. Provides a single-point web access to critical business content for authorized users, without the need to launch additional applications		
2. Able to store and maintain ownership and property characteristic data for real and personal property for multiple tax years in a single, centralized database for all jurisdictions (presently 84 counties with over 2 million parcels in the current tax year) and encompassing taxing jurisdictions for each county and 253 municipalities		
3. Calculates current market appraised values for real property using the following approaches: market-adjusted cost, income, market; maintains and updates those appraisals on the same basis of value until the next county-wide revaluation		
4. Accommodates county-wide revaluation on statutory cycles of 4, 5 or 6 years, with a possible statistical value update in certain intervening years; provides the ability to maintain a separate copy of parcel data by county for reappraisal analysis purposes		
5. Calculates appraised values for tangible and intangible personal property in accordance with depreciation schedules and formulas contained in Tennessee law		
6. Calculates and maintains use values separate from market values		

	for property classified as agricultural, forest, or open space; provides for calculation of rollback taxes for properties no longer meeting the criteria for these classifications		
7.	Calculates assessed values using specific assessment ratios for each property classification in accordance with Tennessee laws		
8.	Calculates tax amounts, based on tax rates, fees, and assessment rates provided by the County and City local governments		
9.	Generates tax rolls, notices, receipts, and registers		
10.	Prints tax forms and related information		
11.	Provides tax forms and related information electronically to the counties and cities		
12.	Tracks delinquent property information as provided by the taxing jurisdictions		
13.	Able to assess multiple classifications on a single parcel		
14.	Able to use and import building sketches (currently in Apex sketch format) as well as create and maintain CAD-based (not vector-based) building sketches to generate square footages and other information passed into the appraisal calculation		
15.	Calculates and maintains frozen taxes for entire properties or portions of properties subject to the Property Tax Freeze program as set forth in Tennessee law		
16.	Able to lock the data by tax year and user role		
17.	Provides the ability to edit data in the current or future tax year		
18.	Generates on-demand and batch reports as initiated or scheduled by the user and provides the ability to consume custom reports developed by state staff		

19.	Provides integrated GIS/CAMA capability		
20.	Able to integrate with external applications by providing or consuming data for… a. COT developed assessment data website b. COT developed web-based Tax Freeze System c. COT developed Tax Relief system (TRAMS; for integration in tax billing) d. COT developed statistical analysis applications (MAARS) e. State enterprise geodatabase (SQL Server repository for the statewide geodatabase for GIS) f. External GIS applications g. COT developed online filing of personal property schedules h. Digital orthophotography and oblique aerial imagery (aerial imagery displayed in the CAMA system in the GIS component)		
21.	Provides for uploading and managing photos and documents related to individual parcels for viewing from within the CAMA application		
22.	Allows mapping of data components from defined worksheets and forms to specific data fields in the new product database, to allow the population of data through scanned material		
23.	Provides an accompanying field data collection application and workflow process for use in a disconnected mobile environment with integrated building sketch and photo capabilities		
24.	Provides the ability to track property appeals with results for individual parcels within the CAMA application		

Computer-Assisted Mass Appraisal – OSAP

25.	Enables a single-point web access to critical business content for authorized users, without the need to launch additional application		
26.	Stores and maintains ownership and property characteristic data for the Public Utility Companies (including real property) for multiple tax years in a single, centralized database for all jurisdictions (presently 95 counties and 350 municipalities)		
27.	Calculates current market appraised values for each Company utilizing the Unitary approach to value on an annual reappraisal schedule		
28.	Calculates the current market value of all real property for each company utilizing Marshall & Swift cost estimating service		
29.	Calculates appraised values for tangible and intangible personal property in accordance with depreciation schedules and formulas contained in Tennessee law		
30.	Calculates assessed values using specific assessment ratios for each property classification in accordance with Tennessee laws		
31.	Calculates the assessment Distribution for each company to all appropriate taxing jurisdictions (to include the appropriate equalization ratio as directed by the State Board of Equalization		
32.	Calculates tax amounts, based on tax rates, fees, and assessment rates provided by the County and City local governments		
33.	Generates tax rolls, notices, receipts, and registers		
34.	Provides the tax rolls, notices, receipts, and related information electronically to the counties and cities		

35.	Provides the ability to assess multiple classifications on a single parcel		
36.	Able to use or import building sketches (currently in Apex sketch format); provides capability to create and maintain CAD-based (not vector-based) building sketches to generate square footages and other information passed into the appraisal calculation		
37.	Provides the ability to lock the data by tax year and user role		
38.	Provides the ability to edit data in the current or future tax year		
39.	Generates on-demand and batch reports as initiated or scheduled by the user, and provide the ability to consume custom reports developed by state staff		
40.	Provides integrated GIS/CAMA capability within the application		
41.	Integrate with external applications by providing or consuming data for a. COT developed assessment data website b. OSAP Public Utility Search website c. State enterprise geodatabase (SQL Server repository for the statewide geodatabase for GIS) d. External GIS applications e. Digital orthophotography and oblique aerial imagery (aerial imagery displayed in the CAMA system in the GIS component)		
42.	Provides for uploading and managing photos and documents related to individual parcels for viewing from within the CAMA application		
43.	Allows mapping of data components from defined worksheets and forms to specific data fields in the new product database,		

	to allow the population of data through scanned material.		
44.	Provides an accompanying field data collection application and workflow process for use in a disconnected mobile environment including integrated building sketch and photo capabilities		
45.	Able to store at least (7) tax years of data.		
46.	Provides the ability to upload emails and other documents.		
47.	Provides an online filing system that is integrated with the CAMA system		
48.	Provides a web-based application for companies to securely and reliably file their Ad Valorem Tax reports annually		
49.	Provide a means for administrative review/acceptance/rejection by OSAP team members		
50.	Integrates with the provided CAMA system to allow for an automated update of submitted Ad Valorem Tax Report information upon staff review/approval		
51.	Provides filer with a new company code or an existing company code provided by team member		
52.	Accepts downloads/supporting documents and integrated into CAMA system		
53.	Provides the ability to sign submission electronically		
54.	Able to search for company code/or name with the system		
55.	Able upon filer submitting company code request for existing company to pre-populate company information based on the most recent electronic submission		
56.	Able to display dates reports are submitted		
57.	Able to send automated emails to filers		

58.	Provides ability to view, download and print Ad Valorem Tax Reports		
59.	Able for the filer to set and reset passwords		
60.	Able to calculate within the Ad Valorem Tax Report submitted by the filer		
61.	Able to calculate assessments on a data summary sheet		
62.	Able to allow the reviewer to override when necessary		
63.	Able to save information from Ad Valorem Tax report submitted by filer from one year to the following year		
Case Management - SBOE			
	Value Appeal		
48.	Create and maintain Value Property Appeal records		
49.	Able to process public filings of property appeals		
50.	Does not allow duplicate value property appeal file, verifying key fields of tax year, county code, parcel identification number, and property address		
51.	Within the Appeal records, populates applicable information related to the parcel after the key fields of county code, parcel identification number and property		
52.	Able to create and maintain a fee record associated with value property appeal record		
53.	Allows users to merge data from the stem into text and form documents		
54.	Allows for public self-service access for appeals from the internet		

55.	Track the fields of transaction or activity history for each Appeal for up to 10 years from the date of last action		
56.	Allows assessors and trustees capability to access and print appeals filed		
57.	Provides for upload and maintaining of photos and documents		
Exemption Records			
58.	Allows users to create and maintain new Exemption Application records		
59.	Able to process public filings of Exemption Applications		
60.	Allows users to create and maintain an Exemption Appeal record within the Exemption Application record		
61.	Allows users to create and maintain a fee file for the exemption application and exemption appeal		
62.	Allows for public self-service access for exempt applications and exemption appeals from the internet		
63.	Tracks transaction or activity history for each Exemption file for up to 10 years from the date of last action		
64.	Allows users to merge data from the system into text and form documents		
65.	Allows assessors and trustees capability to access and print applications and appeals filed		
66.	Provides upload and maintaining of photos and documents		
Certified and Equalized Tax Rates			
67.	Able to create and maintain a Certified Tax Rate (CTR) computation record for jurisdictions completing general reappraisal or current value update		

68.	Able to track a transaction or activity history for each CTR record		
69.	Provide for upload and maintaining of photos and documents		
70.	Able to create and maintain an equalized tax rate (ETR) computation for jurisdictions completing general reappraisal or current value update		
71.	Able to track a transaction or activity history for each ETR record		
72.	Provides for upload and maintaining of photos and documents		
PILOT & TIF			
73.	Able to create and maintain a file to track Payment-In-Lieu-of Tax (PILOT) lease reports		
74.	Able to create and maintain a fee record associated with penalty charges and payments for late filed annual reports		
75.	Within the PILOT records, populates applicable information related to the parcel after the key fields of county code; parcel identification and property address are entered		
76.	Able to merge user-selected data from the system into text documents		
77.	Allows for public self-service access for PILOT lease reports from the internet		
78.	Able to create and maintain a file to track Tax Increment Financing (TIF) reports		
79.	Within the TIF records, populate applicable information related to the parcel after the key fields of county code; parcel identification and property address are entered		
80.	Able to merge user-selected data from the system into text		

	documents		
81.	Allows for public self-service access for TIF reports from the internet		
82.	Provides for upload and maintaining of photos and documents		
Agent Registration and Certification			
83.	Able to create and maintain agent registration application		
84.	Does not allow duplicate agent application, verifying key fields of year, name, and registration number		
85.	Allows users able to create and maintain a fee record associated with the agent registration record		
86.	Allows users to merge data from the system into text and form documents		
87.	Able to create and maintain agent certification application		
88.	Does not allow duplicate agent certification, verifying key fields of year, name, and registration number		
89.	Users able to create and maintain a fee record associated with agent certification record		
90.	Provides for upload and maintaining of photos and documents		
Reporting			
91.	Generates on-demand and batch reports as initiated or scheduled by the user and provide the ability to consume custom reports developed by state staff		
Process management			

92.	Facilities the orderly progress of digital records for users and provide a way for users to be assigned and complete work on individual records		
93.	Provides the ability to edit data in the current or future tax year		

Online Filing			
94.	Provides online filing system that is integrated with the CAMA system"		

Infrastructure

95.	Offers Vendor Hosted SaaS (Software as a Service) Option		
96.	Able to ingest and replicate hundreds of existing custom reports		
97.	Provides database access to SaaS environment for export to customer environment for other applications		
98.	Offers Disaster Recovery services as part of SaaS		
99.	Includes one full Disaster Recovery Test per year as to ensure functionality of Disaster Recovery environment on a regular basis		
100.	Provides minimum RPO of 2 hours in a Disaster Recovery scenario		
101.	Provides minimum RTO of 4 hours in a Disaster Recovery scenario		
102.	Provides for direct inbound/outbound read/write database access for COT personnel		
103.	Allows for custom 3rd party applications to be installed on SaaS environment to support COT business processes		

104.	Provides a secure API (Application Programming Interface) for third party vendors		
105.	Integrates with ArcGIS software to support GIS business operations		
106.	Provides for Azure-based Active Directory integration (SAML) for user authentication		
107.	Provides an incident management system to support customer requests		
108.	Supports and is compatible with EagleView Pictometry imaging		
109.	Supports file system document repository (as opposed to database)		
110.	Provides for workflow management tool to support submissions and approvals		
111.	Web application is compatible with modern browsers		
112.	Does not require Java client for endpoint access		
113.	Support ability for customer to develop custom applications based on SaaS database schema		
114.	Hosting environment is within continental United States		

ADDITIONAL CONSIDERATIONS
1. Please provide input on alternative approaches or additional things to consider that might benefit the State:

General Scope – For Informational Purposes Only

A.1.   *The Contractor shall provide all goods or services and deliverables as required, described, and detailed below and shall meet all service and delivery timelines as specified by this Contract.*

A.2.   *Definitions and Abbreviations.*

	Term	**Definition**
a.	Activity Center	Component software of Case Management & Resolution Center that provides for workflow management of cases.
b.	Case Management & Resolution Center	Component used by SBOE for managing property tax appeals, exemption, and tax incentive reporting (TIF/PILOT).
c.	Contractor-Owned Software	Commercially available software of which the rights to are owned by the Contractor, including but not limited to commercial "off-the-shelf" software, which is not developed using State's money or resources, including any integrations, custom modifications, and/or other related interfaces.
d.	Custom-Developed Application Software	Customized application software developed by Contractor solely for State.
e.	DPA	Division of Property Assessments
f.	iasWorld®	Software package that was originally licensed by the State currently in use by the State for the IMPACT system.
g.	IMPACT	Integrated Multi-Processing of Administrative and Computer-Assisted Mass Appraisal Technology system used by DPA, OSAP and SBOE as well as county assessor's offices.
h.	Licensing Contracts	Prior contracts under which the Contractor previously granted the State a perpetual, royalty-free, irrevocable, unlimited, and non-exclusive right to use the Contractor-Owned Software for the State's business purposes.
i.	Offsite	Any location that does not meet the definition of the term "Onsite"
j.	Onsite	Any location in the State of Tennessee as specified in a request for additional work by the State.
k.	OSAP	Office of State Assessed Properties
l.	Public Access	Component of the Case Management & Resolution Center provided under the iasWorld® software. It provides an online gateway that allows constituents to track their appeal and exemption applications online.

m.	Rights Transfer Application Software	Any pre-existing application software owned by Contractor or a third party, excluding however, Contractor-Owned Software and Third-Party Software, provided to State and to which Contractor will grant and assign, or will facilitate the granting and assignment of, all rights, including the source code, to State.
n.	SBOE	State Board of Equalization
o.	SmartFile	Component software of Case Management & Resolution Center which allows for the direct capture of data and electronic attachments that are part of the appeal, exemption, and tax incentive reporting processes. These filings are integrated into the CAMA system.
p.	State Users	Includes both State employees and County employees who are authorized by the State to use the IMPACT.
q.	System(s)	Refers to IMPACT and/or Case Management & Resolution Center
r.	Third Party Software	Software not owned by the State or the Contractor.
s.	Work Product	All deliverables exclusive of hardware, such as software, software source code, documentation, planning, etc., that are created, designed, developed, or documented by the Contractor exclusively for the State during the course of the project using State's money or resources, including Custom-Developed Application Software. If the deliverables under this Contract include Rights Transfer Application Software, the definition of Work Product shall also include such software. Work Product shall not include Contractor-Owned Software or Third-Party Software.

A.3.   _Contractor-Owned Software_. The Contractor shall provide the State with continued maintenance and support for its following proprietary Contractor-Owned Software products licensed to the State:

  a.   iasWorld® including Activity Center

  b.   FieldMobile

  c.   SmartFile including Public Access

A.4.   _Maintenance._ Contractor will provide all Contractor-Owned Software updates and related documentation that includes all new releases, new versions, corrections, security fixes, and/or enhancements for functionality or performance including patches/fixes.

  a.   The Contractor shall distribute, on a regular basis, an estimated schedule of when releases and patches will be available. The Contractor will provide Offsite assistance via remote connection in performing such updates during the Contractor's normal business hours.

  b.   The Contractor shall provide Offsite assistance, via remote connection, to the State during the State's performance of database updates during the Contractor's normal business hours.

  c.   The Contractor agrees to maintain the Application so that it will run on a current, manufacturer-supported Operating System.   "Application" shall mean the computer code that supports and accomplishes the State's requirements as set forth in this Contract. The

Contractor shall make sure that the Application is at all times fully compatible with a manufacturer-supported Operating System; the State shall not be required to run an Operating System that is no longer supported by the manufacturer.

A.5.   *Support.*

    a.   *The Contractor shall provide, at a minimum, the following channels of client support to the State.*

        (1)   *Technical Support team assistance via toll-free telephone and email that is available 7:00 A.M. to 4:30 P.M. Central, Monday through Friday. The Contractor shall provide technical support outside the standard hours stated above with prior notice provided by the State. Technical support team must be staffed with individuals qualified to answer questions about and resolve issues with the software products identified in Section A.3. above.*

        (2)   *Online client portal that is available 24/7/365 (excluding maintenance windows) that includes, but is not limited to, an incident resolution information system or Customer Relationship Management System (CRM) to track incidents via unique incident numbers that maintains the history of each incident, including the person reporting, time of the call, priority of the incident, description of the problem, support recommendations, mutually agreed upon due date and time, State feedback and resolution training and documentation.*

        (3)   *Online support site that includes, but is not limited to, product documentation, training options, FAQs, a knowledge base system of issues, and user-driven community information exchange.*

    b.   *The Contractor agrees to the following service levels for responding, diagnosing, and resolving the State's issues:*

Priority	Definition	Initial Response Time	Resolution Time
Level 1 Critical	Software is inoperable for all State Users.	Within one hour of message receipt or by 9:00 a.m. Central on the next business day if the message is delivered after 4:30 p.m. Central.	As soon as possible with regular updates at least every 2 hours.
Level 2 High	Issue affects daily processing or day-to day functions of the State and/or a large group of State Users.	Within one hour of message receipt or by 9:00 a.m. Central on the next business day if the message is delivered after 4:30 p.m. Central.	Within 2-5 business days or an agreed upon due date.
Level 3 Medium	Issue affects a small group of State Users and does not affect day-to-day processing.	Within one hour of message receipt or by 9:00 a.m. Central on the next business day if the message is delivered after 4:30 p.m. Central.	Within 4-10 business days, or an agreed upon due date.
Level 4 Non-Critical	Issue affects one State User and is non- critical to daily processing.	Within one hour of message receipt or by 9:00 a.m. Central on the next business day if the message is delivered after 4:30 p.m. Central.	Within 6-21 business days or a maximum number of days as agreed upon by the State.

    c.   *The State, at its sole discretion, shall reasonably determine the priority level given to a support need per the priority chart above, and when an issue has been resolved to the State's satisfaction.*

    d.   *If any priority issue is not resolved in accordance the corresponding Resolution Time*

stated above in A.5.b., the priority issue will be escalated to all State and Contractor contacts identified in Section D.2. below.

e. *The Contractor shall provide, at no charge to the State, up to 80 hours of modifications for statutorily mandated or formal rule changes per maintenance year. Changes shall be warranted as described in section E.5.*

A.6. *Third Party Users Licenses, Maintenance, and Support. The Contractor shall provide the State with maintenance & support and user licenses for the following third-party products:*

a. *Marshall & Swift Cost Data*

(1) *User License.*

i. *The Contractor shall annually provide Right to Use license for the following property types, including but not limited to:*

AF - Airline Freight	*PL - Pipeline Company*
AL – Airline	*PT - Power Transmission*
BL - Barge Line	*RR - Railroad Companies*
EC - Electric Cooperative	*TC - Telephone Cooperatives*
EL - Electric Company	*TL - Telephone Long Distance*
GA - Gas Company	*TP - Telephone Companies*
MB - Motor Bus	*WC - Wireless Companies*
MC - Motor Carrier	*WM - Wireless Management*
PC - Private Car	*WS - Water and Sewerage*

ii. *No later than October 10th of each contract year, the Contractor shall send to each of the State contacts in D.2. below, the annual end user agreement (EUA) required to be executed under its reseller agreement with Marshall & Swift. The State shall verify total number of parcels being valued using Marshal & Swift Cost Data and return the executed EUA to the Contractor no later than November 1st of that same year.*

(2) *Maintenance & Support. The Contractor shall provide automatic product updates and support for this product via the channels of client support identified in Contract Section A.5. above.*

b. *Apex Sketching Software.*

(1) *User Licenses.*

i. *The Contractor acknowledges the State has previously purchased 875 Apex licenses.*

ii. *At the State's written request, the Contractor shall provide additional Apex user licenses in blocks of 25.*

(2) *Maintenance & Support. The Contractor shall provide automatic product updates and support for this product via the channels of support identified in Contract Section A.5. above.*

A.7. *State's Responsibilities.*

a. *The State will obtain and install the latest updates to the operating system and will coordinate installation with the Contractor. The State will ensure the necessary resources are allocated to this task.*

b. *The State will update any data stored in the System data tables whether such updates occur through the normal course of business from user data entry, through update from some iasWorld® batch process, or through an SQL update.*

c. *The State shall test and implement updates and patches to iasWorld® as soon as it determines is reasonably possible.*

d. *The State shall maintain middleware, database software and third-party product versions that are at all times fully compatible with current versions of the operating system and application, to ensure security vulnerabilities are not introduced. The State will coordinate all upgrades with the Contractor.*

e. *The State shall provide the Contractor with a means to electronically connect to the State and to the iasWorld® server to enable software transfers, electronic correspondence, and remote troubleshooting.*

f. *The State shall designate up to 10 State users who are authorized to contact the Contractor for support under Contract Sections A.3.- A.6. above.*

A.11. Contractor Hosting SaaS Services with Option to Terminate.

a. SaaS services. The Contractor shall provide Software as a Service (SaaS) services for the software identified Contract section A.3. including:

i. *Contractor Virtual Private Network (VPN)*
ii. *Up to 10TB of Data Storage Capacity*
iii. *First SaaS Environment*
iv. *Second SaaS Environment*

b. Additional Third SaaS environment. The Contractor shall provide an additional third environment" for the State's use. This additional environment shall include a fully functional system including the base components identical to the other hosted COT SaaS environments. Components will include, but not be limited to: iasWorld CAMA including Activity Center, Field Mobile, iasWorld Public Access, and iasWorld SmartFile.

c. Additional Fourth SaaS environment. At the State's written request, the Contractor shall Contractor shall provide an additional fourth environment" for the State's use. This additional environment shall include a fully functional system including the base components identical to the other hosted COT SaaS environments. Components will include, but not be limited to: iasWorld CAMA including Activity Center, Field Mobile, iasWorld Public Access, iasWorld SmartFile and an additional 2 terabytes of storage.

d. Additional Data Storage Capacity. At the State's written request, the Contractor shall provide additional data storage capacity. In the event the State regularly and/or meaningfully exceeds the Data Storage Capacity, the Contractor shall notify the State and the Parties will agree in writing to the amount of additional data storage needed by the State.