**UNIVERSITY OF MAINE SYSTEM**

**MASTER AGREEMENT**

This Master Agreement (“Agreement” or “Master Agreement”) entered into this **\_\_\_\_\_** day of **\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_,** by and between the **University of Maine System**, hereinafter referred to as the **"University"** and **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**, hereinafterreferred to as **"Contractor".**

**WITNESSETH**, that for and in consideration of the payments and agreements hereinafter mentioned, to be made and performed by the University, the Contractor hereby agrees with the University to provide the products and services described in this agreement, and the following Riders, hereby incorporated into this Agreement and made part of it by reference:

**Rider A** - Specifications of Work to be Performed

**Rider A-1** – Pricing

**Rider B** – Insurance Requirements

**Rider C** – University of Maine System Standards for Safeguarding Information

**Agreement Amendments** as required

**Request for Proposal #2025-060** Issue Date February 18, 2025 Titled **Third Party Administrator (TPA) Services Contractor’s Bid in Response to Request for Proposal #2025-060** Proposal Submission Date March 10, 2025 Titled **Third Party Administrator (TPA) Services**

**WHEREAS,** the University desires to enter into an agreement and the Contractor represents itself as competent and qualified to accomplish the specific requirements of this Agreement to the satisfaction of the University;

**NOW THEREFORE,** in consideration of the mutual promises contained herein, the parties hereby agree as follows:

This Agreement, along with any documents identified, which are incorporated by reference, constitutes the entire Agreement between the parties, and there are no other or further written or oral understandings or agreements with respect thereto.

1. **Specifications of Work:** The Contractor agrees to perform the Specifications of Work as described in **Rider A**, hereby incorporated by reference.
2. **Term:** This Agreement shall commence on January 1, 2026 and shall terminate on December 31, 2028, unless terminated earlier as provided in this Agreement with option for successive one (1) year periods upon the parties’ mutual written agreement.
3. **Payment:** Payment shall be made upon submittal of an electronic invoice to the University by the Contractor on a net 30 basis unless discount terms are offered. In the event there is a discrepancy with the invoice, payment terms shall be effective starting on the date the discrepancy is resolved, for only that portion of the invoice that is disputed. Invoices must include a purchase order number.
4. **Termination:** The **Agreement** may be terminated by the University in whole, or in part, whenever for any reason the University shall determine that such termination is in the best interest of the University. Any such termination shall be affected by delivery to the Contractor of a Notice of Termination specifying the extent to which performance of the Agreement is terminated and the date on which such termination becomes effective. The University shall pay all allowable costs incurred up to the effective date of termination. However, the Contractor shall not be reimbursed for any costs incurred after the effective date of termination.
5. **Obligations Upon Termination:** Any materials produced in performance of this agreement are the property of the University and shall be turned over to the University upon request. The University shall pay the Contractor for all services performed to the effective date of termination subject to offset of sums owed by the Contractor to the University.
6. **Non-Appropriation:** Notwithstanding any other provision of this Agreement, if the University is not appropriated sufficient funds to pay for the work to be performed under this Agreement or if funds are de-appropriated, then the University is not obligated to make payment under this Agreement.
7. **Conflict of Interest:** No officer or employee of the University shall participate in any decision relating to this agreement which affects his or her personal interest in any entity in which he or she directly or indirectly has interest. No employee of the University shall have any interest, direct or indirect, in this agreement or proceeds thereof.
8. **Modification:** This Agreement may be modified or amended only in a writing signed by both parties.
9. **Assignment:** This Agreement, or any part thereof, may not be assigned, transferred or subcontracted by the Contractor without the prior written consent of the University.
10. **Applicable Law:** This Agreement shall be governed and interpreted according to the laws of the State of Maine.
11. **Administration:** Tracy Elliott and Amie Parker shall be the University's authorized representative in all matters pertaining to the administration of the terms and conditions of this Agreement.
12. **Non‑Discrimination:** In the execution of the agreement, the Contractor shall not discriminate on the basis of race, color, religion, sex, sexual orientation, transgender status or gender expression, national origin or citizenship status, age, disability, genetic information,or veteran status and shall provide reasonable accommodations to qualified individuals with disabilities upon request. The university encourages the employment of qualified individuals with disabilities.
13. **Indemnification:** The Contractor shall comply with all applicable federal, state and local laws, rules, regulations, ordinances and orders relating to the services provided under this Agreement. Contractor shall indemnify, defend and hold the University, its Trustees, officers, employees, and agents, harmless from and against any and all loss, liability, claims, damages, actions, lawsuits, judgments and costs, including reasonable attorney's fees, that the University may become liable to pay or defend arising from or attributable to any acts or omissions of the Contractor, its agents, employees or subcontractors, in performing its obligations under this Agreement, including, without limitation, for violation of proprietary rights, copyrights, or rights of privacy, arising out of a publication, translation, reproduction, delivery, performance, use or disposition of any data furnished under the Agreement or based on any libelous or other unlawful matter contained in such data.
14. **Agreement Validity:** In the event one or more clauses of this Agreement are declared invalid, void, unenforceable or illegal, that shall not affect the validity of the remaining portions of this Agreement.
15. **Independent Contractor:** Contractor is an independent contractor of the University, not a partner, agent or joint venture of the University and neither Party shall hold itself out contrary to these terms by advertising or otherwise, nor shall either party be bound by any representation, act or omission whatsoever of the other. For U.S. entities, Contractor, its employees and subcontractors if any, is/are independent contractors for whom no Federal or State Income Tax will be deducted by the University, and for whom no retirement benefits, social security benefits, group health or life insurance, vacation and sick leave, Worker's Compensation and similar benefits available to University's employees will accrue. The parties further understand that annual information returns as required by the Internal Revenue Code and Maine Income Tax Law will be filed by the University with copies sent to Contractor. Contractor will be responsible for compliance with all applicable laws, rules and regulations involving but not limited to, employment, labor, Workers Compensation, hours of work, working conditions, payment of wages, and payment of taxes, such as unemployment, social security and other payroll taxes, including other applicable contributions from such persons when required by law.
16. **Intellectual Property:** Any information and/or materials, finished or unfinished, produced in performance of this Agreement, and all of the rights pertaining thereto, are the property of the University and shall be turned over to the University upon request.
17. **Entire Agreement:** This Agreement sets forth the entire agreement between the parties on the subject matter hereof and replaces and supersedes all prior agreements on the subject, whether oral or written, express or implied. This Agreement is the entire agreement between the University (including University’s employees and other End Users) and Contractor. In the event that Contractor enters into terms of use agreements or other agreements, policies or understandings, whether on Contractor's purchase order, website, electronic, click-through, verbal or in writing, with University’s employees or other End Users, such agreements shall be null, void and without effect, and the terms of this Agreement shall apply. University will not be bound to any other terms and conditions set forth in any documents, agreements or policies posted on Contractor's website unless such terms and conditions are set forth in this Agreement.  Contractor may not unilaterally change any term or condition of this Agreement.
18. **Licensing:** Contractor shall secure in its name and at its expense all federal, state, and local licenses and permits required for operation under this Agreement. Contractor shall provide proof of such licensure or permit to the University prior to commencing work under this Agreement.
19. **Record Keeping, Audit and Inspection of Records:** The Contractor shall maintain books, records and other compilations of data pertaining to the requirements of the Agreement to the extent and in such detail as shall properly substantiate claims for payment under the Agreement. All such records shall be kept for a period of seven years or for such longer period as specified herein. All retention periods start on the first day after the final payment of the Agreement. If any litigation, claim, negotiation, audit or other action involving the records is commenced prior to the expiration of the applicable retention period, all records shall be retained until completion of the action and resolution of all issues resulting therefrom, or until the end of the applicable retention period, whichever is later. The University, the grantor agency (if any), or any of their authorized representatives shall have the right at reasonable times and upon reasonable notice, to examine and copy the books, records and other compilations of data of the Contractor pertaining to this Agreement. Such access shall include on-site audits.
20. **Publicity, Publication, Reproduction and use of Agreement’s Products or Materials:** Unless otherwise provided by law or the University, title and possession of all data, reports, programs, software, equipment, furnishings and any other documentation or product paid for with University funds shall vest with the University. The Contractor shall at all times obtain the prior written approval of the University before it, any of its officers, agents, employees or subcontractors, either during or after termination of the Agreement, makes any statement bearing on the work performed or data collected under this Agreement to the press or issues any material for publication through any medium of communication. If the Contractor or any of its subcontractors publishes a work dealing with any aspect of performance under the Agreement, or of the results and accomplishments attained in such performance, the University shall have a royalty free, non-exclusive and irrevocable license to reproduce, publish or otherwise use and to authorize others to use the publication.
21. **Confidentiality:** The Contractor shall comply with all laws and regulations relating to confidentiality and privacy including but not limited to any rules or regulations of the University.
22. **Force Majeure:** Neither party shall be liable to the other or be deemed to be in breach of this Agreement for any failure or delay in rendering performance arising out of causes beyond its reasonable control and without its fault or negligence. Such causes may include, but are not limited to, acts of God or of a public enemy, fires, flood, epidemics, strikes, embargoes or unusually severe weather. Dates or time of performance shall be extended to the extent of delays excused by this section provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.
23. **Notices:** Unless otherwise specified in an attachment hereto, any notice hereunder shall be in writing and addressed to the persons and addresses below.

**To the University:**

Notice Submission via Email: [sourcing@maine.edu](mailto:umsresponses@maine.edu)

**To Contractor:**

Company Name:

Contact Name:

Address:

Phone Number:

EMail:

1. **Invoices:** Unless otherwise specified in an attachment hereto, invoices and questions regarding invoices will be directed to:

University of Maine System

Accounts Payable

PO BOX 3955

SCRANTON, PA 18505

Phone:   [207-581-2695](tel:207-581-2692)

Fax:   [207-581-2698](tel:207-581-2698)

Invoice Submission Email:   [UMAP@maine.edu](mailto:UMAP@maine.edu)

Invoice Inquires: UMSCentralAP@maine.edu

1. **Order of Precedence:** In the event of any conflict among the documents in this agreement, the following order of precedence shall apply:
   1. **Terms and conditions of this Agreement**
   2. **Rider A** - Specifications of Work to be Performed
   3. **Rider A-1** – Pricing
   4. **Rider B** – Insurance Requirements
   5. **Rider C** – University of Maine System Standards for Safeguarding Information
   6. **Agreement Amendments** as required
   7. **Request for Proposal #2025-060** Issue Date February 18, 2025 Titled **Third Party Administrator (TPA) Services Contractor’s Bid in Response to Request for Proposal #2025-060** Proposal Submission Date March 10, 2025 Titled **Third Party Administrator (TPA) Services**
2. **DATA RIGHTS AND ACCESS**

All claims data and records—defined as Purchaser’s complete, individual, unredacted data, including pre-processed claims, post-processed claims, and clinical data—are at all times the sole property of the plan sponsor, and the plan sponsor has the right to (1) possession and use of claims records during the term of the contract and (2) maintain claims records following contract termination. No limitations on how the plan sponsor can use or share its data for its own treatment, payment, and health care operations (e.g., gag orders) are permitted on any claims data or materials derived from claims data.

The TPA commits to share with the University’s contracted vendors, consultants, data warehouse companies, and other partners identified by the University all data/data extracts requested by the University—including the set-up and ongoing maintenance of the interfaces to securely send data file feeds to the University’s designated partners—at a frequency determined by the University, either at no charge or with fees that do not exceed the direct expenses properly and actually incurred by the TPA in providing the data to the University or its vendors, consultants, data warehouse companies, or other partners.

No allowances or rights enumerated in this contract shall be invalidated, obstructed, or otherwise circumvented by the TPA’s (or the TPA’s partners’, affiliates’, or subsidiaries’) Data Use Agreements (DUAs) and/or Non-Disclosure Agreements (NDAs) with the plan sponsor and/or any of the plan sponsor’s partners. Nor shall data be restricted by defining it as proprietary.

1. **DATA USE & SHARING**

There will be no limitations on how the plan sponsor or its vendors/consultants/data warehouse companies/partners use or share the plan sponsor’s claims, data, or data extracts, other than as required by HIPAA—for example, full access cannot be limited through confidentiality requirements (including, but not limited to confidentiality requirements in TPA’s provider contracts) that prohibit utilization of any data or through designation of such data as proprietary by the TPA.

1. **MARKET CHECK DATA**

The plan sponsor and its vendors, consultants, data warehouse companies, and other partners do not need prior approval from the TPA or any of the TPA’s subcontractors to use its data—or other work product associated with this contract—for any purpose other than as required by HIPAA. The plan sponsor and its vendors, consultants, data warehouse companies, and other partners are not prohibited from utilizing claims data to conduct market checks or to facilitate analyses by another company which may provide services similar to those offered by the TPA, or by its subcontractors or other vendors.

1. **PRICING TRANSPARENCY & DISCLOSURE**

There shall be no restrictions on the plan sponsor’s ability to compare prices of like services across providers and disclose such pricing information to its members. Further, there shall be no restrictions on the plan sponsor’s ability to use this data in the development and implementation of incentives to steer members to lower-cost providers.

1. **DUAs & NDAs**

No allowances or rights enumerated in this RFP shall be invalidated, obstructed, or otherwise circumvented by the TPA’s or TPA’s partners’ DUAs and/or NDAs with the plan sponsor and/or any of the plan sponsor’s partners. The TPA shall require a DUA and/or an NDA for the sole purpose of protecting the TPA from liability under current laws and regulations.

The plan sponsor retains the right to review any and all plan sponsor-specific NDAs and/or DUAs between the TPA, the TPA’s partners’, and the plan sponsor’s partners prior to execution.

The TPA’s provider or vendor contracts (or provider contracts related to leased networks) shall not include provisions that restrict in any way the TPA’s ability to fulfill any of the data requirements delineated here or restrict in any way the plan sponsor’s ability to utilize its data as delineated here.

1. **PERFORMANCE MEASUREMENT DATA**

The plan sponsor shall have access to all data utilized to measure the TPA’s performance on all performance guarantees.

1. **DATA OWNERSHIP UPON TERMINATION**

In the event of termination, all claims and other data identified by the plan sponsor will be transferred to the plan sponsor and/or its new TPA at no additional cost to the plan sponsor or to the new TPA.

**Signatures**

|  |  |
| --- | --- |
| FOR THE UNIVERSITY OF MAINE SYSTEM:  BY:  (signature)  Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (print or type)  Title:  Address:        Telephone:  Fax:  Date: | FOR THE CONTRACTOR:  LEGAL NAME:  BY:  (signature)  Name:  (print or type)  Title:  Address:        Telephone:  Fax:  Date:  Tax ID #: |

**Per University policy, “Any agreement for services that will, or may, result in the expenditure by the University of $50,000 or more must be approved in writing by the Chief Procurement Officer, or designee, and if it is not approved, valid or effective until such written approval is granted.”**

**Chief Financial Officer approval is required of any University of Maine System agreement of $50,000 or more, and it is not approved, valid or effective until such written approval is granted.**

**Chief Business Officer approval is required of any campus specific agreement of $50,000 or more, and it is not approved, valid or effective until such written approval is granted.**

BY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ BY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_ Title: \_\_\_\_\_

Chief Procurement Officer or designee Chief Financial/Business Officer or designee

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**RIDER A**

**SPECIFICATIONS OF WORK TO BE PERFORMED**

The Contractor agrees to the **Specifications of Work to be Performed** as follows:

**INTENT AND PURPOSE**

The University of Maine System is seeking responses to provide TPA services as defined in this document, the UMS Submission Package and the Technical Package.

**PRODUCT SCOPE OF WORK**

The University of Maine System currently provides medical benefits to approximately 4,200 active employees, 2,200 under age 65 retirees and their dependents, totaling over 6,200 enrolled employees. **Over 65 retirees receive benefits through a national Aetna Medicare Advantage program and are NOT part of this effort.**

The University of Maine System offers all employees a choice between a traditional PPO plan (varies by collective bargaining unit) and a High Deductible Health Plan (consistent to all cohort groups). All plans have been self-insured with CIGNA since January 1, 2012. TPA services have also been “carved in” to CIGNA since that time.

**OF NOTE:**

- University of Maine System incorporates **Hospital Tiering** into their Plan Design. Currently, any hospital that is eligible and engages in a CIGNA CAC contract is granted "Tier 1" status and lower copays apply. Copay differential varies by bargaining unit. ***For purposes of this procurement, please assume all hospitals are Tier 1.***

- University of Maine System incorporates **Specialty Tiering** into their Plan Design. Currently, any providers that have CIGNA CCN/CCD status are granted "Tier 1" status and lower copays apply. Copay differential varies by bargaining unit. ***For purposes of this procurement, please assume all Specialists will take the lower copay.***

- University of Maine System does provide an annual employer contribution to anyone who elects the High Deductible Health Plan and opens a **Health Savings Account** (integrated with CIGNA). If you do not have an integrated Health Savings Account capability, we will expect that you will subcontract to a vendor partner and that your organization will absorb the expense of this program and accept all liabilities and integration expense.

- **Pharmacy benefits** are currently “carved in” for all plans. **As part of this effort, University of Maine System is also issuing a separate "RFP for Pharmacy Program" to evaluate whether or not to continue to “carve in” pharmacy benefits, or to partner with a specialty vendor on a “carve out” basis.**

- **Behavioral Health benefits** are currently "carved in" for all plans. The University of Maine System does have a separate Employee Assistance Program (EAP) with ComPsych. That program is not part of this effort. We do expect the winning bidder to coordinate and make appropriate referrals to ComPsych when appropriate.

- Currently, University of Maine System uses CIGNA MotivateMe as their **Wellness Program incentive tracking platform**. CIGNA does not charge for this use of this platform. We are looking at health plan capabilities in this area as part of this effort. If you do not have a platform that can accommodate the requirements of the Wellbeing Plan Design, we will expect that you will subcontract to a vendor partner and that your organization will absorb the expense of this program and accept all liabilities and integration expense. **We are NOT considering separate "carve out" platforms at this time.**

**Objectives**

The primary objectives are to partner with a vendor who has a dedication to:

* Offering the Most Financially Advantageous Arrangement to the Organization,
* Exceptional Account Management & Member Service,
* Commitment to Health Improvement & Quality / Cost Transparency
* Ability to Support to help ensure Compliance with various Federal & State requirements
* Commitment to Health Improvement & Quality / Cost Transparency
* Ability to Support Migration to High Performing Networks / Providers
* Ability to Engage Employees in Health Improvement & Clinical Programs
* Ability to Partner to help improve Care Delivery to those with Behavioral Health needs

**Proposals will be evaluated based on the following criteria**

* Flexibility in administration and programmatic design,
* Demonstrated ability to manage health plan costs over a long-term period,
* Competitive pricing on a self-insured funding basis,
* Ability to provide support for various Federal & State Compliance requirements, such as RxDC and other CAA requirements,
* Demonstration of collaboration with health systems to improve quality and address costs,
* Development of Centers of Excellence and/or High Performing Networks,
* Proven ability to provide the highest level of service in plan administration and claims adjudication,
* Reputation for providing quality care services,
* Thorough understanding of contract responsibility,
* Highly skilled, qualified, and experienced team,
* Valuable and timely statistical and compliance reporting,
* Effective communications and implementation strategy,
* Ability to partner with UMS and its other vendor partners on integration efforts, and
* Willingness to implement meaningful **Performance Guarantees**.

University of Maine System and Willis Towers Watson consider these objectives to be a very important undertaking and expect to work closely with the selected vendor both during the installation process and on an ongoing basis to ensure minimal disruption to members and their continued satisfaction with the program.

**Additional Scope:** The Contractor shall permit product and services not covered herein to be added by mutual agreement, without voiding the provisions of the existing agreement. The Contractor, for additional consideration, shall furnish additional such products and services to the University.

**PRICING:** Refer to RIDER A-1. Pricing will be valid for the term of the Agreement.

**PERFORMANCE TERMS AND CONDITIONS**

1. **Business and Performance Reviews:** Recognizing that successful performance of this agreement is dependent on favorable response, the Contractor shall meet at least quarterly with the Agreement Administrator or designee for a business and performance review to evaluate operations and make necessary adjustments. These meetings will normally be conducted electronically but shall be face-to-face on demand. As part of these reviews, the University reserves the right to review equipment specifications quarterly and update equipment specifications accordingly. Contractor shall provide a single point of contact (i.e., relationship manager) and shall notify University in writing and in advance whenever there is a change to that single point of contact.
2. **Toll-Free Access**: The Contractor shall provide to the University, toll-free telephone access to technical support. The University prefers a unique toll-free telephone number just for the University. The Contractor shall provide an escalated support feature to ensure that unresolved support issues can be elevated to upper level management.
3. **Accessibility:** If the solution, services or deliverables include any Information or Communication Technology (ICT) containing a human-interface, such as an end-user software component, web pages or site, video or audio playback, file upload system, mobile device components, control panel, reports, documents, keypad, etc., the Contractor hereby warrants that the products and/or services to be provided under this agreement comply with the W3C's Web Content Accessibility Guidelines (WCAG) 2.1 Level AA and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 2.1 for web content

The Contractor agrees to promptly respond to and resolve any complaint regarding accessibility of its products or services which is brought to its attention and Contractor further agrees to indemnify and hold harmless the University of Maine System from any claim arising out of its failure to comply with the aforesaid requirements.

The University, at its discretion, may at any time test the Contractor’s products or services covered by this agreement to ensure compliance with the above standards.

Complaints, or testing, that results in findings of non-compliance, that are not corrected within 30 days of being reported to the Contractor in writing, shall constitute a breach of this agreement and shall be grounds for termination of this agreement.

1. **Standards for Safeguarding Information:** The Contractor is expected to comply with these standards as outlined in ***Rider C - University of Maine System Standards for Safeguarding Information***. Should the Contractor fail to comply with the standards and is unable to reasonably cure its noncompliance within 60 days, the University may terminate this agreement.

**RIDER A-1**

**PRICING**

**<<ENTER PRICING TABLES HERE>>**

**RIDER B**

**INSURANCE REQUIREMENTS**

Contractor's Liability Insurance: During the term of this agreement, the Contractor shall maintain the following insurance:

|  |  |  |
| --- | --- | --- |
| **#** | **Insurance Type** | **Coverage Limit** |
| 1 | Commercial General Liability, including Product’s and Completed Operations  (Written on an Occurrence-based form)  (Bodily Injury and Property Damage) | $1,000,000 per occurrence or more |
| 2 | Vehicle Liability  (Including Hired & Non-Owned)  (Bodily Injury and Property Damage) | $1,000,000 per occurrence or more |
| 3 | Workers Compensation  (In Compliance with Maine and Federal Law) | Required for all personnel |
| 4 | Professional Liability Insurance  (Agents, Consultants, Brokers,  Lawyers, Financial, Engineers,  or Medical Services) | $1,000,000 per occurrence or more |
| 5 | Cyber Liability Insurance (If PII or PHI is stored on systems managed by the provider, the coverage is mandatory.) | $1,000,000 per occurrence or more |

Coverage limit requirements can be met with a single underlying insurance policy or through the combination of an underlying insurance policy plus an Umbrella insurance policy.

**The University of Maine System shall be named as Additional Insured on the Commercial General Liability insurance.**

Certificates of Insurance for all of the above insurance shall be filed with:

**University of Maine System**

**Risk Manager**

**Robinson Hall**

**46 University Drive**

**Augusta, Maine 04330**

Certificates shall be filed prior to the date of performance under this Agreement. Said certificates, in addition to proof of coverage, shall contain the standard statement pertaining to written notification in the event of cancellation, with a thirty (30) day notification period.

The University reserves the right to change the insurance requirement or to approve alternative insurances or limits, at the University’s discretion.

**RIDER C**

**UNIVERSITY OF MAINE SYSTEM**

**STANDARDS FOR SAFEGUARDING INFORMATION**

1. Scope: This Rider addresses the Contractor’s responsibility for safeguarding Protected University Data. For the purposes of this Rider, Protected University Data is defined as any data or information owned by Institution that the Contractor creates, obtains, accesses (via records, systems, or otherwise), receives (from Institution or on behalf of the Institution), or uses in the course of its performance of the agreement which include, but not be limited to: social security numbers; drivers’ license numbers; credit card numbers; and all information whose collection, disclosure, protection, and disposition is governed by state or federal law or regulation, particularly information subject to the Family Educational Rights and Privacy Act (FERPA).
2. Term and Termination: This Rider shall take effect upon execution and shall be in effect commensurate with the term of the Agreement to which it is attached.
3. Subcontractors and Agents: Contractor shall not provide any Protected University Data to subcontractors, agents, or other third parties without prior written authorization from the University. If Contractor provides any Protected University Data received from the University, or created or received by Contractor on behalf of the University, to a subcontractor or agent, the Contractor shall require such subcontractor or agent to agree to the same restrictions and conditions as are imposed on Contractor by this Agreement and Rider.
4. Property of University: Unless otherwise stated in the Agreement, all Protected University Data is the property of the University and shall be turned over to the University upon request.
5. Return or Destruction of Protected University Data:
6. Within 30 days of termination, cancellation, or expiration of the Agreement, for any reason, Contractor shall cease and desist all uses and disclosures of Protected University Data and shall return all such information received from the University, or created or received by Contractor on behalf of the University, unless the University requests that all such data be destroyed beyond all ability to recover. This provision shall apply to information that is in the possession of subcontractors or agents of Contractor. Contractor shall retain no copies of University information, including any compilations derived from and allowing identification of any individual’s confidential information.
7. In the event that Contractor determines that returning or destroying any such information is infeasible, Contractor shall provide to University notification of the conditions that make return or destruction infeasible. Upon mutual agreement of the Parties that return or destruction of such information is infeasible, Contractor shall extend the protections of this Agreement to such information and limit further uses and disclosures of such information to those purposes that make the return or destruction infeasible, for so long as Contractor maintains such information.
8. Survival: While any Protected University Data is in the possession or control of the Contractor, its subcontractors or agents, the respective rights and obligations of Contractor pursuant to this Rider shall survive termination of the Agreement.
9. Reasonable and Appropriate Controls: The Contractor agrees to implement reasonable and appropriate privacy and security measures to preserve the confidentiality, integrity and availability of all electronically maintained or transmitted Protected University Data furnished by the University, or collected by the Contractor on behalf of the University
10. If information pertaining to student educational records is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with FERPA.
11. If information pertaining to protected health information is accessed, used, collected, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with HIPAA and Contractor shall sign and adhere to a Business Associate Agreement.
12. If Contractor engages in electronic commerce on behalf of the University or cardholder data relating to University activities is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with current PCI-DSS requirements.
13. If information pertaining to protected financial customer information is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with GLBA.
14. If information pertaining to persons located in the European Economic Area (EEA) is accessed, transferred, stored, or processed by Contractor; Contractor shall protect, collect, store, transfer, and process such data in accordance with the obligations of a data processor, or in accordance with the obligations of a data controller if specified within the underlying agreement as a data controller, as set forth in the General Data Protection Regulation (GDPR, Regulation (EU) 2016/679) and shall provide reasonable assistance at the request of the University for fulfillment of requests made pursuant to the rights afforded to data subjects in GDPR Chapter III.
15. Prohibition of Unauthorized Use or Disclosure of Information: Contractor agrees to hold all information in strict confidence. Contractor shall not use or disclose information received from, or created or received by, Contractor on behalf of the University except as permitted or required by this Agreement, as required by law, or as otherwise authorized in writing by the University. For the avoidance of doubt, transfers of Protected University Data to another country without the prior written authorization of the University constitute unauthorized use of information in breach of this Section 8.
16. Contractor Employee Data Access Control: All Contractor employees shall be adequately screened, commensurate with the sensitivity of their jobs. Contractor agrees to limit employee access to data on a need-to-know basis. Contractor shall impose a disciplinary process for employees not following privacy procedures. Contractor shall have a process to remove access to Protected University Data immediately upon termination or re-assignment of an employee by the Contractor.
17. Data Breach: Contractor shall report to the University any use or disclosure of Protected University Data not authorized by this Agreement or in writing by the University. Contractor shall make the report to the University not more than one (1) business day after Contractor learns of such use or disclosure. Contractor’s report shall identify; (i) the nature of the unauthorized use or disclosure, (ii) the information used or disclosed, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what Contractor has done or shall do to mitigate the effects of the unauthorized use or disclosure, and (v) what corrective action Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. Contractor shall provide such other information, including a written report, as reasonably requested by the University.

Contractor shall take appropriate steps to remedy such data breach and mitigate, to the extent practicable, any harmful effect that is known to Contractor of a security breach or use or disclosure of Protected University Data by Contractor in violation of the requirements of this agreement. Contractor shall keep University informed on the progress of each step of the incident response. Contractor shall indemnify and hold University harmless from all liabilities, costs and damages arising out of or in any manner connected with the security breach or unauthorized use or disclosure by Contractor of any Protected University Data. Contractor shall mitigate, to the extent practicable, any harmful effect that is known to Contractor of a security breach or use or disclosure of Protected University Data by Contractor in violation of the requirements of this Agreement. In addition to the rights of the Parties established by this Agreement, if the University reasonably determines in good faith that Contractor has materially breached any of its obligations, the University, in its sole discretion, shall have the right to terminate the Agreement immediately.

1. Mobile Devices: If mobile devices are used by the Contractor in the performance of this Agreement to access Protected University Data, Contractor shall install and activate authentication and encryption capabilities on each mobile device in use.
2. Contractor Hosted Data: If Contractor hosts Protected University Data in or on Contractor or subcontractor facilities, the following additional clauses apply.
   1. Computers that host Protected University Data shall be housed in secure areas that have adequate walls and entry control such as a card-controlled entry or staffed reception desk. Only authorized personnel shall be allowed to enter, and visitor entry will be strictly controlled.
   2. Contractor shall design and apply physical protection against damage from fire, flood, earthquake, explosion, civil unrest, and other forms of natural or man-made disasters. Contractor shall protect hosted systems with Uninterruptible Power Supply (UPS) devices sufficient to meet business continuity requirements.
   3. Contractor shall backup systems or media stored at a separate location with regular scheduled incremental and full back-ups with sufficient retention of backup files to restore data. Contractor shall test restore procedures not less than once per year.
   4. Contractor shall provide for reasonable and adequate protection on its network and system to include firewall and intrusion detection/prevention.
   5. Contractor shall use strong encryption and certificate-based authentication on any server hosting on-line and e-commerce transactions with the University to ensure the confidentiality and non-repudiation of the transaction while crossing networks.
   6. Contractor shall require strong passwords for any user accessing Protected University Data. Strong passwords shall be at least eight characters long; contain at least one upper and one lower case alphabetic characters; and contain at least one numeric or special character.
   7. The installation or modification of software on systems containing Protected University Data shall be subject to formal change management procedures and segregation of duties requirements.
   8. Contractor who hosts Protected University Data shall engage an independent third-party auditor to evaluate the information security controls not less than every two (2) years. Such evaluations shall be made available to the University upon request.
3. Records and Compliance: Contractor shall maintain records and other compilations of data pertaining to the use, access, collection, storage, and transfer of Protected University Data and make such available to the University or regulatory authorities (including, without limitation, the Secretary of the U.S. Department of Health and Human Services and public authorities in the EEA) upon request as reasonably necessary to demonstrate compliance with applicable laws, regulations, and lawful orders.
4. System Development: If the Contractor provides system development, Protected University Data shall not be used in the development or test environments. Records that contain these types of data elements may be used if that data is first de-identified, masked or altered so that the original value is not recoverable. For programs that process Protected University Data, initial implementation as well as applied updates and modifications must be produced from specifically authorized and trusted program source libraries and personnel. Contractor shall provide documentation of a risk assessment of new system development or changes to a system.