



**State Term Contract
No. 80101507-SA-19-1
Information Technology Staff Augmentation Services**

Between Florida Department of Management Services and GUIDESOFT, INC. D/B/A KNOWLEDGE SERVICES

This Contract is between the State of Florida, Department of Management Services (Department), Division of State Purchasing (Division), with offices at 4050 Esplanade Way, Tallahassee, FL 32399-0950, and GUIDESOFT, INC. D/B/A KNOWLEDGE SERVICES (Contractor).

The Contractor submitted a responsive Proposal to the Department's Request for Proposal (RFP) 15-80101507-SA-D for Information Technology Staff Augmentation Services. After evaluation of Proposals, the Department determined that the Contractor's Proposal is among those that are the most advantageous to the State of Florida and has decided to enter into this Contract.

Accordingly, the Department and Contractor agree as follows:

1. Contract Term

The Contract Term of this Contract for Information Technology Staff Augmentation Services will be for two (2) years with no renewals. Section 2.2 of the Contract Exhibit C, Special Contract Conditions, is superseded in its entirety by this section of the Contract. The Contract Term will begin on September 1, 2020, or the date of the last signature on this Contract, whichever occurs later.

2. Contract

As used in this document, the term "Contract" (whether or not capitalized) shall, unless the context requires otherwise, be considered to be references to this Contract.

This Contract, together with the following attached exhibits and 3rd Bid RFP 15-80101507-SA-D, all incorporated by reference, sets forth the entire understanding of the parties and supersedes all prior agreements, whether written or oral, with respect to such subject matter.

All exhibits to this Contract are incorporated in their entirety into, and form part of, this Contract. The Contract has the following exhibits:

- a) Contract Exhibit A: Statement of Work
- b) Contract Exhibit C: Special Contract Conditions
- c) Contract Exhibit D: Additional Special Contract Conditions
- d) Contract Exhibit E: Contractor's submitted Staffing Resource Management Plan
- e) Contract Exhibit F: The awarded category pricing from the Contractor's submitted Price Sheet from 3rd Bid RFP 15-80101507-SA-D
- f) Contract Exhibit G: Resume Acknowledgement Form
- g) Contract Exhibit H: Contractor Selection Justification Form
- h) Contract Exhibit I: Contractor Performance Survey
- i) Contract Exhibit J: Quarterly Sales Report

If a conflict exists among any of the Contract documents, the documents shall have priority in the order listed below:

- a) The Contract
- b) Statement of Work, Contract Exhibit A
- c) Additional Special Contract Conditions, Contract Exhibit D
- d) Special Contract Conditions, Contract Exhibit C
- e) Resume Acknowledgement Form, Contract Exhibit G
- f) Contractor Selection Justification Form, Contract Exhibit H
- g) Contractor Performance Survey, Contract Exhibit I
- h) Quarterly Sales Report, Contract Exhibit J
- i) 3rd Bid RFP 15-80101507-SA-D
- j) The awarded category pricing from the Contractor's submitted Price Sheet from 3rd Bid RFP 15-80101507-SA-D, Contract Exhibit F
- k) Contractor's submitted Staffing Resource Management Plan, Contract Exhibit E

3. Purchase Order Requirements

Information Technology Staff Augmentation Services, identified by the Customer in a Request for Quote, are diverse and routine services that may require any information technology functions and tasks.

Customers shall use a Request for Quote per section 287.056(2), Florida Statutes as a result of this state term contract. Customer shall order services from the Request for Quote via a Purchase Order with the Customer selected Contractor. The terms of the Purchase Order shall not conflict with the terms and conditions established by this Contract.

In accepting a Purchase Order, the Contractor recognizes its responsibility for all tasks and deliverables contained therein, warrants that it has fully informed itself of all relevant factors affecting accomplishment of the tasks and deliverables and agrees to be fully accountable for the performance thereof.

4. Amendments

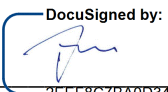
No oral modifications to this Contract are permitted. All modifications to this Contract must be in writing and signed by both parties.

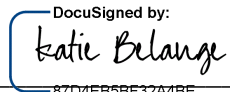
Notwithstanding the order listed in section 2, amendments executed after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent amendment will take precedence over anything else that is part of the Contract.

This Contract is executed upon signature of authorized officers as of the dates signed below:

State of Florida:
Department of Management Services

Contractor:
GUIDESOFT, INC. D/B/A KNOWLEDGE SERVICES

DocuSigned by:

 By: _____
 Name: **Jonathan R. Satter**
 Title: **Secretary**
 Date: 8/6/2020 | 2:18 PM EDT

DocuSigned by:

 By: _____
 Name: **KATIE BELANGE**
 Title: **CORPORATE COUNSEL**
 Date: 8/6/2020 | 9:55 AM EDT



**State Term Contract
No. 80101507-SA-19-1
Information Technology Staff Augmentation Services**

Contract Exhibit F

The awarded category pricing from the Contractor's submitted Price Sheet from 3rd Bid RFP 15-80101507-SA-D

GUIDESOFT, INC. D/B/A KNOWLEDGE SERVICES

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
Applications Development	1200	Director Systems and Programming	1. Team Leader	\$124.24
			2. Manager	\$141.70
			3. Sr. Manager	\$172.49
	1210	Mgmt. Applications Development	1. Team Leader	\$115.95
			2. Manager	\$135.87
			3. Sr. Manager	\$141.48
	1220	Applications Architect	A. Entry	\$94.08
			B. Intermediate	\$104.68
			C. Advanced	\$113.19
	1230	Enterprise Application Integration (EA) Engineer	No Variance	\$119.90
	1240	Systems Analyst	A. Entry	\$61.49
			B. Intermediate	\$93.90
			C. Advanced	\$102.38
	1250	Applications Development Analyst	A. Entry	\$69.31
			B. Intermediate	\$90.36
C. Advanced			\$104.11	
Data Strategy and Management	1400	Database Manager	1. Team Leader	\$119.81
			2. Manager	\$137.79
			3. Sr. Manager	\$147.50
	1410	Data Architect	A. Entry	\$83.82
			B. Intermediate	\$114.61
			C. Advanced	\$143.56
	1420	Data Modeler	A. Entry	\$64.86
			B. Intermediate	\$89.81
			C. Advanced	\$110.19
	1430	Database Analyst	A. Entry	\$80.59
			B. Intermediate	\$98.05
			C. Advanced	\$111.54
	1440	Database Administrator	A. Entry	\$76.79
			B. Intermediate	\$107.88
			C. Advanced	\$121.78
Quality Assurance	1600	Mgmt. Quality Assurance	1. Team Leader	\$95.15
			2. Manager	\$116.63
			3. Sr. Manager	\$138.09

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	1610	Quality Engineering Consultant	No Variance	\$103.00
	1620	Quality Assurance Analyst	A. Entry	\$61.89
			B. Intermediate	\$75.33
			C. Advanced	\$92.03
Technology Research	1801	Manager, Technology Research	No Variance	\$131.53
	1810	Technology Research Analyst	A. Entry	\$73.17
			B. Intermediate	\$92.27
			C. Advanced	\$109.84
Client Technologies	2000	Manager, Client Technologies	1. Team Leader	\$75.13
			2. Manager	\$105.35
			3. Sr. Manager	\$143.47
	2010	Client Technologies Analyst	A. Entry	\$51.66
			B. Intermediate	\$68.87
			C. Advanced	\$82.82
2020	Client Technologies Technician	A. Entry	\$48.43	
		B. Intermediate	\$54.81	
		C. Advanced	\$82.60	
Customer Support	2200	Mgmt. Customer Support	1. Team Leader	\$69.56
			2. Manager	\$96.65
			3. Sr. Manager	\$131.20
	2210	Customer Support Analyst	A. Entry	\$35.58
			B. Intermediate	\$44.83
			C. Advanced	\$74.69
2220	Customer Support Technician	A. Entry		
		B. Intermediate		
		C. Advanced		
Network Management	2400	Director, Network Operations	1. Team Leader	\$138.80
			2. Manager	\$152.74
			3. Sr. Manager	\$239.72
	2410	Manager, Network Operations	1. Team Leader	\$80.71
			2. Manager	\$119.16
			3. Sr. Manager	\$155.67
	2420	Network Architect	A. Entry	\$90.23
			B. Intermediate	\$109.96
			C. Advanced	\$119.65
	2430	Network Engineer	A. Entry	\$92.64
			B. Intermediate	\$104.13
			C. Advanced	\$115.62
	2440	Network Analyst	A. Entry	\$69.00
			B. Intermediate	\$84.86
			C. Advanced	\$11.01
2450	Network Administrator	A. Entry	\$58.34	
		B. Intermediate	\$72.34	
		C. Advanced	\$88.71	
2460	Network Technician	A. Entry	\$51.08	
		B. Intermediate	\$63.03	
		C. Advanced	\$65.89	
Internet Planning, Eng. & Operations	2600	Mgmt. Internet Operations	1. Team Leader	\$136.14
			2. Manager	\$157.70
			3. Sr. Manager	\$179.89

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	2610	Internet/Web Architect	A. Entry	\$60.45
			B. Intermediate	\$89.39
			C. Advanced	\$114.96
	2620	Internet/Web Engineer	A. Entry	\$58.80
			B. Intermediate	\$90.47
			C. Advanced	\$110.28
	2630	Web Applications Programmer	A. Entry	\$60.36
			B. Intermediate	\$90.33
			C. Advanced	\$105.01
	2640	Web Designer	A. Entry	\$47.58
			B. Intermediate	\$59.56
			C. Advanced	\$97.01
	2650	Webmaster	A. Entry	\$54.84
			B. Intermediate	\$69.08
			C. Advanced	\$94.32
	2660	Internet/Web Systems Administrator	A. Entry	\$53.49
			B. Intermediate	\$79.46
			C. Advanced	\$95.67
2670	Web Customer Support Specialist	A. Entry	\$51.22	
		B. Intermediate	\$61.10	
		C. Advanced	\$74.48	
Operations	2800	Director, Data Center Operations	No Variance	\$153.02
	2810	Manager, Computer Operations	1. Team Leader	\$74.90
			2. Manager	\$103.38
			3. Sr. Manager	\$146.18
	2820	Supervisor, Computer Operations	1. Team Leader	\$74.48
			2. Manager	\$86.50
	2830	Computer Operator	A. Entry	\$40.54
			B. Intermediate	\$44.98
			C. Advanced	\$51.23
2840	Manager, Capacity Planning	No Variance	\$120.07	
2850	Manager, Production Support	1. Team Leader	\$94.62	
		2. Manager	\$119.99	
2860	Production Support Analyst	A. Entry	\$52.28	
		B. Intermediate	\$64.22	
		C. Advanced	\$84.25	
Telecommunications	3000	Manager, Telecommunication Operations	1. Team Leader	\$92.14
			2. Manager	\$124.24
			3. Sr. Manager	\$148.32
	3010	Telecommunication Engineer	A. Entry	\$51.36
			B. Intermediate	\$77.09
			C. Advanced	\$95.02
	3020	Telecommunication Technician	A. Entry	\$54.12
			B. Intermediate	\$65.33
			C. Advanced	\$77.21
Electronic Commerce	3200	Director, Electronic Commerce	No Variance	\$186.14
	3210	Manager, Electronic Commerce	No Variance	\$120.14
	3220	Electronic Commerce Analyst	A. Entry	
			B. Intermediate	
C. Advanced				

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	3230	EDI Specialist	A. Entry	\$68.63
			B. Intermediate	\$80.18
			C. Advanced	\$85.07
Business Intelligence Systems Management	3400	Director, Data Warehouse	1. Team Leader	\$139.80
			2. Manager	\$169.69
			3. Sr. Manager	\$211.84
	3410	Manager, Data Warehouse	No Variance	\$165.35
	3420	Business Intelligence Analyst	No Variance	\$141.55
	3430	Data Warehouse Analyst	A. Entry	\$75.23
			B. Intermediate	\$91.91
			C. Advanced	\$112.55
	3440	Data Warehouse Administrator	No Variance	\$112.54
	3600	Manager, Decision Support	No Variance	\$129.06
	3610	Decision Support Specialist	A. Entry	\$59.92
			B. Intermediate	\$73.50
			C. Advanced	\$85.80
	3620	Decision Support Administrator	A. Entry	\$71.98
B. Intermediate			\$91.02	
C. Advanced			\$115.36	
3800	Manager, CRM Technology	No Variance	\$171.57	
4000	Knowledge Engineer	No Variance	\$139.60	
Enterprise Resource Planning (ERP)	4200	ERP Team Lead	No Variance	\$144.03
	4210	ERP Team Member	No Variance	\$117.68
	4220	ERP Configurer	No Variance	\$74.64
	4230	ERP Programmer/Analyst	A. Entry	\$66.10
			B. Intermediate	\$82.49
			C. Advanced	\$100.61
	4240	ERP Systems Support Specialist	No Variance	\$83.09
	4250	ERP Systems Administrator	No Variance	\$99.84
4600	Basis/Ale Technical Consultant	No Variance	\$135.66	
Sourcing and Vendor Relationship Management	4800	Chief Sourcing Officer	No Variance	\$193.59
	4810	Manager IT Procurement	No Variance	\$136.14
	4820	IT Procurement Specialist	No Variance	\$72.17
	5000	Manager, Vendor Relationships	1. Team Leader	\$82.37
			2. Manager	\$117.99
			3. Sr. Manager	\$159.57
	5010	Manager, Outsourcing Contracts	No Variance	\$130.67
	5020	Contracts Manager	No Variance	\$99.88
	5040	Finance/Administration Specialist	A. Entry	\$70.27
			B. Intermediate	\$92.50
C. Advanced			\$117.08	
5200	Technical Advisor	No Variance	\$131.25	
Business Management / Administration	5400	Asset Manager	No Variance	\$108.53
	5410	Asset Management Administrator	A. Entry	\$53.85
			B. Intermediate	\$62.35
			C. Advanced	\$68.82
	5500	Director, HR/IT	No Variance	\$160.49
	5600	Manager, HR/IT Staffing	No Variance	\$97.45
	5610	Technical Recruiter	A. Entry	\$52.47
B. Intermediate			\$73.19	
C. Advanced			\$106.69	

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	5620	HR/IT Generalist	A. Entry	\$59.58
			B. Intermediate	\$71.42
			C. Advanced	\$102.48
	5800	Documentation Specialist/Technical Writer	A. Entry	\$56.84
			B. Intermediate	\$69.66
			C. Advanced	\$85.51
	6000	Manager, IT Finance	No Variance	\$139.19
	6100	Director, IT Risk and Compliance	No Variance	\$204.63
	6200	Manager, IT Audit	No Variance	\$137.98
6210	IT Auditor	No Variance	\$97.84	
6400	Business Management Specialist	No Variance	\$108.51	
Training	6600	Manager, Technical Training	1. Team Leader	\$82.25
			2. Manager	\$100.09
			3. Sr. Manager	\$138.48
	6610	Technical Trainer	A. Entry	\$56.92
			B. Intermediate	\$63.75
C. Advanced			\$78.61	
Security Management	6800	Security Manager	1. Team Leader	\$89.48
			2. Manager	\$121.62
			3. Sr. Manager	\$147.16
	6810	Security Analyst	A. Entry	\$60.57
			B. Intermediate	\$81.26
			C. Advanced	\$103.79
	6820	Data Security Specialist	No Variance	\$96.60
6830	Network Security Specialist	No Variance	\$123.81	
6840	System Security Specialist	No Variance	\$90.39	
6850	Web Security Specialist	No Variance	\$104.02	
Business Continuanace Management	7000	Manager, Business Continuanace	No Variance	\$139.69
	7010	Business Continuanace Specialist	No Variance	\$105.11
Product Development	7200	Manager, Product Development	1. Team Leader	\$86.45
			2. Manager	\$117.53
			3. Sr. Manager	\$154.48
	7210	Product Architect	No Variance	\$151.82
	7220	Product Engineer	A. Entry	\$61.39
			B. Intermediate	\$82.91
			C. Advanced	\$110.89
7230	Product Developer	A. Entry	\$71.38	
		B. Intermediate	\$100.31	
		C. Advanced	\$118.71	
Systems Programming & Admin.	7400	Manager, Systems Software	1. Team Leader	\$116.42
			2. Manager	\$136.58
			3. Sr. Manager	\$171.23
	7410	Systems Architect	A. Entry	\$61.67
			B. Intermediate	\$93.17
			C. Advanced	\$154.22
7420	Systems Software Programmer	A. Entry	\$70.85	
		B. Intermediate	\$91.29	
		C. Advanced	\$111.54	

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	7430	Groupware Specialist	A. Entry	\$75.28
			B. Intermediate	\$97.26
			C. Advanced	\$105.15
	7440	Systems Administrator	A. Entry	\$60.97
			B. Intermediate	\$74.63
			C. Advanced	\$96.43
	7450	UNIX System Administrator	No Variance	\$109.20
7460	Storage Management Specialist	No Variance	\$107.24	
Business Analysis and Planning	7500	Director, Enterprise Architecture	No Variance	\$204.46
	7600	Manager, IT Business Planning	1. Team Leader	\$114.18
			2. Manager	\$149.67
			3. Sr. Manager	\$155.23
	7610	Enterprise Architect	No Variance	\$146.37
	7620	Business Process Consultant	A. Entry	\$51.93
			B. Intermediate	\$81.72
			C. Advanced	\$107.06
	7630	IT Business Consultant	A. Entry	\$63.31
			B. Intermediate	\$89.94
			C. Advanced	\$95.64
7640	Business Analyst	A. Entry	\$50.45	
		B. Intermediate	\$79.40	
		C. Advanced	\$61.64	
7700	Director, Business Relationships	No Variance	\$191.43	
7800	Manager, Customer Relations	No Variance	\$131.85	
Release Management	8000	Configuration Management Analyst	A. Entry	\$57.08
			B. Intermediate	\$87.30
			C. Advanced	\$90.13
8010	Release/Build Engineer	No Variance	\$98.15	
Program Management	8200	Director, Program Management	No Variance	\$184.51
	8210	Program Manager	1. Team Leader	\$101.71
			2. Manager	\$118.82
			3. Sr. Manager	\$143.18
	8220	Project Manager	1. Team Leader	\$99.45
			2. Manager	\$114.31
			3. Sr. Manager	\$120.93
	8230	Project Leader	A. Entry	\$63.33
B. Intermediate			\$104.83	
C. Advanced			\$116.27	
8235	Project Management Specialist	No Variance	\$83.25	
8240	Resource Manager	No Variance	\$117.74	
Customer Service Hotline	8400	Manager, Customer Service Hotline	No Variance	\$84.20
	8410	Customer Service Hotline Representative	A. Entry	\$39.66
			B. Intermediate	\$44.23
C. Advanced			\$55.82	
Technical Product Support	8600	Manager, Technical Product Support	1. Team Leader	\$77.90
			2. Manager	\$90.39
			3. Sr. Manager	\$104.22
	8610	Technical Product Support Analyst	No Variance	\$71.37
	8620	Technical Product Support Specialist	A. Entry	\$40.12
B. Intermediate			\$54.51	
C. Advanced			\$69.01	

Contract Exhibit E



Request for Proposal:

Information Technology Staff Augmentation Services 3rd Bid

RFP No. 15-80101507-SA-D

Presented to:

State of Florida

Closing Date & Time: 03/19/2019 1:00 PM EST

Contact Exhibit E: Staffing Resource Management Plan

A. Knowledge Services' Proposed Employment Procedures

Plan to Provide Staff for IT Staff Augmentation Services

Backed by our 24 years of experience in staffing and recruiting paired with our partnership with hundreds of vendors within our established vendor networks, Knowledge Services has developed a proven framework to provide staff for our clients. Our success is rooted in our deep understanding of the needs of State governments, our corporate stability, our highly qualified staff, and our low turnover. Our process and plan to provide IT Staff Augmentation Services is as follows:

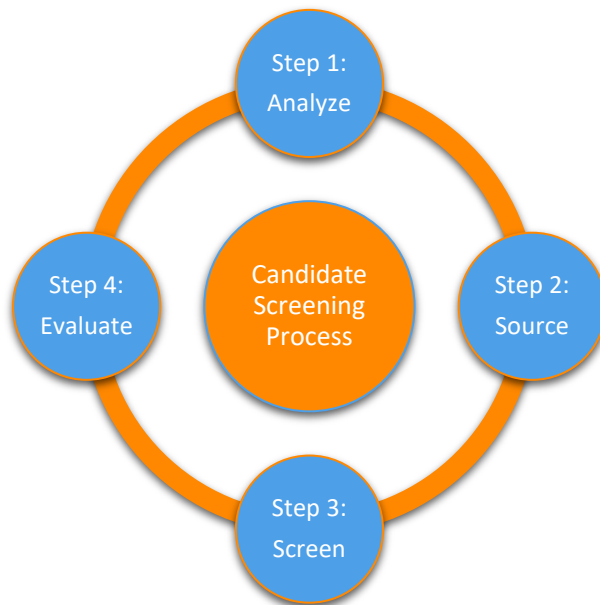
Knowledge Services has been providing staff for IT Staff Augmentation Services for over 24 years. For the State of Florida, we will deliver our proven multi-faceted approach that has resulted in over 14,027 IT placements across State government customers.

The Knowledge Services approach will combine our dedicated staffing and recruiting teams along with our proven network of over 2,100 subcontract labor providers. This combined approach ensures that the State agencies will have access to a pool of talent representing over 90% of contract IT labor force in the United States.

Our solution to meet the State of Florida's needs involves providing a dedicated staffing and recruiting team to provide IT Staff Augmentation Services. Knowledge Services will leverage our Tallahassee-based team to serve the State of Florida in providing IT Staff Augmentation Services including, but not limited to, the principal personnel outlined in Section B. Walter Ales, our Director of Programs, will work out of our Tallahassee office serving as the primary point of contract for the State of Florida, will oversee our operations for the Florida IT contract, and will also have ultimate responsibility for all delivery, both from our dedicated recruiting team and through our vendor network.

Candidate Screening Process

In delivering over \$2 billion in staffing services to U.S. clients in the last 24 years, Knowledge Services has created a candidate screening process that is configurable to meet the unique needs of each client while ensuring steps are completed throughout the entire process, providing our clients the best local talent. We do not simply provide resumes to an agency; rather, we deliver fully vetted, qualified temporary staff prepared to deliver on your assignments.



Step 1: Analysis of the Local Market and Customer

Our proven process begins by understanding the local labor market in the communities we serve. This is why we commit to engaging local recruiters who have proven experience delivering not only in State capitals but across the diverse communities our clients serve. We invest in research to understand the appropriate salaries for the labor categories we support as well as what it takes to attract and retain the top local talent in a market. By being close to the talent pool, we are able to understand and anticipate their needs. Our Florida team was responsible for sourcing over 7,500 candidates for opportunities in Florida in 2017 and placed over 3,000 of those resources on assignments.

Our teams use the following tools to maintain our understanding of the local labor market in Florida:

- Analysis of the IT labor demand across Florida
- Local and national wage analysis via subscription and publicly available tools
- Applicant activity across all Knowledge Services clients to identify shifts in supply and demand
- Satisfaction surveys
- Industry data provided by government entities and Staffing Industry Analysts (SIA)

Step 2: Sourcing Strategy

Upon receipt of a Request for Quote (RFQ), we will leverage our Florida-based recruiting team to contact the client, program manager, or hiring manager (depending on the preference of the State) to further qualify the RFQ by confirming requisition needs, specifications, description, urgency, pre-requisites, and supplemental and/or additionally desired skills. Each of our experienced recruiters has a specialized focus, such as Information Technology, allowing our recruiters to develop deep pipelines, knowledge of the specialized business area, and an understanding of the specific client's unique needs. Based upon the established requirements of the RFQ, our recruiting team will then employ a customized sourcing strategy in order to target the most desired candidates. By ensuring our internal and subcontractor recruiters have a firm understanding of the requirements, we are able to effectively and diligently screen to ensure only the top-quality candidates are submitted.

Knowledge Services' recruiting team utilizes multiple mechanisms to source candidates, such as reaching out to active pipelines, searching through internal databases, as well as posting to job boards (Indeed, Dice, Monster, CareerBuilder, ZipRecruiter) and our social media accounts (LinkedIn, Facebook, Twitter, Instagram). In today's mobile environment, we additionally employ texting as part of our sourcing strategy in order to reach candidates faster than the traditional emails and phone calls. Knowledge Services takes an active, targeted approach to identify talent. We don't just post requisitions; rather, we proactively search databases to pursue candidates, actively network with our pipelines for referrals, and use artificial intelligence (AI) tools to identify deeper pools of talent that are not typically accessible. Using advanced AI technology, our team is able to spend more productive time with candidates rather than sorting through hundreds of mediocre resumes. These tools allow for the swift identification of the right talent for the position, keeping our time-to-fill levels low.

Our preferred sources of candidates include:

- Alumni Candidates: IT consultants that have proven themselves on other assignments for our State government clients
- Referrals: IT consultants who have been referred to Knowledge Services by our existing or alumni consultants
- Proprietary Database: IT consultants whom we have sourced in the past and screened/vetted to ensure they have the skills and experience required
- Gig for Government: Knowledge Services' staffing and recruiting team has access to the powerful Gig for Government job portal that the Knowledge Services' technology team has developed exclusively to recruit talent for government
- Networking and Outreach: As a proud member of the communities we serve, Knowledge Services engages the local IT community by participating in professional affiliations, job fairs, open houses, charitable organizations, and support diversity programs sponsored by State government and higher education institutions

In addition to our dedicated staffing and recruiting team, Knowledge Services has partnerships with over 2,100 subcontract labor providers that have delivered quality resources to us in support of State government. Providing Knowledge Services' industry-leading technology and best-in-the-industry subcontracting terms enable niche and Florida-based businesses to have access to this contract.

Step 3: Screening of Candidates

Knowledge Services' experienced staffing and recruiting teams are dedicated to providing our clients with top-quality candidates and take numerous steps to ensure the candidates presented to our clients align with the requisition needs, the client's culture, and the State's value proposition. Below, we have described the steps our teams take to screen candidates before presenting resumes to the State.

- Initial Telephone Screening: During the initial phone call with the candidate, we will discuss the client and the position in further detail as well as confirm work and education experience, additional skills, and the candidate's career goals. This initial screening allows our recruiters to ensure the candidate understands and aligns the State's value proposition and is equipped with the knowledge and skills to successfully fill the role.
- In-Person Interview: Knowledge Services will leverage our Florida-based staffing and recruiting teams to meet each candidate in person to analyze their personality, communication skills, values, and more to ensure the candidate will thrive in the role. This step will additionally include signature of the Resume Self-Certification Form (Contract Exhibit G).
- Skills Assessments: Knowledge Services utilizes multiple tools and skills assessments to verify a candidate's skills and experience. Our staffing and recruiting team utilize IBM Kenexa Assess (formerly IBM Prove It!), with over 900 behavioral and skills assessments in applicable categories, on a daily basis as a key indicator of a candidate's experience and expected performance.
- Reference Check: Our staffing and recruiting team will obtain at least three references from the candidate's previous employers to verify experience directly related to the State's Job Title Description and/or Request for Quote.
- Background Check and Drug Screen: Knowledge Services will, at the State's request, conduct comprehensive background checks and drug screens on candidates. Background check and drug screen requirements can be tailored for each Customer.

With every candidate we submit to the State, Knowledge Services will provide a candidate summary with information garnered from each of the above screening steps.

Step 4: Relationship Management – Consultant Retention and Evaluation

Knowledge Services understands the importance of retaining high quality temporary staff and ensuring these temporary staff meet our clients' expectations for the entire duration of the assignment. For this reason, Knowledge Services will provide the State with not only an expert staffing and recruiting team, but a designated employee relations team. Our employee relations team will facilitate resource management throughout the engagement including evaluation of temporary staff with client managers during their assignment. This allows our staffing and recruiting teams to direct their focus on providing top quality temporary staff for the State.

Our employee relations team provides the following to temporary staff:

- Coordinates the entire onboarding process for temporary staff including distributing paperwork, administering background and drug screens, and acting as a main point of contact for recruiters, clients, and temporary staff during onboarding
- Maintains proactive and regular communication with temporary staff and addresses any questions or issues during onboarding as well as throughout the term of the assignment
- Assists with weekly time entry and payroll processing
- Handles all disciplinary action, terminations, and exit surveys

- Tracks and evaluates temporary staff attrition and develops creative retention solutions
- Communicates notice of termination, termination dates and processes, collection and distribution of completed work assignments, and the return of badges and any other property belonging to the State of Florida

To promote longevity, Knowledge Services offers contract resources the following benefits, provided they meet eligibility requirements:

- Weekly payment
- Paid Time Off (PTO)
- Holiday pay
- Expense reimbursement (where client approved)
- Training (where client approved)
- Medical coverage
- Prescription drug benefits
- Dental coverage
- Vision coverage
- Voluntary life insurance
- Pet insurance
- Tickets at Work (discounted ticket program)

Employment Standards

Knowledge Services is committed to providing quality resources to our clients that not only fit the requirements of the RFQ but also fit the organizational culture and personality. Our account management and delivery teams develop customer-specific key performance indicators to ensure that both our recruiting teams and temporary staff understand our client's expectations and have measurable criteria by which to measure success.

Knowledge Services is an Equal Opportunity Employer and complies with all Federal, State, and local employment laws. Knowledge Services adheres to the standards of conduct set forth in Chapter 33-208 of the State of Florida Administrative Code. We also ensure that all temporary staff meet a minimum standard to ensure the temporary staff candidates match these specifications by employing the following employment standards:

- Respectful, punctual, and professional behavior towards the customer, the customer's culture, and the customer's property with strict adherence to customer internal processes and security protocols.
- The candidate's experience must be proven and validated through resume, degree, and applicable certifications. The Knowledge Services team also conducts reference checks to validate the candidate's experience and ensure the candidate has the skills, work ethic, and reliability that the customer expects.
- At the State's request, Knowledge Services will require all candidates to submit to and pass a background check and drug screen facilitated through HireRight, which complies with all federally mandated laws related to background check screenings by combining their technology and compliance expertise. The extent of the background check will be at the manager's discretion and can be as comprehensive as to include National, State, and local criminal and court checks, SSN trace, National Sex Offender Database check, alias verification, and more.
- The Florida-based Knowledge Services team conducts either face-to-face or phone screenings with the candidates to further qualify skills, availability, and commitment to the assignment and the location as well as ensure the candidate is eligible to work in the U.S. for the entire duration of the assignment. Any additional pre-screening can be requested and conducted at the manager's discretion.
- Completion and verification of consultant's onboarding documents. No temporary staff will be able to begin work until all onboarding documentation, including reference checks, proof of experience and education, etc., has been verified by the Knowledge Services team.

Validation of Staff's Resume

The Knowledge Services team carefully reviews each candidate in our candidate screening process, validating the candidate's resume matches the listed qualifications. This includes, but is not limited to, experience, education, and skills. In addition to standard resume reviews, our team will leverage our library of performance ratings on previously submitted candidates as well as cross-reference candidates to their LinkedIn portfolio or Indeed resumes to validate that they did not inflate their experience. Knowledge Services utilizes HireRight in all of our programs not only to conduct background

screening, but also validate education. HireRight will contact the candidate's higher education institute to verify dates of attendance, date of graduation, degrees and certifications obtained, and GPA.

Ensuring Staff Fit to State's Job Title and Description and/or Request for Quote Criteria

Ensuring which staff fit the State's Job Title Description and/or Request for Quote criteria begins with experienced IT recruiters. Because our recruiters take on a specialized focus, they become ingrained in the needs of our clients and develop a deep understanding of the unique nuances of the customer as well as the desired qualifications of candidates for certain positions, such as years of relevant experience, education and credentials, etc. Before we submit a candidate's resume, we physically speak with and qualify all candidates during an initial phone call. During the initial call, we share the State's value proposition and uncover information such as the reasons a candidate wishes to work with the State. If the candidate has prior experience working with the State of Florida, we will review any rating and feedback the candidate has received on their previous performance with the State.

Once the candidate has been qualified through an initial phone screening, our Florida-based recruiting team will meet with each candidate in person to expand upon the initial screening and gather more specific information on the candidate. Should the recruiter determine this candidate would be a fit for the State, Knowledge Services will compile a candidate summary to be submitted to the State with information acquired from the candidate's resume, feedback received from references, notes gathered during initial conversations, and any additional information we can provide to demonstrate the fit of the candidate.

Resume Self-Certification Form (Contract Exhibit G)

For each submitted candidate, Knowledge Services will complete and provide the Resume Self-Certification Form (Contract Exhibit G). This form will be completed and provided for each candidate and each response to RFQs. We will implement the required Resume Self-Certification Form (Contract Exhibit G) within our candidate screening process outlined above. The Resume Self-Certification Form will be required for the candidate to complete in Step 3 of our process.

Interviews and Interview Criteria

Knowledge Services has the ability to conduct interviews in a variety of ways, depending on the client's preference, including in-person interviews, telephone interviews, and recorded web interviews.

- Initial Phone Screening/Interview: The Knowledge Services' recruiters, using their IT recruiting experience and specialized knowledge of the State's needs, will provide more in-depth information about the position, uncover additional information about work experience and education/credential history, and discuss any unique requirements of the RFQ criteria. These phone screens are targeted towards uncovering not just how good of a fit a candidate might be in terms of technical skills, but also of their desire and interest in being a part of this project. With 24 years of experience supporting government clients, we understand the importance of identifying a candidate's desire to serve and passion for the agency mission as these are critical factors in the retention of contractors. Knowledge Services will also set up a phone interview with the hiring manager at the manager's request.
- In-Person Interview: Should the recruiter believe the candidate is a fit after the initial phone interview, our Florida-based recruiting team will meet with all candidates for an in-person interview to gain a better understanding of the candidate's personality and soft skills. Knowledge Services will also set up an in-person interview with the hiring manager at the manager's request.
- Recorded Web Interview: Knowledge Services is capable of providing recorded web interviews of candidates answering manager-requested questions. We are aware of the bait and switch issue running rampant in the IT field, and our recorded web interviews have combatted this issue. With this option you will not receive one candidate's resume and have a different person actually show up for the job.
- Technical Interview/Skills Assessment: Knowledge Services utilizes multiple tools and skills assessments to verify a candidate's skills and experience. Our staffing and recruiting team utilize IBM Kenexa Assess (formerly IBM Prove

It!), with over 900 behavioral and skills assessments in applicable categories, on a daily basis as a key indicator of a candidate's experience and expected performance.

Reference Checks

During the screening process, Knowledge Services requires each candidate to provide three verifiable references that can attest to and verify the candidate's past relevant work experience. We require these references be from recent supervisors who can truly speak to a candidate's performance. Our recruiters will focus on the candidate's past work history and performance as it specifically relates to the State's Job Title Description and/or Request for Quote criteria to ensure the candidate has the experience and skills required to succeed. The feedback and any additional information garnered will be included in the candidate summary provided to the hiring manager.

Verifying and Demonstrating Staff's Experience

Our team is committed to delivering the most qualified talent, and the key to this is uncovering a candidate's true skill level. We validate a candidate's experience through a multi-level assessment described below:

- **Skills Matching:** Our experienced recruiters will evaluate a candidate's resume and other online sources (Indeed, LinkedIn, etc.) to cross-reference a candidate's claimed experience to ensure the resume submitted for a specific opportunity matches the overall online portfolio. This helps to ensure candidates are crafting their experience to make themselves out to be a better fit than they are.
- **IBM Kenexa Assessment:** In order to verify and demonstrate the candidate's skill level, Knowledge Services utilizes IBM Kenexa Assess (formerly IBM Prove It!), an assessment and content administration solution. This is a tool our recruiting team leverages on a daily basis to demonstrate candidates' skills in relation to the State's Job Title Description and/or Request for Quote criteria. Not only does IBM Kenexa Assess measure skill, it further measures traits and cultural fit of each candidate by conducting functional behavior assessments. This evaluation tool, with over 900 behavioral and skills assessments within, is a key indicator of the candidate's experience and expected performance with the State.
- **Technical SME Input:** With thousands of consultants supporting our State government clients and over 100 internal resources including IT, security, and development, our recruiting teams can lean on subject matter experts to conduct phone or video interviews with temporary staff and validate their skill level.

Operational Formula

The Knowledge Services Operational Formula that makes our solutions successful is our hands-on, high touch, customer service-oriented approach. We partner with our clients to solve their workforce management and staffing challenges providing our expertise in workforce management. The Knowledge Services team that will service this account consists of dedicated recruiters supported by our Tallahassee-based and executive team comprised of industry experts and with over 143 years of combined experience with the State of Florida and staff augmentation services. In addition to our local dedicated team, our recruiters are supported by our network of over 2,100 subcontract labor providers who have experience delivering resources for our State government clients. This Operational Formula ensures the State access to the top local and national talent including specialized resources with experience in State financial systems, Medicaid systems, and Case Management tools that firms without broad State government reach cannot provide.

Knowing how to attract quality talent and screen their qualifications is an important aspect of all IT staffing programs, but often the most overlooked part of this process is retaining quality resources. For this reason, Knowledge Services invested in an employee relations team that serves as a consistent resource for our temporary staff deployed at the State. This team ensures low turnover through the following methods:

- **Work/Life Balance:** We ensure our staff understand the job expectation and provide them with a work/life balance to prevent burnout by allowing them to focus primarily on the job at hand rather than undue paperwork and additional administrative duties.

- Work Adjustments: As events in our employees' lives changes their priorities, we work with them to make accommodations in order to allow them to continue in support of our clients.
- Values: We screen all of our staff to ensure they align with our strongly held corporate values. By having resources with shared values, we are able to attract talented individuals who want to stay as a part of our organization.
- Compensation and Benefits: Knowledge Services offers high quality benefits and competitive salaries in order to reward our loyal team.
- Merit-Based Bonuses: Our top performers are rewarded for their efforts with bonuses.
- Investing in Success: We invest in our teams by offering training and professional certifications to ensure our team members have the opportunity to grow with our clients.

Staff Performance Remediation

Knowledge Services is dedicated to ensuring the quality of services and resources that we provide to our clients. Knowledge Services works to proactively prevent performance issues ensuring a high-quality level of service. While performance issues are rare, we have processes in place to quickly address and resolve performance issues. In an effort to accomplish this, we provide our clients not only an experienced staffing and recruiting team with specialized knowledge in specific labor categories, but also with a dedicated employee relations team to support and counsel resources and our clients on a daily basis. We proactively communicate with both resource and managers to identify and apply corrective action plans before an issue becomes irreparable; however, in the event a replacement is needed, Knowledge Services will apply our expedited process to find a replacement resource.

Our Knowledge Services team consisting of staffing and recruiting experts along with our designated employee relations team will continually communicate and follow up with the temporary staff and State manager. Knowledge Services team conducts:

- First Week Follow-up: The recruiter and/or employee relations personnel calls the temporary staff to inquire about the first week as well as contact the State manager to review the level of satisfaction with the temporary staff.
- Monthly Check-in: The recruiter and/or employee relations personnel also calls to check in on the temporary staff on a monthly basis as well as contact the State manager to review the level of satisfaction of the temporary staff and their performance.
- Performance Survey/Exit Interview: Knowledge Services conducts Performance Surveys/Exit Interviews after an assignment has ended to understand both the temporary staff's level of satisfaction with the assignment as well as the State manager's level of satisfaction with their performance and fit to the State's Job Description and/or Request for Quote. These surveys are customizable by topic, question format, and response format, and may be configured to account for any specific topics desired by the State. The State has the ability to provide feedback and a rating of the temporary staff which will enable State managers to see the feedback for the temporary staff concerning any future placement, and the information gathered from Performance Surveys/Exit Interviews allows our staffing and recruiting team to continually improve future recruiting activities for the State of Florida.

In the event a corrective action needs to occur, our local team is prepared to resolve any issues through our standard resolution process:

1. Knowledge Services' management meets with the State's representatives to discuss the nature of the issues and agree upon an effective timeframe for resolution.
2. Once the State's concerns are fully understood, Knowledge Services' management and any required support staff (HR, technical resources, recruitment, account management, etc.) will address the concerns in a meeting with the temporary staff or appropriate party. In this meeting, the following discussions will occur:
 - Detailed discussion of the concerns
 - Options to resolve the issue
 - Timeline for remediation
 - Ongoing quality measures to ensure the specified issues will not continue

3. For appropriate situations that do not cross co-employment lines, Knowledge Services will communicate our proposed corrective action plan options back to the Department and seek the approval to proceed prior to taking final action on the remediation effort.
4. Approved corrective action plans will be monitored closely at consistent set intervals as detailed within the plan and agreed upon by the Customer, Knowledge Services, and (if applicable) the temporary staff. The approved plan will also include:
 - A communication plan to keep the State updated on our progress to remedy the situation
 - Details of the consequences should the remediation efforts prove ineffective

Confidential Information

In working with over 600 government agencies, Knowledge Services understands the importance of ensuring temporary staff comply with the confidentiality needs of our clients. Ensuring the temporary staff we provide to the State are reliable and protect confidential information begins with a thorough background screen before the temporary staff even begins work. Knowledge Services also requires all temporary staff to sign an employee contract that includes a non-disclosure agreement for the specific Customer with language around resulting termination and criminal action should the contract be violated.

Knowledge Services has created a process to help deter the disclosure of personal information, but the most effective thing to do is consistently remind temporary staff about the handling of confidential information and Information Security awareness training. These trainings happen at onboarding of temporary staff, and then annually throughout the life of an engagement.

Positions of Special Trust

Should a Customer designate a job as one of special trust that requires a background screening, Knowledge Services will confirm the requirements to be included in the background screening through HireRight, such as comprehensive National, State, and local criminal and court checks, SSN trace, National Sex Offender Database check, alias verification, and more. Knowledge Services understands the unique and complex requirements of ensuring background checks meet various Customers’ requirements while also meeting agency-specific requirements, such as tax delinquency for the Revenue departments and sex offender registry checks for Child Services agencies. Our solution provides 100% compliance with background check and screening validation for the State. The background checks, on average, take one to three days to complete depending on the number of counties and/or states in which the individual has resided.

B. Knowledge Services’ Principal Personnel

Knowledge Services' staffing and recruiting team is comprised of individuals with industry-specific experience and knowledge to ensure responsive, high quality, and timely services. Our objective is to clearly understand our clients' requirements of Job Title Descriptions and Requests for Quotes by discussing needs and expectations to ensure we provide quality temporary staff for their Information Technology Staff Augmentation Services.

Walter Ales – Director, Programs	
Education, Credentials, & Certifications	<p>Education: Bachelor of Science in Business Administration, Florida Agricultural and Mechanical University</p> <p>Credentials:</p> <ul style="list-style-type: none"> ▪ 19 years in government consultative experience ▪ Expert in developing IT solutions to align with our clients’ various needs ▪ Skilled in information technology, procurement, project management, security, and strategic planning

	Certifications: <ul style="list-style-type: none"> ▪ IBM QRadar Technical Professional – Security (Engineer)
Years of IT Experience	Walter has 17 years' experience in the staffing/recruiting, IT projects, and MSP industry.
Years Employed with Knowledge Services	Walter has worked with Knowledge Services for 2 years out of our Tallahassee, Florida office.
Role in IT Contracts	<p>With our current and past IT Staff Augmentation contracts, Walt has had the following roles and responsibilities:</p> <ul style="list-style-type: none"> ▪ Ensures all aspects of Knowledge Services' program rules, policies, procedures, and processes are followed to ensure standardization, consistency, and compliance across the contractual scope of work ▪ Provides recommendations regarding service delivery strategy ▪ Leads solution development efforts that best address client needs while coordinating the involvement of all necessary company personnel ▪ Monitors processes and ensures effectiveness to proactively protect consistent service quality ▪ Leverages extensive customer contact base to grow revenue and build pipelines
Staffing Resource Management Role	Walter will serve as the primary point of contract for the State of Florida and will oversee our operations for the Florida IT contract as he has for Knowledge Services and previous organizations for 19 years. In addition to managing our relationship with the State, Walt will also have ultimate responsibility for all delivery, both from our dedicated recruiting team and through our vendor network.
Unique Expertise & Capabilities	Walter is a seasoned professional possessing 19 years' government consultative expertise who forges lasting professional relationships and strategic alliances. Walter has extensive IT experience including technical, managerial, and consultative roles and hands-on entrepreneurial leadership as well as an extensive partner channel experience with IBM Guardium and QRadar and experience with Federal government and SBA 8(a) business development and contracting.
Julie Gerts – Director, Business Development	
Education, Credentials, & Certifications	Education: Bachelor of Arts in Communication from the University of Wisconsin-Whitewater Credentials: <ul style="list-style-type: none"> ▪ 25 years' experience in IT staffing and recruiting ▪ Expert in developing workforce management solutions to align with our clients' needs ▪ Extensive experience in temporary staffing, technical recruiting, account management, and employee relations
Years of IT Experience	Julie has 25 years' experience in the IT staffing and recruiting industry.
Years Employed with Knowledge Services	Julie has worked with Knowledge Services for 2 years.
Role in IT Contracts	<p>With our current and past IT Staff Augmentation contracts, Julie has had the following roles and responsibilities:</p> <ul style="list-style-type: none"> ▪ Responsible for ensuring client satisfaction ▪ Leads outreach to engage all users ▪ Coordinates efforts of executive management, MSP programs, account managers, and business partners ensuring a synergistic approach to client needs ▪ Collaborates with management, client services, sales, and solution management in supporting new revenue opportunities
Staffing Resource Management Role	Julie will serve as the contract manager for Knowledge Services' contract with the State of Florida. Julie has served in this role with Knowledge Services for the past 2 years and has been supporting Florida communities for over 10 years. Julie will be responsible for ensuring that the Knowledge Services team is meeting the State's expectations and delivering high quality temporary staff.

Unique Expertise & Capabilities	Julie is a proactive and results-oriented professional with 20 years of experience in the IT staffing and recruiting industry and has extensive experience in account management and business development in exceeding performance, customer satisfaction, and business development goals. Julie has a proven track record of forging relationships with business partners, clients, and contractors as well as managing team members and effectively utilizing problem-solving skills.
Paul Doray – Director, Talent Acquisition	
Education, Credentials, & Certifications	<p>Education: Bachelor of Science in Business Management from the University of Phoenix</p> <p>Credentials:</p> <ul style="list-style-type: none"> ▪ 24 years’ experience in the IT staffing and recruiting industry ▪ Extensive experience with sourcing technical skill sets including healthcare IT, research and development, agile, software engineering, CRM, TechOps, DevOps, data scientists, network infrastructure, project management, program management, product management, business analysts, business intelligence, and information security <p>Certifications:</p> <ul style="list-style-type: none"> ▪ Black Belt in Diversity & Inclusion ▪ Black Belt in Social Selling ▪ Black Belt in Strategic Sourcing ▪ Social Talent Black Belt in Internet Recruitment ▪ Social Talent Black Belt in Technical IT Recruiting
Years of IT Experience	Paul has 24 years’ experience in the IT staffing and recruiting industry.
Years Employed with Knowledge Services	Paul has worked with Knowledge Services for 2 years.
Role in IT Contracts	<p>With our current and past IT Staff Augmentation contracts, Paul has had the following roles and responsibilities:</p> <ul style="list-style-type: none"> ▪ Hires and trains IT recruiting team ▪ Develops SLAs for recruiting team ▪ Coaches recruiting team on sourcing and screening tactics ▪ Develops recruiting process ▪ Develops tools to support recruiting process
Staffing Resource Management Role	Paul will serve as Knowledge Services’ Director of Talent Acquisition and lead our dedicated delivery team in the State of Florida. Paul’s responsibilities will include training, development, and leadership of the Knowledge Services recruiters assigned to support the State of Florida. Paul is a hands-on leader who will lend his experience and relationships to ensure Knowledge Services delivers quality technical resources to the State of Florida.
Unique Expertise & Capabilities	Paul’s team is focused on the recruitment and payrolling of both contract and permanent resources, currently with over 2,100 subcontract labor providers supporting our clients across the United States. He is passionate about sourcing and recruiting exceptional talent on behalf of our clients and has 24 years of full lifecycle recruiting and candidate sourcing experience as a corporate, IT staffing, and agency recruiter with a specialty focus in information technology, healthcare IT, and management consulting working across industry verticals.
Katie Myers – IT Recruiting Team Lead	
Education, Credentials, & Certifications	<p>Education: Bachelor of Arts in Marketing and Internal Business with a Minor in Spanish</p> <p>Credentials:</p> <ul style="list-style-type: none"> ▪ 3 years’ experience in the IT staffing and recruiting industry ▪ Skilled in technical recruiting, customer service, account management, and becoming ingrained in the specific needs of our clients

	Certifications: <ul style="list-style-type: none"> ▪ Black Belt in Internet Recruiting
Years of IT Experience	Katie has 3 years' experience in the IT staffing and recruiting industry.
Years Employed with Knowledge Services	Katie has worked with Knowledge Services for 2 years.
Role in IT Contracts	<p>With our current and past IT Staff Augmentation contracts, Katie has had the following roles and responsibilities:</p> <ul style="list-style-type: none"> ▪ Analyzes candidate information to determine match between candidates and job postings ▪ Screens and identifies talent through passive and active sources including postings, social networking, and internet research ▪ Interviews candidates to determine qualifications and job fit ▪ Submits qualified candidates to open requisitions ▪ Utilizes ATS system to document and manage candidates through the recruitment funnel ▪ Be fully educated on customer processes and policies to ensure contract compliance and customer satisfaction
Staffing Resource Management Role	Katie will serve as the Lead IT Recruiter for the State of Florida account. Katie will be responsible for analyzing requests from the State of Florida, identifying the best sourcing method, and searching out highly skilled IT talent. Katie will evaluate and screen candidates to ensure they satisfy the requirements for the State of Florida and validate that they are a cultural fit for the team they will be supporting. After placement, Katie and the Knowledge Services employee relations team will maintain contact with temporary staff to ensure they are satisfied with their assignment and to retain top performers.
Unique Expertise & Capabilities	Katie is an experienced information technology recruiter who has consistently exceeded all sourcing and recruiting goals and is experienced in utilizing conflict resolution and problem solving to unite diverse contractors and clients. Katie has industry knowledge in technical recruiting, human resources, workforce management solutions, and sales.
Cheryl Kennedy – Recruiter	
Education, Credentials, & Certifications	Credentials: <ul style="list-style-type: none"> ▪ 21+ years of experience in the IT Staffing and Recruiting Industry ▪ Skilled in technical recruiting, customer service, account management, and becoming ingrained in the specific needs of our clients
Years of IT Experience	Cheryl has 21+ years of experience in the Staffing and Recruiting Industry
Years Employed with Knowledge Services	Cheryl has worked with Knowledge Services for 7 years.
Role in IT Contracts	<p>With our current and past Staff Augmentation contracts, Cheryl has had the following roles and responsibilities:</p> <ul style="list-style-type: none"> ▪ Analyzes candidate information to determine match between candidates and job postings ▪ Screens and identifies talent through passive and active sources including postings, social networking, and internet research ▪ Interviews candidates to determine qualifications and job fit ▪ Submits qualified candidates to open requisitions ▪ Utilizes ATS system to document and manage candidates through the recruitment funnel ▪ Be fully educated on customer processes and policies to ensure contract compliance and customer satisfaction
Staffing Resource Management Role	Cheryl will serve as an recruiter for the State of Florida account. Cheryl will be responsible for analyzing requests from the State of Florida, identifying the best sourcing method, and searching out highly skilled talent. Cheryl will evaluate and screen candidates to ensure they satisfy the requirements for the State of Florida and validate that they are a cultural fit

	for the team they will be supporting. After placement, Cheryl and the Knowledge Services employee relations team will maintain contact with temporary staff to ensure they are satisfied with their assignment and to retain top performers.
Unique Expertise & Capabilities	Cheryl has over 20 years' experience in staffing and recruiting. Her ability to forge and maintain relationships with highly skilled talent has earned her a reputation for efficiency in talent placement in the staffing and recruiting industry.
Dana Fruits – Recruiter	
Education, Credentials, & Certifications	<p>Education: Bachelor of Science, Business Administration, Management and Operations from Indiana University</p> <p>Credentials:</p> <ul style="list-style-type: none"> ▪ 12 years' experience in the staffing and recruiting industry ▪ Skilled in technical recruiting, customer service, account management, and becoming ingrained in the specific needs of our clients
Years of IT Experience	Dana has 12 years' experience in the Staffing and Recruiting Industry
Years Employed with Knowledge Services	Dana has worked with Knowledge Services for 4 years
Role in IT Contracts	<p>With our current and past Staff Augmentation contracts, Dana has had the following roles and responsibilities:</p> <ul style="list-style-type: none"> ▪ Analyzes candidate information to determine match between candidates and job postings ▪ Screens and identifies talent through passive and active sources including postings, social networking, and internet research ▪ Interviews candidates to determine qualifications and job fit ▪ Submits qualified candidates to open requisitions ▪ Utilizes ATS system to document and manage candidates through the recruitment funnel ▪ Be fully educated on customer processes and policies to ensure contract compliance and customer satisfaction
Staffing Resource Management Role	Dana will serve as an recruiter for the State of Florida account. Dana will be responsible for analyzing requests from the State of Florida, identifying the best sourcing method, and searching out highly skilled talent. Dana will evaluate and screen candidates to ensure they satisfy the requirements for the State of Florida and validate that they are a cultural fit for the team they will be supporting. After placement, Dana and the Knowledge Services employee relations team will maintain contact with temporary staff to ensure they are satisfied with their assignment and to retain top performers.
Unique Expertise & Capabilities	Dana's 12 years' experience in staffing and recruiting brings expertise in resume screening, interviewing, and hiring. Dana uses applicant tracking to ensure that all talent is utilized and placed appropriately.
Damon Grothe – Vice President, Operations	
Education, Credentials, & Certifications	<p>Education: Bachelor of Science from University of Indianapolis</p> <p>Credentials:</p> <ul style="list-style-type: none"> ▪ 19 years' experience in the IT Staffing and Recruiting Industry ▪ Success in building recruiting teams from the ground up, including training the teams on innovative sourcing approaches ▪ Experience managing internal and external vendor/partners across multiple clients ▪ Experience in talent acquisition <p>Certifications:</p> <ul style="list-style-type: none"> ▪ Scrum Alliance Certified Agile Leadership (CAL) 1 Program
Years of IT Experience	Damon has 19 years' experience in the IT Staffing and Recruiting Industry.

Years Employed with Knowledge Services	Damon has worked with Knowledge Services for 5 years.
Role in IT Contracts	<p>With our current and past Staff Augmentation contracts, Damon has had the following roles and responsibilities:</p> <ul style="list-style-type: none"> ▪ Manages, oversees, and monitored new and current client implementations ▪ Responsible for training the team, implementing standardized processes, and procedures, creating documentation, ensuring the team can meet the agreed upon service level agreements, support optimization, and continuous process improvements ▪ Oversees the Corporate Compliance and Information Security Compliance teams whom drive all corporate compliance and information security initiatives ▪ Hires and trains IT recruiting team ▪ Develops SLAs for recruiting team ▪ Coaches recruiting team on sourcing and screening tactics ▪ Develops recruiting process ▪ Develops tools to support recruiting process
Staffing Resource Management Role	Damon will serve as an executive sponsor for Knowledge Services' contract with the State of Florida. Damon implemented the MSP and VMS Programs for the State of Florida in 2014. Damon's extensive background in the IT industry is invaluable to Knowledge Services' State clients.
Unique Expertise & Capabilities	Damon has spent almost two decades in the IT staffing industry. He has used his experience to implement fresh ideas to increase all labor category talent pools. His many years focusing on IT staffing and recruiting in the private sector has led to improvements in our employee relations to retain our talent pools.
Scott Wiseman – Vice President, Government Services	
Education, Credentials, & Certifications	<p>Education: Bachelor of Arts in Small Business Administration and Management from Michigan State University</p> <p>Credentials:</p> <ul style="list-style-type: none"> ▪ 20 years' experience in the IT staffing/recruiting, MSP, and training industry ▪ 10 years spent as an executive sponsor for the State of Florida contracts ▪ Experience supporting staff augmentation delivery in 48 states ▪ Extensive experience in business development, vendor management, information technology, and staff augmentation ▪ Member of National Association of State Chief Information Officers (NASCIO) Corporate Leadership Council ▪ Member of the National Association of State Procurement Officials (NASPO) ValuePoint Cooperative Advisory Council
Years of IT Experience	Scott has 20 years' experience in the IT staffing/recruiting, MSP, and training industry.
Years Employed with Knowledge Services	Scott has worked with Knowledge Services for 2 years.
Role in IT Contracts	<p>With our current and past Staff Augmentation contracts, Scott has had the following roles and responsibilities:</p> <ul style="list-style-type: none"> ▪ Responsible for ensuring client satisfaction ▪ Leads outreach to engage all users ▪ Coordinates efforts of executive management, MSP programs, account managers, and business partners ensuring a synergistic approach to client needs ▪ Collaborates with management, client services, sales, and solution management in supporting new revenue opportunities
Staffing Resource Management Role	Scott will serve as the executive sponsor for Knowledge Services' contract with the State of Florida. Scott has supported IT Staff Augmentation Services delivery in Florida for the past 10 years, and his experience will ensure that the State of Florida team has the tools and

	direction necessary to deliver high quality talent at competitive rates for the State of Florida.
Unique Expertise & Capabilities	Scott is one of the most experienced executives in the industry supporting IT Staff Augmentation engagements in State government. For the past 20 years, he has supported state and local government staff augmentation engagements in 48 states. He is currently responsible for managing a portfolio of over \$400 million in annual staff augmentation revenue.

**Information Technology Staff Augmentation Services
Contract No. 80101507-SA-19-1**

CONTRACT EXHIBIT A

STATEMENT OF WORK

Section 1. Contract Deliverables

The Contractor shall provide information technology staff augmentation services, including comprehensive management of staff, as set forth in this Contract. The term “staff” refers to the temporary staff provided by the Contractor to render information technology services identified by Customers, but that staff shall not be deemed an employee of the State or deemed to be entitled to any benefits associated with such employment.

Contracts resulting from this solicitation should not be structured as fixed-price agreements or used for any services requiring authorization for payment of milestone tasks. Contractor shall only provide information technology staff augmentation services for those Job Titles awarded to the Contractor and shall be paid on an hourly basis.

The Department’s intent is for Contractor’s information technology staff to provide services closely related to those described in the [Job Family Descriptions document](#). Detailed scopes of work, specific requirements of the work to be performed, and any requirements of staff shall be provided by the Customer in a Request for Quote. The Contractor shall possess the professional and technical staff necessary to allocate, outsource, and manage qualified information technology staff to perform the services requested by the Customer. The Contractor shall provide Customers with staff who must have sufficient skill and experience to perform the services assigned to them.

All of the information technology staff augmentation services to be furnished by the Contractor under the Contract shall meet the professional standards and quality that prevails among information technology professionals in the same discipline and of similar knowledge and skill engaged in related work throughout Florida under the same or similar circumstances. The Contractor shall provide, at its own expense, training necessary for keeping Contractor’s staff abreast of industry advances and for maintaining proficiency in equipment and systems that are available on the commercial market.

The Contractor shall be responsible for the administration and maintenance of all employment and payroll records, payroll processing, remittance of payroll and taxes, and all administrative tasks required by state and federal law associated with payment of staff. The Contractor shall, at its own expense, be responsible for adhering to the Contract background screening requirements, testing, evaluations, advertising, recruitment, and disciplinary actions of Contractor’s information technology staff. The Contractor shall maintain during the term of the Contract all licenses, permits, qualifications, insurance and approvals of whatever nature that are legally required to perform the information technology staff augmentation services.

Section 2. Ongoing Performance Measures

The Department intends to use performance-reporting tools in order to measure the performance of Contractor(s). These tools will include the Contractor Performance Survey (Exhibit I), to be completed by Customers on a quarterly basis. Such measures will allow the Department to better track Contractor(s) performance through the term of the Contract(s) and ensure that Contractor(s) consistently provide quality services to the State and its Customers. The Department reserves the right to modify the Contractor Performance Survey document and introduce additional performance-reporting tools as they are developed, including online tools (e.g., tools within MFMP or on the Department's website).

**Information Technology Staff Augmentation Services
Contract No. 80101507-SA-19-1**

CONTRACT EXHIBIT C

SPECIAL CONTRACT CONDITIONS

Table of Contents

SECTION 1. DEFINITIONS.....2

SECTION 2. CONTRACT TERM AND TERMINATION.....2

SECTION 3. PAYMENT AND FEES.3

SECTION 4. CONTRACT MANAGEMENT4

SECTION 5. COMPLIANCE WITH LAWS.6

SECTION 6. MISCELLANEOUS.....7

SECTION 7. WORKERS' COMPENSATION AND GENERAL LIABILITY INSURANCE, AND
INDEMNIFICATION9

SECTION 8. PUBLIC RECORDS, TRADE SECRETS, DOCUMENT MANAGEMENT AND
INTELLECTUAL PROPERTY.10

SECTION 9. DATA SECURITY AND SERVICES.....11

SECTION 10. GRATUITIES, LOBBYING, AND COMMUNICATIONS.....13

SECTION 11. CONTRACT MONITORING.13

SECTION 12. CONTRACT AUDITS.15

SECTION 13. BACKGROUND SCREENING AND SECURITY.....15

SECTION 14. INFORMATION TECHNOLOGY.....17

In accordance with Rule 60A-1.002(5), F.A.C., Form PUR 1000 is included herein by reference, but is superseded in its entirety by these Special Contract Conditions.

SECTION 1. DEFINITION.

The following definition applies in addition to the definitions in Chapter 287, Florida Statutes, (F.S.) and rule Chapter 60A-1, Florida Administrative Code (F.A.C.):

1.1 Customer.

The agency or eligible user that purchases commodities or contractual services pursuant to the Contract.

SECTION 2. CONTRACT TERM AND TERMINATION.

2.1 Term.

The initial term will begin on the date set forth in the Contract documents or on the date the Contract is signed by all Parties, whichever is later.

2.2 Renewal.

Upon written agreement, the Department and the Contractor may renew the Contract in whole or in part only as set forth in the Contract documents, and in accordance with section 287.057(13), F.S.

2.3 Suspension of Work and Termination.

2.3.1 Suspension of Work.

The Department may, at its sole discretion, suspend any or all activities under the Contract, at any time, when it is in the best interest of the State of Florida to do so. The Customer may suspend a resulting contract or purchase order, at any time, when in the best interest of the Customer to do so. The Department or Customer will provide the Contractor written notice outlining the particulars of suspension. Examples of a reason for suspension include, but are not limited to, budgetary constraints, declaration of emergency, or other such circumstances. After receiving a suspension notice, the Contractor must comply with the notice and will cease the activities associated with any active or new purchase orders. Within ninety (90) calendar days, or any longer period agreed to by the Contractor, the Department or Customer will either (1) issue a notice authorizing resumption of work, at which time activity will resume, or (2) terminate the Contract or purchase order. Suspension of work will not entitle the Contractor to any additional compensation.

2.3.2 Termination for Convenience.

The Contract may be terminated by the Department in whole or in part at any time, in the best interest of the State of Florida. If the Contract is terminated before performance is completed, the Contractor will be paid only for that work satisfactorily performed for which costs can be substantiated. Such payment, however, may not exceed an amount which is the same percentage of the Contract price as the amount of work satisfactorily performed. All work in progress will become the property of the Customer and will be turned over promptly by the Contractor.

2.3.3 Termination for Cause.

If the performance of the Contractor is not in compliance with the Contract requirements or the Contractor has defaulted, the Department may: (a) immediately terminate the Contract; (b) notify the Contractor of the noncompliance or default and require correction within a specified time, otherwise the Contract will terminate at the end of such time; or (c) take other action deemed appropriate by the Department.

SECTION 3. PAYMENT AND FEES.

3.1 Pricing.

The Contractor will not exceed the pricing set forth in the Contract documents.

3.2 Price Decreases.

The following price decrease terms will apply to the Contract:

(a) Preferred Pricing. Consistent with the goals of section 216.0113, F.S., Contractor acknowledges and recognizes that the Department wants to take advantage of any improvements in pricing over the course of the Contract period. To that end, the pricing indicated in this Contract is a maximum guarantee under the terms of this clause. Contractor's pricing will not exceed the pricing offered under comparable contracts. Comparable contracts are those which are similar in size, scope, and terms. Contractor must annually submit an affidavit from an authorized representative attesting that the Contract is in compliance with this clause.

(b) Sales Promotions. In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, the Contractor may conduct sales promotions involving price reductions for a specified lesser period. The Contractor must submit documentation identifying the proposed (1) starting and ending dates of the promotion, (2) commodities or contractual services involved, and (3) promotional prices compared to then-authorized prices.

3.3 Payment Invoicing.

The Contractor will be paid upon submission of invoices to the Customer after delivery and acceptance of commodities or contractual services is confirmed by the Customer. Invoices must contain detail sufficient for an audit and contain the Contract Number and the Contractor's Federal Employer Identification Number.

3.4 Purchase Order.

A Customer may use purchase orders to buy commodities or contractual services pursuant to the Contract. If applicable, the Contractor must provide commodities or contractual services pursuant to purchase orders. The purchase order period of performance survives the expiration of the Contract. The duration of purchase orders must not exceed the expiration of the Contract by more than twelve (12) months.

3.5 Travel.

Travel expenses are not reimbursable unless specifically authorized by the Customer in writing, and may be reimbursed only in accordance with section 112.061, F.S.

3.6 Annual Appropriation.

Pursuant to section 287.0582, F.S., if the Contract binds the State of Florida or an agency for the purchase of services or tangible personal property for a period in excess of one fiscal year, the State of Florida's performance and obligation to pay under the Contract is contingent upon an annual appropriation by the Legislature.

3.7 Transaction Fees.

The State of Florida, through the Department of Management Services, has instituted MyFloridaMarketPlace, a statewide eProcurement system pursuant to section 287.057(22), F.S. All Florida Department of Management Services Information Technology Staff Augmentation Services – 3rd Bid RFP No. 15-80101507-SA-D

payments issued by Customers to registered Vendors for purchases of commodities or contractual services will be assessed Transaction Fees as prescribed by rule 60A-1.031, F.A.C., or as may otherwise be established by law. Vendors must pay the Transaction Fees and agree to automatic deduction of the Transaction Fees when automatic deduction becomes available. Vendors will submit any monthly reports required pursuant to the rule. All such reports and payments will be subject to audit. Failure to comply with the payment of the Transaction Fees or reporting of transactions will constitute grounds for declaring the Vendor in default and subject the Vendor to exclusion from business with the State of Florida.

3.8 Taxes.

Taxes, customs, and tariffs on commodities or contractual services purchased under the Contract will not be assessed against the Customer unless authorized by Florida law.

3.9 Return of Funds.

Contractor will return any overpayments due to unearned funds or funds disallowed pursuant to the terms of the Contract that were disbursed to the Contractor. The Contractor must return any overpayment within forty (40) calendar days after either discovery by the Contractor, its independent auditor, or notification by the Department or Customer of the overpayment.

SECTION 4. CONTRACT MANAGEMENT.

4.1 Composition and Priority.

The Contractor agrees to provide commodities or contractual services to the Customer as specified in the Contract. Additionally, the terms of the Contract supersede the terms of any and all prior agreements between the Parties.

4.2 Notices.

All notices required under the Contract must be delivered to the designated Contract Manager by certified mail, return receipt requested; reputable air courier service; email; personal delivery; or as otherwise identified by the Department.

4.3 Department's Contract Manager.

The Department's Contract Manager, who is primarily responsible for the Department's oversight of the Contract, will be provided in a separate writing to the Contractor upon Contract signing in the following format:

Jane Doe
Address
Telephone #
Email

In the event that the Department changes the Contract Manager, the Department will notify the Contractor. Such a change does not require an amendment to the Contract.

4.4 Contractor's Contract Manager.

The Contractor's Contract Manager, who is primarily responsible for the Contractor's oversight of the Contract performance, will be provided in a separate writing to the Department upon Contract signing in the following format:

Jane Doe
Florida Department of Management Services
Information Technology Staff Augmentation Services – 3rd Bid
RFP No. 15-80101507-SA-D

<Insert Contractor name>
<Insert Contractor's physical address>
Telephone: (XXX) 555-XXXX
Email: jane.doe@business.gmail.com

In the event that the Contractor changes its Contract Manager, the Contractor will notify the Department. Such a change does not require an amendment to the Contract.

4.5 Diversity Reporting.

The State of Florida supports its diverse business community by creating opportunities for woman-, veteran-, and minority-owned small business enterprises to participate in procurements and contracts. The Department encourages supplier diversity through certification of woman-, veteran-, and minority-owned small business enterprises, and provides advocacy, outreach, and networking through regional business events. For additional information, please contact the Office of Supplier Diversity (OSD) at osdinfo@dms.myflorida.com.

Upon request, the Contractor will report to the Department its spend with business enterprises certified by the OSD. These reports must include the time period covered, the name and Federal Employer Identification Number of each business enterprise utilized during the period, commodities and contractual services provided by the business enterprise, and the amount paid to the business enterprise on behalf of each Department purchasing under the Contract.

4.6 RESPECT.

Subject to the agency determination provided for in section 413.036, F.S., the following statement applies:

IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT ANY ARTICLES THAT ARE THE SUBJECT OF, OR REQUIRED TO CARRY OUT, THIS CONTRACT SHALL BE PURCHASED FROM A NONPROFIT AGENCY FOR THE BLIND OR FOR THE SEVERELY HANDICAPPED THAT IS QUALIFIED PURSUANT TO CHAPTER 413, FLORIDA STATUTES, IN THE SAME MANNER AND UNDER THE SAME PROCEDURES SET FORTH IN SECTION 413.036(1) AND (2), FLORIDA STATUTES; AND FOR PURPOSES OF THIS CONTRACT THE PERSON, FIRM, OR OTHER BUSINESS ENTITY CARRYING OUT THE PROVISIONS OF THIS CONTRACT SHALL BE DEEMED TO BE SUBSTITUTED FOR THE STATE AGENCY INSOFAR AS DEALINGS WITH SUCH QUALIFIED NONPROFIT AGENCY ARE CONCERNED.

Additional information about RESPECT and the commodities or contractual services it offers is available at <http://www.respectofflorida.org>.

4.7 PRIDE.

Subject to the agency determination provided for in sections 287.042(1) and 946.515, F.S., the following statement applies:

IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT ANY ARTICLES WHICH ARE THE SUBJECT OF, OR REQUIRED TO CARRY OUT, THIS CONTRACT SHALL BE PURCHASED FROM THE CORPORATION IDENTIFIED UNDER CHAPTER 946, F.S., IN THE SAME MANNER AND UNDER THE SAME PROCEDURES SET FORTH IN SECTION 946.515(2) AND (4), F.S.; AND FOR PURPOSES OF THIS CONTRACT THE PERSON, FIRM, OR OTHER BUSINESS ENTITY CARRYING OUT THE PROVISIONS OF THIS CONTRACT SHALL BE DEEMED TO BE

SUBSTITUTED FOR THIS AGENCY INSOFAR AS DEALINGS WITH SUCH CORPORATION ARE CONCERNED.

Additional information about PRIDE and the commodities or contractual services it offers is available at <http://www.pride-enterprises.org>.

SECTION 5. COMPLIANCE WITH LAWS.

5.1 Conduct of Business.

The Contractor must comply with all laws, rules, codes, ordinances, and licensing requirements that are applicable to the conduct of its business, including those of federal, state, and local agencies having jurisdiction and authority. For example, the Contractor must comply with section 274A of the Immigration and Nationality Act, the Americans with Disabilities Act, Health Insurance Portability and Accountability Act, if applicable, and all prohibitions against discrimination on the basis of race, religion, sex, creed, national origin, handicap, marital status, or veteran's status.

Pursuant to subsection 287.058(1), F.S., the provisions of subparagraphs 287.058(1)(a)-(c), and (g), F.S., are hereby incorporated by reference, to the extent applicable.

5.2 Dispute Resolution, Governing Law, and Venue.

Any dispute concerning performance of the Contract shall be decided by the Department's designated Contract Manager, who will reduce the decision to writing and serve a copy on the Contractor. The decision of the Contract Manager shall be final and conclusive. Exhaustion of this administrative remedy is an absolute condition precedent to the Contractor's ability to pursue legal action related to the Contract or any other form of dispute resolution. The laws of the State of Florida govern the Contract. The Parties submit to the jurisdiction of the courts of the State of Florida exclusively for any legal action related to the Contract. Further, the Contractor hereby waives any and all privileges and rights relating to venue it may have under Chapter 47, F.S., and any and all such venue privileges and rights it may have under any other statute, rule, or case law, including, but not limited to those based on convenience. The Contractor hereby submits to venue in the county chosen by the Department.

5.3 Department of State Registration.

Consistent with Chapters 605 through 623, F.S., the Contractor and any subcontractors that assert status, other than a sole proprietor, must provide the Department with conclusive evidence of a certificate of status, not subject to qualification, if a Florida business entity, or of a certificate of authorization if a foreign business entity.

5.4 Suspended, Convicted and Discriminatory Vendor Lists.

In accordance with sections 287.042, 287.133, and 287.134, F.S., an entity or affiliate who is on the Suspended Vendor List, Convicted Vendor List or the Discriminatory Vendor List may not perform work as a contractor, supplier, subcontractor, or consultant under the Contract. The Contractor must notify the Department if it or any of its suppliers, subcontractors or consultants have been placed on the Suspended Vendor List, Convicted Vendor List or the Discriminatory Vendor List during the term of the Contract.

5.5 Contractor Certification.

The Department may, at its option, terminate the Contract if the Contractor is found to have submitted a false certification as provided under section 287.135(5), F.S., or been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran

Petroleum Energy Sector List, or been engaged in business operations in Cuba or Syria, or to have been placed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel.

5.6 Cooperation with Inspector General and Records Retention.

Pursuant to subsection 20.055(5), F.S., Contractor, and any subcontractor to the Contractor, understand and will comply with their duty to cooperate with the Inspector General in any investigation, audit, inspection, review, or hearing. Upon request of the Inspector General or any other authorized State official, the Contractor must provide any information the Inspector General deems relevant to the Contractor's integrity or responsibility. Such information may include, but will not be limited to, the Contractor's business or financial records, documents, or files of any type or form that refer to or relate to the Contract. The Contractor will retain such records for five years after the expiration of the Contract, or the period required by the General Records Schedules maintained by the Florida Department of State, at the Department of State's Records Management website, whichever is longer. The Contractor agrees to reimburse the State of Florida for the reasonable costs of investigation incurred by the Inspector General or other authorized State of Florida official for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the State of Florida which results in the suspension or debarment of the Contractor. Such costs will include, but will not be limited to: salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees.

5.7 Inspection.

Section 215.422, F.S., provides that agencies have five (5) working days, unless the Contract specifies otherwise, to inspect and approve commodities or contractual services. Items may be tested for compliance with specifications. Items delivered not conforming to specifications may be rejected and returned at the Contractor's expense. Interest penalties for late payment are also limited according to section 215.422, F.S.

SECTION 6. MISCELLANEOUS.

6.1 Subcontractors.

The Contractor will not subcontract any work under the Contract without prior written consent of the Department. The Contractor is fully responsible for satisfactory completion of all its subcontracted work. The Department supports diversity in its procurements and contracts, and requests that Contractor offer subcontracting opportunities to certified woman-, veteran-, and minority-owned small businesses. The Contractor may contact the OSD at osdhelp@dms.myflorida.com for information on certified small business enterprises available for subcontracting opportunities.

6.2 Assignment.

The Contractor will not sell, assign, or transfer any of its rights, duties, or obligations under the Contract without the prior written consent of the Department. However, the Contractor may waive its right to receive payment and assign same upon notice to the Department. In the event of any assignment, the Contractor remains responsible for performance of the Contract, unless such responsibility is expressly waived by the Department. The Department may assign the Contract with prior written notice to the Contractor.

6.3 Independent Contractor.

The Contractor and its employees, agents, representatives, and subcontractors are independent contractors and not employees or agents of the Department and are not entitled to State of Florida benefits. The Department will not be bound by any acts or conduct of the Contractor or its employees, agents, representatives, or subcontractors. The Contractor agrees to include this provision in all of its subcontracts under the Contract.

6.4 Risk of Loss.

Matters of inspection and acceptance are addressed in section 215.422, F.S. Until acceptance, risk of loss or damage will remain with the Contractor. The Contractor will be responsible for filing, processing, and collecting all damage claims. To assist the Contractor with damage claims, the Customer will: record any evidence of visible damage on all copies of the delivering carrier's Bill of Lading; report damages to the carrier and the Contractor; and provide the Contractor with a copy of the carrier's Bill of Lading and damage inspection report. When a Customer rejects a commodity, Contractor will remove the commodity from the premises within ten (10) calendar days after notification of rejection, and the risk of loss will remain with the Contractor.

Commodities not removed by the Contractor within ten (10) calendar days will be deemed abandoned by the Contractor and the Customer will have the right to dispose of such commodities. Contractor will reimburse the Customer for costs and expenses incurred in storing or effecting removal or disposition of rejected commodities.

6.5 Safety Standards.

Performance of the Contract for all commodities or contractual services must comply with requirements of the Occupational Safety and Health Act and other applicable State of Florida and federal requirements.

6.6 Ombudsman.

A Vendor Ombudsman has been established within the Department of Financial Services. The duties of this office are found in section 215.422, F.S., which include disseminating information relative to prompt payment and assisting contractors in receiving their payments in a timely manner from a Customer. The Vendor Ombudsman may be contacted at (850) 413-5516.

6.7 Time is of the Essence.

Time is of the essence regarding each and every obligation of the Contractor under the Contract. Each obligation is deemed material, and a breach of any such obligation (including a breach resulting from untimely performance) is a material breach.

6.8 Waiver.

The delay or failure by the Department or the Customer to exercise or enforce any rights under the Contract will not constitute waiver of such rights.

6.9 Modification and Severability.

The Contract may only be modified by written agreement between the Department and the Contractor. Should a court determine any provision of the Contract is invalid, the remaining provisions will not be affected, and the rights and obligations of the Parties will be construed and enforced as if the Contract did not contain the provision held invalid.

6.10 Cooperative Purchasing.

Agencies wishing to make purchases under this Contract are required to follow the requirements of section 287.042(16) or 287.057(3) (b), F.S., and rule 60A-1.045, F.A.C. These provisions require

Florida Department of Management Services
Information Technology Staff Augmentation Services – 3rd Bid
RFP No. 15-80101507-SA-D

the Department to determine that the requesting agency's use of the Contract is cost-effective and in the best interest of the State.

Pursuant to their own governing laws, and subject to the agreement of the Contractor, government entities may make purchases under the terms and conditions contained herein, if agreed to by Contractor. Non-Customer purchases are independent of the Contract between the Department and the Contractor. The Department is not a party to any transaction between the Contractor and any purchaser.

SECTION 7. WORKERS' COMPENSATION AND GENERAL LIABILITY INSURANCE, AND INDEMNIFICATION

7.1 Workers' Compensation Insurance.

To the extent required by law, the Contractor must be self-insured against, or must secure and maintain during the life of the contract, Worker's Compensation Insurance for all its employees connected with the work of this project, and in case any work is subcontracted, the Contractor must require the subcontractor similarly to provide Worker's Compensation Insurance for all of the latter's employees unless such employees engaged in work under the resulting contract are covered by the Contractor's insurance program. Self-insurance or insurance coverage must comply with the Florida Worker's Compensation law. In the event hazardous work is being performed by the Contractor under the resulting contract and any class of employees performing the hazardous work is not protected under Worker's Compensation statutes, the Contractor must provide, and cause each subcontractor to provide adequate insurance satisfactory to the Department for the protection of employees not otherwise protected.

7.2 General Liability Insurance.

The Contractor must secure and maintain Commercial General Liability Insurance, including bodily injury, property damage, products, personal & advertising injury, and completed operations. This insurance must provide coverage for all claims that may arise from the services and/or operations completed under the Contract, whether such services or operations are by the Contractor or anyone directly or indirectly employed by them. Such insurance must include the State of Florida as an additional named insured for the entire length of the resulting contract. The Contractor is responsible for determining the minimum limits of liability necessary to provide reasonable financial protections to the Contractor and the State of Florida under the resulting contract.

All insurance policies must be with insurers licensed or eligible to transact business in the State of Florida. The Contractor must submit via email, to the Department's contract manager, insurance certificates evidencing such insurance coverage prior to execution of a contract with the Department and provide Department notice of any cancellation or nonrenewal at least ten (10) calendar days prior to cancellation or nonrenewal.

7.3 Indemnification.

To the extent permitted by Florida law, the Contractor agrees to indemnify, defend, and hold the Department, the Customer and the State of Florida, its officers, employees, and agents harmless from all fines, claims, assessments, suits, judgments, or damages, including consequential, special, indirect, and punitive damages, including court costs and attorney's fees, arising from or relating to violation or infringement of a trademark, copyright, patent, trade secret, or intellectual property right or out of any acts, actions, breaches, neglect, or omissions of the Contractor, its employees, agents, subcontractors, assignees, or delegates related to the Contract, as well as for any determination arising out of or related to the Contract that the Contractor or Contractor's

employees, agents, subcontractors, assignees, or delegates are not independent contractors in relation to the Department. The Contract does not constitute a waiver of sovereign immunity or consent by the Department or the State of Florida or its subdivisions to suit by third parties. Without limiting this indemnification, the Department or Customer may provide the Contractor (1) written notice of any action or threatened action, (2) the opportunity to take over and settle or defend any such action at Contractor's sole expense, and (3) assistance in defending the action at Contractor's sole expense.

SECTION 8. PUBLIC RECORDS, TRADE SECRETS, DOCUMENT MANAGEMENT AND INTELLECTUAL PROPERTY.

8.1 Public Records.

The Department may unilaterally cancel this Contract for refusal by the Contractor to comply with this section by not allowing access to all public records, as defined in Chapter 119, Florida Statutes, made or received by the Contractor in conjunction with the Contract.

Pursuant to section 119.0701(2) (a), F.S., for contracts for services with a contractor acting on behalf of a public agency, as defined in section 119.011(2), F.S., the following applies:

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT THE TELEPHONE NUMBER, EMAIL ADDRESS AND MAILING ADDRESS PROVIDED IN THE RESULTING CONTRACT OR PURCHASE ORDER.

Pursuant to section 119.0701(2)(b), F.S., for contracts for services with a contractor acting on behalf of a public agency as defined in section 119.011(2), F.S., the Contractor shall:

- (a) Keep and maintain public records required by the public agency to perform the service.
- (b) Upon request from the public agency's custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, F.S., or as otherwise provided by law.
- (c) Ensure that public records that are exempt or confidential and exempt from public records disclosure are not disclosed except as authorized by law for the duration of the contract term and following the completion of the Contract if the contractor does not transfer the records to the public agency.
- (d) Upon completion of the Contract, transfer, at no cost, to the public agency all public records in possession of the Contractor or keep and maintain public records required by the public agency to perform the service. If the contractor transfers all public records to the public agency upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the contractor keeps and maintains public records upon completion of the contract, the contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

8.2 Protection of Trade Secrets or Confidential Information.

If the Contractor considers any portion of materials made or received in the course of performing the Contract (“contract-related materials”) to be trade secret under section 688.002 or 812.081, F.S., or otherwise confidential under Florida or federal law, the Contractor must clearly designate that portion of the materials as trade secret or otherwise confidential when submitted to the Department. The Contractor will be responsible for responding to and resolving all claims for access to contract-related materials it has designated trade secret or otherwise confidential.

If the Department is served with a request for discovery of contract-related materials designated by the Contractor as trade secret or otherwise confidential, the Contractor will be responsible for filing the appropriate motion or objection in response to the request for discovery. The Department will provide materials designated trade secret or otherwise confidential if the Contractor fails to take appropriate and timely action to protect the materials designated as trade secret or otherwise confidential.

The Contractor will protect, defend, indemnify, and hold harmless the Department for claims, costs, fines, and attorney’s fees arising from or relating to its designation of contract-related materials as trade secret or otherwise confidential.

8.3 Document Management.

The Contractor must retain sufficient documentation to substantiate claims for payment under the Contract and all other records, electronic files, papers and documents that were made in relation to this Contract. Contractor must retain all documents related to the Contract for five (5) years after expiration of the Contract, or, if longer, the period required by the General Records Schedules maintained by the Florida Department of State available at the Department of State’s Records Management website.

8.4 Intellectual Property.

Unless specifically addressed in the Contract, intellectual property rights to all property created or otherwise developed by the Contractor for the Department or the Customer will be owned by the State of Florida at the completion of the Contract.

Any inventions or discoveries developed in the course of or as a result of services performed under the Contract which are patentable pursuant to 35 U.S.C. § 101 are the sole property of the State of Florida. Contractor must inform the Customer of any inventions or discoveries developed or made in connection with the Contract and will be referred to the Florida Department of State for a determination on whether patent protection will be sought for the invention or discovery. The State of Florida will be the sole owner of any and all patents resulting from any invention or discovery made in connection with this contract.

Contractor must notify the Department or State of Florida of any publications, artwork, or other copyrightable works developed in connection with the Contract. All copyrights created or developed in connection with the Contract are the sole property of the State of Florida.

SECTION 9. DATA SECURITY AND SERVICES.

9.1 Duty to Provide Secure Data.

Florida Department of Management Services
Information Technology Staff Augmentation Services – 3rd Bid
RFP No. 15-80101507-SA-D

The Contractor will maintain the security of State of Florida data including, but not limited to, a secure area around any displayed visible data. The Contractor will also comply with all HIPAA requirements and any other state and federal rules and regulations regarding security of information.

9.2 Warranty of Security.

Unless otherwise agreed in writing, the Contractor and its subcontractors will not perform any of the services from outside of the United States, and the Contractor will not allow any State of Florida data to be sent by any medium, transmitted, or accessed outside of the United States.

The Contractor agrees that a violation of items listed above will result in immediate and irreparable harm to the Customer and will entitle the Customer to a credit as provided in the Contract documents. This credit is intended only to cover the Customer's internal staffing and administrative costs as well as the diminished value of services provided under the Contract and will not preclude the Customer from recovering other damages it may suffer as a result of such violation. For purposes of determining the damages due hereunder, a group of violations relating to a common set of operative facts (e.g., same location, same time period, same off-shore entity) will be treated as a single event. A violation of this provision will also entitle the Customer to recover any damages arising from a breach of this section and constitutes an event of default.

The Contractor must notify the Department and the Customer as soon as possible, in accordance with the requirements of section 501.171, F.S., if applicable, and in all events within one (1) business day in the event Contractor discovers any data is breached, any unauthorized access of data occurs (even by persons or companies with authorized access for other purposes), any unauthorized transmission of data occurs, or of any credible allegation or suspicion of a material violation of the above. This notification is required regardless of the number of persons or type of data affected. The notification must be clear and conspicuous and include a description of the following:

- (a) The incident in general terms.
- (b) The type of information that was subject to the unauthorized access and acquisition.
- (c) The type and number of entities who were, or potentially have been affected by the breach.
- (d) The actions taken by the Contractor to protect the data from further unauthorized access. However, the description of those actions in the written notice may be general so as not to further increase the risk or severity of the breach.

9.3 Remedial Measures.

Upon becoming aware of an alleged security breach, Contractor's Contract Manager must set up a conference call with the Department's and the Customer's Contract Manager. The conference call invitation must contain a brief description of the nature of the event. When possible, a thirty (30)-minute notice will be given to allow Department personnel to be available for the call. If the designated time is not practical for the Customer, an alternate time for the call will be scheduled. Contractor must share all available information on the call. The Contractor must answer all questions based on the information known at that time and answer additional questions as additional information becomes known. The Contractor must provide the Department and Customer with final documentation of the incident including all actions that took place. If the Contractor becomes aware of a security breach or security incident outside of normal business

hours, the Contractor must notify the Department's and the Customer's Contract Manager and in all events, within one business day.

9.4 Indemnification (Breach of Warranty of Security).

The Contractor agrees to defend, indemnify, and hold harmless the Department, the Customer and the State of Florida, its officers, directors, and employees for any claims, suits, or proceedings related to a breach of the Warranty of Security. The Contractor will include credit monitoring services at its own cost for those individuals affected or potentially affected by a breach of this warranty for a two-year period of time following the breach.

9.5 Annual Certification.

The Contractor is required to submit an annual certification demonstrating compliance with the Warranty of Security to the Department by December 31 of each Contract year.

SECTION 10. GRATUITIES, LOBBYING, AND COMMUNICATIONS.

10.1 Gratuities.

The Contractor will not, in connection with this Contract, directly or indirectly (1) offer, give, or agree to give anything of value to anyone as consideration for any State of Florida officer or employee's decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty, or (2) offer, give, or agree to give to anyone anything of value for the benefit of, or at the direction or request of, any State of Florida officer or employee.

10.2 Lobbying.

In accordance with sections 11.062 and 216.347, F.S., Contract funds are not for the purpose of lobbying the Legislature, the judicial branch, or the Department. Pursuant to subsection 287.058(6), F.S., the Contract does not prohibit the Contractor from lobbying the executive or legislative branch concerning the scope of services, performance, term, or compensation regarding the Contract, after the Contract execution and during the Contract's term.

10.3 Communications.

Contractor shall not, without first notifying the Department's Contract Manager and securing the Department's prior written consent, make public statements which concern the Contract or its subject matter, disclose or permit disclosure of any data or information obtained or furnished in accordance with the Contract, or use any statement attributable to the Department or its employees. Public statements include press releases, publicity releases, promotions, marketing materials, corporate communications, or other similar communications. The Department's written consent shall not be construed to supersede or waive the Contract requirements imposed on the Contractor to maintain confidential information.

SECTION 11. CONTRACT MONITORING.

11.1 Performance Standards.

The Contractor agrees to perform all tasks and provide deliverables as set forth in the Contract. The Department and the Customer will be entitled at all times, upon request, to be advised as to the status of work being done by the Contractor and of the details thereof.

11.2 Performance Deficiencies and Financial Consequences of Non-Performance.

In addition to the processes set forth in the Contract (e.g., service level agreements), if the Department determines that there is a performance deficiency that requires correction by the Contractor, then the Department will notify the Contractor. The correction must be made within a time-frame specified by the Department. The Contractor must provide the Department with a corrective action plan describing how the Contractor will address all performance deficiencies identified by the Department.

If the corrective action plan is unacceptable to the Department, or implementation of the plan fails to remedy the performance deficiencies, the Department will retain ten percent (10%) of the total invoice amount. The retainage will be withheld until the Contractor resolves the performance deficiencies. If the performance deficiencies are resolved, the Contractor may invoice the Department for the retained amount. If the Contractor fails to resolve the performance deficiencies, the retained amount will be forfeited in order to compensate the Department for the performance deficiencies.

11.3 Liquidated Damages.

The Contractor will promptly notify the Department or the Customer upon becoming aware of any circumstances that may reasonably be expected to jeopardize the timely and successful completion (or delivery) of any commodity or contractual service. The Contractor will use commercially reasonable efforts to avoid or minimize any delays in performance and will inform the Department or the Customer of the steps the Contractor is taking or will take to do so, and the projected actual completion (or delivery) time. If the Contractor believes a delay in performance by the Department or the Customer has caused or will cause the Contractor to be unable to perform its obligations on time, the Contractor will promptly so notify the Department and use commercially reasonable efforts to perform its obligations on time notwithstanding the Department's delay.

The Contractor acknowledges that untimely performance or other material noncompliance will damage the Department, but by their nature such damages are difficult to ascertain. Accordingly, the liquidated damages provisions stated in the Contract documents will apply. Liquidated damages are not intended to be a penalty and are solely intended to compensate for damages.

11.4 Force Majeure, Notice of Delay, and No Damages for Delay.

The Contractor will not be responsible for delay resulting from its failure to perform if neither the fault nor the negligence of the Contractor or its employees or agents contributed to the delay and the delay is due directly to fire, explosion, earthquake, windstorm, flood, radioactive or toxic chemical hazard, war, military hostilities, terrorism, civil emergency, embargo, riot, strike, violent civil unrest, or other similar cause wholly beyond the Contractor's reasonable control, or for any of the foregoing that affect subcontractors or suppliers if no alternate source of supply is available to the Contractor. The foregoing does not excuse delay which could have been avoided if the Contractor implemented any risk mitigation required by the Contract. In case of any delay the Contractor believes is excusable, the Contractor will notify the Department in writing of the delay or potential delay and describe the cause of the delay either (1) within ten (10) calendar days after the cause that creates or will create the delay first arose, if the Contractor could reasonably foresee that a delay could occur as a result, or (2) if delay is not reasonably foreseeable, within five (5) calendar days after the date the Contractor first had reason to believe that a delay could result. The foregoing will constitute the Contractor's sole remedy or excuse with respect to delay. Providing notice in strict accordance with this paragraph is a condition precedent to such remedy. No claim for damages will be asserted by the Contractor. The Contractor will not be entitled to an increase in the Contract price or payment of any kind from the Department for direct, indirect, consequential, impact or other costs, expenses or damages, including but not limited to costs of

acceleration or inefficiency, arising because of delay, disruption, interference, or hindrance from any cause whatsoever. If performance is suspended or delayed, in whole or in part, due to any of the causes described in this paragraph, after the causes have ceased to exist the Contractor will perform at no increased cost, unless the Department determines, in its sole discretion, that the delay will significantly impair the value of the Contract to the State of Florida or to Customers, in which case the Department may (1) accept allocated performance or deliveries from the Contractor, provided that the Contractor grants preferential treatment to Customers with respect to commodities or contractual services subjected to allocation, or (2) purchase from other sources (without recourse to and by the Contractor for the related costs and expenses) to replace all or part of the commodity or contractual services that are the subject of the delay, which purchases may be deducted from the Contract quantity, or (3) terminate the Contract in whole or in part.

SECTION 12. CONTRACT AUDITS.

12.1 Performance or Compliance Audits.

The Department may conduct or have conducted performance and/or compliance audits of the Contractor and subcontractors as determined by the Department. The Department may conduct an audit and review all the Contractor's and subcontractors' data and records that directly relate to the Contract. To the extent necessary to verify the Contractor's fees and claims for payment under the Contract, the Contractor's agreements or contracts with subcontractors, partners or agents of the Contractor, pertaining to this Contract, may be inspected by the Department upon fifteen (15) calendar days' notice, during normal working hours and in accordance with the Contractor's facility access procedures where facility access is required. Release statements from its subcontractors, partners or agents are not required for the Department or its designee to conduct compliance and performance audits on any of the Contractor's contracts relating to this Contract. The State of Florida's Chief Financial Officer and the Office of the Auditor General also have authority to perform audits and inspections.

12.2 Payment Audit.

Records of costs incurred under terms of the Contract will be maintained in accordance with section 8.3 of these Special Contract Conditions. Records of costs incurred will include the Contractor's general accounting records, together with supporting documents and records of the Contractor and all subcontractors performing work, and all other records of the Contractor and subcontractors considered necessary by the Department, State of Florida's Chief Financial Officer or the Office of the Auditor General.

SECTION 13. BACKGROUND SCREENING AND SECURITY.

13.1 Background Check.

The Department or Customer may require the Contractor and its employees, agents, representatives, and subcontractors to provide fingerprints and be subject to such to conduct background checks as directed by the Department or Customer. The cost of the background checks will be borne by the Contractor. The Department or Customer may require the Contractor to exclude the Contractor's employees, agents, representatives or subcontractors based on the background check results. In addition, the Contractor must ensure that all persons have a responsibility to self-report to the Contractor within three (3) calendar days any arrest for any disqualifying offense. The Contractor must notify the Contract Manager within twenty-four (24) hours of all details concerning any reported arrest. The Contractor will ensure that all background screening will be refreshed upon the request of the Department or Customer for each person during the term of the Contract.

Florida Department of Management Services
Information Technology Staff Augmentation Services – 3rd Bid
RFP No. 15-80101507-SA-D

13.2 E-Verify.

In accordance with Executive Order 11-116, the Contractor agrees to utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired during the term of the Contract for the services specified in the Contract. The Contractor must also include a requirement in subcontracts that the subcontractor must utilize the E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the Contract term. In order to implement this provision, the Contractor must provide a copy of its DHS Memorandum of Understanding (MOU) to the Contract Manager within five (5) calendar days of Contract execution. If the Contractor is not enrolled in DHS E-Verify System, it will do so within five (5) calendar days of notice of Contract award, and provide the Contract Manager a copy of its MOU within five (5) calendar days of Contract execution. The link to E-Verify is <https://www.uscis.gov/e-verify>. Upon each Contractor or subcontractor new hire, the Contractor must provide a statement within five (5) calendar days to the Contract Manager identifying the new hire with its E-Verify case number.

13.3 Disqualifying Offenses.

If at any time it is determined that a person has been found guilty of a misdemeanor or felony offense as a result of a trial or has entered a plea of guilty or nolo contendere, regardless of whether adjudication was withheld, within the last six (6) years from the date of the court's determination for the crimes listed below, or their equivalent in any jurisdiction, the Contractor is required to immediately remove that person from any position with access to State of Florida data or directly performing services under the Contract. The disqualifying offenses are as follows:

- (a) Computer related crimes
- (b) Information technology crimes;
- (c) Fraudulent practices;
- (d) False pretenses;
- (e) Frauds;
- (f) Credit card crimes;
- (g) Forgery;
- (h) Counterfeiting;
- (i) Violations involving checks or drafts;
- (j) Misuse of medical or personnel records; and
- (k) Felony theft.

13.4 Confidentiality.

The Contractor must maintain confidentiality of all confidential data, files, and records related to the services and/or commodities provided pursuant to the Contract and must comply with all state and federal laws, including, but not limited to sections 381.004, 384.29, 392.65, and 456.057, F.S. The Contractor's confidentiality procedures must be consistent with the most recent version of the Department security policies, protocols, and procedures. The Contractor must also comply with any applicable professional standards with respect to confidentiality of information.

SECTION 14. INFORMATION TECHNOLOGY.

The following applies to all contracts for information technology commodities and contractual services. "Information technology" is defined in section 287.012(15), F.S., to have the same meaning as provided in section 282.0041, F.S.

14.1 Limitation of Liability.

For all claims against the Contractor under any contract or purchase order, and regardless of the basis on which the claim is made, the Contractor's liability under a contract or purchase order for direct damages shall be limited to the greater of \$250,000, the dollar amount of the contract or purchase order, or two times the charges rendered by the Contractor under the purchase order. This limitation shall not apply to claims arising under the Indemnity paragraph contained in this agreement.

Unless otherwise specifically enumerated in the Contract or in the purchase order, no party shall be liable to another for special, indirect, punitive, or consequential damages, including lost data or records (unless the contract or purchase order requires the Contractor to backup data or records), even if the party has been advised that such damages are possible. No party shall be liable for lost profits, lost revenue, or lost institutional operating savings. The State and Department may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due to the Contractor as may be necessary to satisfy any claim for damages, penalties, costs, and the like asserted by or against them. The State may set off any liability or other obligation of the Contractor or its affiliates to the State against any payments due to the Contractor under any contract with the State.

14.2 Information Technology Standards.

Pursuant to sections 282.0051 and 282.318, F.S., the Agency for State Technology (AST) is to establish standards for the implementation and management of information technology resources. Vendors agree to cooperate with the agency in furtherance of its efforts to comply with AST standards, established in Title 74, F.A.C., as applicable.

**Information Technology Staff Augmentation Services
Contract No. 80101507-SA-19-1**

CONTRACT EXHIBIT D

ADDITIONAL SPECIAL CONTRACT CONDITIONS

Table of Contents

SECTION 1. ELECTRONIC INVOICING (eINVOICING).....2

SECTION 2. PURCHASING CARD (P-CARD) PROGRAM.....2

SECTION 3. SUBCONTRACTS.....2

SECTION 4. BUSINESS REVIEW MEETINGS.....3

SECTION 5. ETHICAL BUSINESS PRACTICES.....3

SECTION 6. DELAYS AND COMPLAINTS.....3

SECTION 7. INSURANCE, LOSS DEDUCTIBLE.....3

SECTION 8. INSURANCE, SUBCONTRACTOR'S PUBLIC LIABILITY AND PROPERTY
DAMAGE.....3

SECTION 9. PERFORMANCE AND PAYMENT BONDS.....3

SECTION 10. CONTRACT REVISIONS.....4

SECTION 11. CONTRACTOR EMPLOYEE CONDUCT.....4

SECTION 12. CONTRACTOR SECURITY CLEARANCE.....4

SECTION 13. REQUEST FOR QUOTES.....4

SECTION 14. RESUME ACKNOWLEDGEMENT FORM.....5

SECTION 15. QUARTERLY CONTRACTOR PERFORMANCE REPORTING.....5

SECTION 16. QUARTERLY SALES REPORTS.....5

SECTION 17. QUARTERLY REPORTING TIMEFRAMES.....5

SECTION 18. PURCHASE ORDER DURATION.....6

SECTION 18. BACKGROUND CHECK.....6

SECTION 18. E-VERIFY.....6

1. Electronic Invoicing (eInvoicing)

The Contractor may supply electronic invoices in lieu of paper-based invoices for those transactions processed through MFMP. Contractor may establish electronic invoicing within ninety (90) days of written request to the Department. Electronic invoices shall be submitted to the Customer through the Ariba Network (AN) in one of three mechanisms as listed below. The Contractor will work with the MFMP management team to obtain specific requirements for the eInvoicing.

1.1 Commerce eXtensible Markup Language (cXML)

This standard establishes the data contents required for invoicing via cXML within the context of an electronic environment. This transaction set can be used for invoicing via the AN for catalog and non-catalog goods and services. The cXML format is the Ariba preferred method for electronic invoicing.

1.2 Electronic Data Interchange (EDI)

This standard establishes the data contents of the Invoice Transaction Set (810) for use within the context of an EDI environment. This transaction set can be used for invoicing via the AN for catalog and non-catalog goods and services.

1.3 Purchase Order Flip via Ariba Network (AN)

The online process allows suppliers to submit invoices via the AN for catalog and non-catalog goods and services. Contractors have the ability to create an invoice directly from their Inbox in their AN account by simply “flipping” the purchase order into an invoice. This option does not require any special software or technical capabilities.

For the purposes of this section, the Contractor warrants and represents that it is authorized and empowered to and hereby grants the State and the third-party provider of MFMP the right and license to use, reproduce, transmit, distribute, and publicly display within the system the information outlined above. In addition, the Contractor warrants and represents that it is authorized and empowered to and hereby grants the State and the third-party provider the right and license to reproduce and display within the system the Contractor’s trademarks, system marks, logos, trade dress, or other branding designation that identifies the products made available by the Contractor under the Contract.

2. Purchasing Card (P-card) Program

Contractor must accept the Universal card format Purchasing Cards (e.g., American Express, MasterCard, and Visa). However, the Purchasing Card is not the exclusive method of payment (e.g., Purchase Order). The method of ordering and payment (e.g., Purchase Order, Purchasing Card) shall be selected by the Customer.

3. Subcontracts

Section 6.1 of the Special Contract Conditions is superseded in its entirety by this Subcontracts section. The Contractor is fully responsible for satisfactory completion of all work on this contract. The Contractor shall ensure, and provide assurances to the Department or Customer upon request, that any subcontractor selected for work under this Contract has the necessary qualifications and abilities to perform in accordance with the terms and conditions of this Contract. The Contractor must provide the Customer with the names of any subcontractor considered for work on a purchase order issued under this Contract. The Customer shall retain the right to reject any of Contractor’s or subcontractor’s staff whose qualifications or performance, in the Customer’s judgment, are insufficient. The Contractor agrees to be responsible for all work performed and all expenses incurred by the subcontractor while performing work under this contract. Any

subcontract arrangements must be evidenced by a written document available to the Department or Customer upon request.

The Contractor agrees to make payments to the subcontractor within seven (7) working days after receipt of full or partial payments from the Customer in accordance with Section 287.0585, F.S., unless otherwise stated in the contract between Contractor and subcontractor. The Contractor agrees that neither the Department nor the Customer shall be liable to any subcontractor for any expenses or liabilities incurred under the subcontract and Contractor shall be solely liable to the subcontractor for all expenses and liabilities incurred under the subcontract. The Contractor, at its expense, will defend the Customer and the Department against such claims.

The Department supports diversity in its procurements and contracts, and requests that Contractors offer subcontracting opportunities to certified woman-, veteran-, and minority-owned small businesses. The Contractor may contact the OSD at osdinfo@dms.myflorida.com for information on certified business enterprises available for subcontracting opportunities.

4. Business Review Meetings

The Department reserves the right to schedule business review meetings as frequently as necessary. The Department will provide the format for the Contractor's agenda. Prior to the meeting, the Contractor shall submit the completed agenda to the Department for review and acceptance. The Contractor shall address the agenda items and any of the Department's additional concerns at the meeting. Failure to comply with this section may result in the Contractor being found in default and contract termination.

5. Ethical Business Practices

The Contractor shall work in partnership with the State to ensure a successful and valuable contract, and ethical practices are required of State employees, Contractors, and all parties representing the Contractor. All work performed under this Contract will be subject to review by the Inspector General of the State of Florida, and any findings suggesting unethical business practices may be cause for termination or cancellation.

6. Delays and Complaints

Delivery delays and service complaints will be monitored on a continual basis. Documented inability to perform under the conditions of the contract, via the Complaint to Vendor process (PUR 7017 form) contemplated for this Contract, may result in default proceedings and cancellation.

7. Insurance, Loss Deductible

The Customer shall be exempt from, and in no way liable for, any sums of money which may represent a deductible in any insurance policy. The payment of such deductible shall be the sole responsibility of the Contractor providing such insurance. Upon request, the Contractor shall furnish the Customer an insurance certificate proving appropriate coverage is in full force and effect.

8. Insurance, Subcontractor's Public Liability and Property Damage

The Contractor shall require each of its subcontractors to secure and maintain during the life of the subcontract, insurance of the type specified in this Contract, or, the Contractor may insure the activities of its subcontractors in the Contractor's policy, as specified in this Contract.

9. Performance and Payment Bonds

The authority and responsibility for requesting performance and payment bonds shall rest with the Customer. Under this Contract, the Customer issuing the purchase order may request a performance and payment bond, as deemed necessary by the size of the job. Inability to provide a bond may result in the Contractor being found in default of the purchase order.

10. Contract Revisions

Notwithstanding Contract Exhibit C, Special Contract Conditions section 6.9, the following types of revisions can be made to the Contract without a formal Contract amendment, upon written notice:

Revisions by the Contractor:

- 1) Contractor's Information and Contacts
- 2) Contractor's Contract Manager

Revisions by the Department:

- 1) Department's Contract Manager
- 2) Department's Quarterly Sales Report (Contract Exhibit J)
- 3) Contractor Performance Survey (Contract Exhibit I)

Contract Exhibit C, Special Contract Conditions section 6.9, applies to all other modifications to the Contract.

11. Contractor Employee Conduct

The Contractor's employees shall adhere to the standards of conduct prescribed in the Customer's personnel policy and procedure guidelines, particularly rules of conduct, security procedures, and any other applicable rules, regulations, policies and procedures of the Customer.

The Contractor shall ensure that the Contractor's employees wear attire suitable for the position, either a standard uniform or business casual dress.

12. Contractor Security Clearance

Customers may designate certain duties and/or positions as positions of "special trust" because they involve special trust responsibilities, are located in sensitive locations, or have key capabilities with access to sensitive or confidential information. The designation of a special trust position or duties is at the sole discretion of the Customer. Contractor or Contractor's employees who, in the performance of this Contract, will be assigned to work in positions determined by the Customer to be positions of special trust, may be required to submit to background screening and be approved by the Customer to work on this Contract.

13. Request for Quotes

13.1 Customers needing information technology staff augmentation services will create a Request for Quote (RFQ) eQuote event in MFMP Sourcing, each time they desire to solicit information technology staff augmentation services. The Customer shall issue a detailed RFQ that includes a term, service levels, educational qualifications and experience needed.

13.2 The Customer shall select at least three (3) awarded Contractors for the RFQ event. MFMP Sourcing will automatically add an additional five (5) randomly selected awarded Contractors to the RFQ event. All eight (8) awarded Contractors sent the RFQ will receive a notification of the RFQ and may respond. Customers may view the RFQ Contractor List on the event's "Overview" tab.

13.3 The specific format of the RFQ is left to the discretion of the Customer's Contracting Officer. Pursuant to section 287.056(2), F.S., RFQs performed within the scope of this Contract are not independent competitive solicitations and are not subject to the notice or challenge provisions of section 120.57(3), F.S.

13.4 All Customers who utilize MFMP must use the MFMP Sourcing application for creating RFQ's on this contract. Customers who do not utilize MFMP will create a RFQ document each time they desire to solicit information technology staff augmentation

services and shall send the RFQ document electronically via email to at least (8) awarded Contractors.

14. Resume Acknowledgement Form

When submitting a response to an RFQ the Contractor shall submit with its response a completed and signed Resume Acknowledgment Form (Contract Exhibit G) to the Customer for each staff augmentation person included in the RFQ response.

15. Quarterly Contractor Performance Reporting

Customers shall complete a Contractor Performance Survey (Exhibit I) for each Contractor on a Quarterly basis. Customers will electronically submit the completed Contractor Performance Survey(s) to the Department Contract Manager no later than the due date indicated in Contract Exhibit D, Section 17, Additional Special Contract Conditions.

The completed Contractor Performance Survey(s) will be used by the Department as a performance-reporting tool to measure the performance of Contractors. The Department reserves the right to modify the Contractor Performance Survey document and introduce additional performance-reporting tools as they are developed, including online tools (e.g. tools within MyFloridaMarketPlace or on the Department's website).

16. Quarterly Sales Reports

The Contractor agrees to submit a completed Contract Quarterly Sales Report, Contract Exhibit J, to the DMS Contract Manager as set forth below. A MS Excel version of the Contract Quarterly Sales Report will be provided by the Contract Manager prior to the first reporting period and upon any revisions to the form.

The Contractor will submit the completed Sales Report forms by email in a MS Excel Format to the Department Contract Manager no later than the due date indicated in Contract Exhibit D, Section 17, Additional Special Contract Conditions. Submission of these reports is considered a material requirement of this Contract and the Contractor.

The Contract Quarterly Sales Report will include all sales (orders) from Customers received (associated with this Contract) during the reporting period. Initiation and submission of the Sales Report is the responsibility of the Contractor without prompting or notification from the DMS Contract Manager. If no orders are received during the reporting period, the Contractor must submit a Contract Quarterly Sales Report indicating that there was no activity.

Failure to provide quarterly sales reports, including those indicating no sales, within ten (10) calendar days following the end of each quarter is considered as Non-Performance by the Contractor.

Exceptions may be made if a delay in submitting reports is attributable to circumstances that are clearly beyond the control of the Contractor. The burden of proof of unavoidable delay shall rest with the Contractor and shall be supplied in a written form and submitted to the Department.

The Department reserves the right to request additional sales information as needed.

17. Quarterly Reporting Timeframes

Quarterly reporting timeframes coincide with the State Fiscal Year as follows:

- Quarter 1 - (July-September) – Due by October 10
- Quarter 2 - (October-December) – Due by January 10
- Quarter 3 - (January-March) – Due by April 10
- Quarter 4 - (April-June) – Due by July 10

18. Purchase Order Duration

Purchase orders issued pursuant to this State Term Contract must be received by the Contractor no later than close of business on the last day of the Contract's term to be considered timely. The Contractor is obliged to fill those orders in accordance with the Contract's terms and conditions. Purchase orders received by the Contractor after close of business on the last day of the State Term Contract's term shall be considered void.

Purchase orders for a one-time performance of contractual services shall be valid through the performance by the Contractor, and all terms and conditions of the State Term Contract shall apply to the single delivery/performance, and shall survive the termination of the Contract.

Contractors are required to accept purchase orders specifying delivery schedules exceeding the contracted schedule even when such extended delivery will occur after expiration of the State Term Contract. For example, if a state term contract calls for delivery 30 days after receipt of order (ARO), and an order specifies delivery will occur both in excess of 30 days ARO and after expiration of the state term contract, the Contractor will accept the order. However, if the Contractor expressly and in writing notifies the ordering office within ten (10) calendar days of receipt of the purchase order that Contractor will not accept the extended delivery terms beyond the expiration of the state term contract, then the purchase order will either be amended in writing by the ordering entity within ten (10) calendar days of receipt of the contractor's notice to reflect the state term contract delivery schedule, or it shall be considered withdrawn.

The duration of purchase orders for recurring deliveries of commodities or performance of services shall not exceed the expiration of the State Term Contract by more than twelve months. However, if an extended pricing plan offered in the State Term Contract is selected by the Customer, the Contract terms on pricing plans shall govern the maximum duration of purchase orders reflecting such pricing plans.

Timely purchase orders shall be valid through their specified term and performance by the Contractor, and all terms and conditions of the State Term Contract shall apply to the recurring delivery/performance as provided herein, and shall survive the termination of the Contract.

Ordering offices shall not renew a purchase order issued pursuant to a State Term Contract if the underlying contract expires prior to the effective date of the renewal.

19. Background Check

Section 13.1 of the Special Contract Conditions is superseded in its entirety by this Background Check section. The Department or Customer may require the Contractor to conduct background checks as directed by the Department or Customer. The cost of the background checks will be borne by the Contractor. The Department or Customer may require the Contractor to exclude the Contractor's employees, agents, representatives or subcontractors based on the background check results. In addition, the Contractor must ensure that all persons have a responsibility to self-report to the Contractor within three (3) calendar days any arrest for any disqualifying offense. The Contractor must notify the Contract Manager within twenty-four (24) hours of all details concerning any reported arrest. The Contractor will ensure that all background screening will be refreshed upon the request of the Department or Customer for each person during the term of the Contract.

20. E-Verify

Section 13.2 of the Special Contract Conditions is superseded in its entirety by this E-Verify section. The Contractor (and its subcontractors) have an obligation to utilize the U.S. Department of Homeland Security's (DHS) E-Verify system for all newly hired employees. By executing this Contract, the Contractor certifies that it is registered with, and uses, the E-Verify system for all newly hired employees. The Contractor must obtain an affidavit from its subcontractors in accordance with paragraph (2)(b) of section 448.095, F.S., and maintain a copy of such affidavit for the duration of

the Contract. In order to implement this provision, the Vendor shall provide a copy of its DHS Memorandum of Understanding (MOU) to the Contract Manager within five days of Contract execution. Upon each Contractor or subcontractor new hire, the Contractor must provide a statement within five (5) calendar days to the Contract Manager identifying the new hire with its E-Verify case number.

This section serves as notice to the Contractor regarding the requirements of section 448.095, F.S., specifically sub-paragraph (2)(c)1, and the Department's obligation to terminate the Contract if it has a good faith belief that the Contractor has knowingly violated section 448.09(1), F.S. If terminated for such reason, the Contractor will not be eligible for award of a public contract for at least one year after the date of such termination. The Department reserves the right to order the immediate termination of any contract between the Contractor and a subcontractor performing work on its behalf should the Department develop a good faith belief that the subcontractor has knowingly violated section 448.095(1), F.S.

**Information Technology Staff Augmentation Services
Contract No. 80101507-SA-19-1**

CONTRACT EXHIBIT G

RESUME ACKNOWLEDGEMENT FORM

Each staff augmentation person provided by the Contractor to render information technology services identified by a Customer shall sign this form acknowledging the accuracy of their experience and all other information within their resume before beginning staff augmentation services under this Contract. Completed Resume Acknowledgement Forms shall be submitted with the Contractor's response to Customer's RFQs (see Section 14 of the Contract Exhibit D, Additional Special Contract Conditions).

In submitting a resume for staff augmentation services under this Contract, the staff augmentation person acknowledges that the information in his/her resume is true, correct, complete, and made in good faith. If the resume contains any omissions, falsifications, misstatements, or misrepresentations regarding education, work ability, experience, employment history, or fitness for employment, the staff augmentation person understands that he/she may be disqualified as a contract employee for the State of Florida and that the matter may be reported to the appropriate agency or law enforcement personnel.

The signature on this form will constitute a statement in writing made to a public servant in the performance of his or her official duty. In accordance with section 837.06, Florida Statutes, a person making false official statements knowingly made with the intent to mislead a public servant in the performance of his or her official duty shall be guilty of a misdemeanor of the second degree. The staff augmentation person further acknowledges that he/she understands that there may be civil or criminal penalties for misrepresenting pertinent information in connection with contract positions, including, but not limited to, penalties available under sections 287.133 and 817.566, Florida Statutes.

Print Full Legal Name of Staff Augmentation Employee

Staff Augmentation Employee's Signature

Date

**Information Technology Staff Augmentation Services
Contract No. 80101507-SA-19-1**

Contract Exhibit H

CONTRACTOR SELECTION JUSTIFICATION FORM

Customers must complete this Contractor Selection Justification Form for each candidate selected to provide services to the Customer and must attach all completed forms to the purchase order issued to the Contractor providing such candidate.

Date: _____

Contractor's Name: _____

Contractor's Contact Information: Address: _____

Phone: _____
Email: _____

Candidate's Name: _____

Date Candidate will be available: _____

Hourly rate of candidate: \$ _____

Position candidate selected for: _____

Justification for selection of candidate:

Agency: _____ Division/Section/Unit: _____

Printed Name: _____ Title: _____

Signature _____ Date: _____

**Information Technology Staff Augmentation Services
Contract No. 80101507-SA-19-1**

CONTRACT EXHIBIT I

CONTRACTOR PERFORMANCE SURVEY

Note: This is an example of the questions contained in the Contractor Performance Survey. The actual survey will be provided in electronic form. Customers shall complete this Contractor Performance Survey for each Contractor on a Quarterly basis. Customers will electronically submit the completed Contractor Performance Survey(s) to the Department Contract Manager no later than the due date indicated in Section 17 of Contract Exhibit D, Additional Special Contract Conditions.

Contractor's Name: _____ Quarter: _____

Purchase Order (PO) Number: _____ PO Total \$ Amount: _____

PO Starting Date _____ Ending Date _____

Please review the attached Rating Definitions and provide your opinion by rating the following:

Quality of Service

- 1. Effectiveness performing tasks 3 2 1
- 2. Quality & completeness of work 3 2 1

Cost Control

- 3. Accuracy and control of estimated costs to complete work 3 2 1
- 4. Timely submission of accurate and complete invoices 3 2 1

Timeliness of Performance

- 5. Adherence to delivery schedule (major tasks, milestones) 3 2 1
- 6. Timely, current, and complete reporting, tracking, and documentation 3 2 1

Business Relations

- 7. Effectively communicated with Customer management & staff 3 2 1
- 8. Staff was professional, cooperative & flexible 3 2 1

Customer Satisfaction

- 9. Overall Satisfaction with Contractor 3 2 1

Comments:

Customer: _____ Division/Section/Unit: _____

Rater's Printed Name: _____ Title: _____

Rater's Signature _____ Date: _____

Phone Number: _____ Email Address: _____

Rating Definitions

Excellent (3)

- There are no quality problems.
- There are no cost issues.
- There are no delays.
- Responses to inquiries, technical, service, and administrative issues are effective and responsive.

Acceptable (2)

- Minimal non-conformances that do not impact achievement of contract requirements.
- Cost issues that do not impact achievement of contract requirements.
- Delays that do not impact achievement of contract requirements.
- Responses to inquiries, technical, service, and administrative issues are usually effective and responsive.

Poor (1)

- Non-conformances are compromising the achievement of purchase order requirements.
- Cost issues are compromising performance of purchase order requirements.
- Delays are compromising the achievement of purchase order requirements.
- Responses to inquiries, technical, service, and administrative issues are not effective or responsive.

Scoring: Ratings will be averaged together and then rounded to achieve the Overall Contractor Performance Rating.

CONTRACT EXHIBIT J Quarterly Sales Report Contract #80101507-SA-19-1

Contract 80101507-SA-19-01
Contractor

Reporting period:

Total Orders:	0
Total Sales:	\$0.00
Total Ref Cost	\$0.00
Total Savings Amount:	\$0.00
Total Savings Percent:	#DIV/0!

	Order Count	Total Sales
State Agency	0	\$0.00
Cities & Counties	0	\$0.00
Schools K-12	0	\$0.00
Colleges & Universities	0	\$0.00
Other	0	\$0.00

Order Date	Purchase Order Number/ Pcard Transaction Number	Customer (Ordering Entity)	Customer Type	United Nations United Nations Standard Products and Services Code (UNSPSC)	Standard Product Code (UPC or GTIN)	Description	Job Title Number	Job Family	Quantity	Unit of Measure	Unit Price	Total Price	Reference Price (MSRP) [per Unit]	Referenced cost (Reference price X Quantity)	Actual Savings Amount (referenced cost - Total Price)	Savings Percentage
												\$0.00		\$0.00	\$0.00	#DIV/0!