



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

Between Florida Department of Management Services and SOFTHQ, INC.

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 SOFTHQ, INC. (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 Section 2.2 of the Contract Exhibit C, Special Contract Conditions, is superseded in its entirety by this section of the Contract.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:
SOFTHQ, INC.

DocuSigned by:

 By: _____
 Name: **Jonathan R. Satter**
 Title: **Secretary**
 Date: **8/10/2020 | 3:28 PM EDT**

DocuSigned by:

 By: _____
 Name: **KRANTI PONNAM**
 Title: **PRESIDENT**
 Date: **8/10/2020 | 3:13 PM 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

SOFTHQ, INC.

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
Applications Development	1200	Director Systems and Programming	1. Team Leader	\$110.17
			2. Manager	\$128.11
			3. Sr. Manager	\$155.60
	1210	Mgmt. Applications Development	1. Team Leader	\$102.85
			2. Manager	\$121.82
			3. Sr. Manager	\$131.15
	1220	Applications Architect	A. Entry	\$83.50
			B. Intermediate	\$97.06
			C. Advanced	\$107.23
	1230	Enterprise Application Integration (EA) Engineer	No Variance	\$111.18
	1240	Systems Analyst	A. Entry	\$55.30
			B. Intermediate	\$85.31
			C. Advanced	\$95.61
	1250	Applications Development Analyst	A. Entry	\$61.48
			B. Intermediate	\$83.12
C. Advanced			\$97.38	
Data Strategy and Management	1400	Database Manager	1. Team Leader	\$105.19
			2. Manager	\$124.49
			3. Sr. Manager	\$135.44
	1410	Data Architect	A. Entry	\$75.39
			B. Intermediate	\$104.78
			C. Advanced	\$131.93
	1420	Data Modeler	A. Entry	\$60.47
			B. Intermediate	\$85.06
			C. Advanced	\$105.15
	1430	Database Analyst	A. Entry	\$70.81
			B. Intermediate	\$89.71
			C. Advanced	\$103.38
1440	Database Administrator	A. Entry	\$66.41	
		B. Intermediate	\$94.97	
		C. Advanced	\$110.19	
Quality Assurance	1600	Mgmt. Quality Assurance	1. Team Leader	\$85.01
			2. Manager	\$105.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
			3. Sr. Manager	\$124.64
	1610	Quality Engineering Consultant	No Variance	\$97.29
	1620	Quality Assurance Analyst	A. Entry	\$53.34
			B. Intermediate	\$67.73
			C. Advanced	\$83.36
Technology Research	1801	Manager, Technology Research	No Variance	\$85.01
	1810	Technology Research Analyst	A. Entry	
			B. Intermediate	
			C. Advanced	
Client Technologies	2000	Manager, Client Technologies	1. Team Leader	\$53.34
			2. Manager	\$67.73
			3. Sr. Manager	\$83.36
	2010	Client Technologies Analyst	A. Entry	
			B. Intermediate	
			C. Advanced	
	2020	Client Technologies Technician	A. Entry	
			B. Intermediate	
			C. Advanced	
Customer Support	2200	Mgmt. Customer Support	1. Team Leader	\$43.63
			2. Manager	\$50.99
			3. Sr. Manager	\$75.68
	2210	Customer Support Analyst	A. Entry	
			B. Intermediate	
			C. Advanced	
	2220	Customer Support Technician	A. Entry	
			B. Intermediate	
			C. Advanced	
Network Management	2400	Director, Network Operations	1. Team Leader	\$121.30
			2. Manager	\$137.40
			3. Sr. Manager	\$206.02
	2410	Manager, Network Operations	1. Team Leader	\$73.58
			2. Manager	\$108.00
			3. Sr. Manager	\$140.40
	2420	Network Architect	A. Entry	\$80.18
			B. Intermediate	\$100.85
			C. Advanced	\$112.02
	2430	Network Engineer	A. Entry	\$80.11
			B. Intermediate	\$95.10
			C. Advanced	\$107.77
	2440	Network Analyst	A. Entry	\$77.03
			B. Intermediate	\$77.03
			C. Advanced	\$99.92
	2450	Network Administrator	A. Entry	\$52.66
			B. Intermediate	\$67.47
			C. Advanced	\$83.26
	2460	Network Technician	A. Entry	\$45.57
			B. Intermediate	\$57.74
			C. Advanced	\$62.11
Internet Planning, Eng. & Operations	2600	Mgmt. Internet Operations	1. Team Leader	\$113.94
			2. Manager	\$134.68
			3. Sr. Manager	\$157.26

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	2610	Internet/Web Architect	A. Entry	\$56.60
			B. Intermediate	\$84.95
			C. Advanced	\$109.55
	2620	Internet/Web Engineer	A. Entry	\$55.06
			B. Intermediate	\$85.73
			C. Advanced	\$105.14
	2630	Web Applications Programmer	A. Entry	\$54.74
			B. Intermediate	\$83.30
			C. Advanced	\$98.09
	2640	Web Designer	A. Entry	\$44.77
			B. Intermediate	\$57.11
			C. Advanced	\$92.17
	2650	Webmaster	A. Entry	\$48.34
			B. Intermediate	\$63.26
			C. Advanced	\$86.00
	2660	Internet/Web Systems Administrator	A. Entry	\$48.48
			B. Intermediate	\$73.45
			C. Advanced	\$89.48
2670	Web Customer Support Specialist	A. Entry	\$46.06	
		B. Intermediate	\$56.65	
		C. Advanced	\$69.37	
Operations	2800	Director, Data Center Operations	No Variance	\$143.34
	2810	Manager, Computer Operations	1. Team Leader	\$70.39
			2. Manager	\$97.24
			3. Sr. Manager	\$135.66
	2820	Supervisor, Computer Operations	1. Team Leader	\$69.76
			2. Manager	\$82.53
	2830	Computer Operator	A. Entry	\$37.59
			B. Intermediate	\$42.71
			C. Advanced	\$48.89
2840	Manager, Capacity Planning	No Variance	\$113.31	
2850	Manager, Production Support	1. Team Leader	\$88.89	
		2. Manager	\$113.06	
2860	Production Support Analyst	A. Entry	\$48.62	
		B. Intermediate	\$61.20	
		C. Advanced	\$80.16	
Telecommunications	3000	Manager, Telecommunication Operations	1. Team Leader	\$85.50
			2. Manager	\$115.55
			3. Sr. Manager	\$137.96
	3010	Telecommunication Engineer	A. Entry	\$47.95
			B. Intermediate	\$72.79
			C. Advanced	\$90.37
	3020	Telecommunication Technician	A. Entry	\$49.83
			B. Intermediate	\$61.88
			C. Advanced	\$73.50
Electronic Commerce	3200	Director, Electronic Commerce	No Variance	\$161.40
	3210	Manager, Electronic Commerce	No Variance	\$108.63
	3220	Electronic Commerce Analyst	A. Entry	\$49.26
			B. Intermediate	\$72.91
C. Advanced			\$100.01	

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	3230	EDI Specialist	A. Entry	\$61.49
			B. Intermediate	\$74.54
			C. Advanced	\$80.46
Business Intelligence Systems Management	3400	Director, Data Warehouse	1. Team Leader	\$121.00
			2. Manager	\$149.42
			3. Sr. Manager	\$184.63
	3410	Manager, Data Warehouse	No Variance	\$138.45
	3420	Business Intelligence Analyst	No Variance	\$126.77
	3430	Data Warehouse Analyst	A. Entry	\$65.27
			B. Intermediate	\$83.79
			C. Advanced	\$103.12
	3440	Data Warehouse Administrator	No Variance	\$102.67
	3600	Manager, Decision Support	No Variance	\$118.40
	3610	Decision Support Specialist	A. Entry	\$54.21
			B. Intermediate	\$68.41
			C. Advanced	\$81.03
	3620	Decision Support Administrator	A. Entry	\$66.62
B. Intermediate			\$86.14	
C. Advanced			\$109.19	
3800	Manager, CRM Technology	No Variance	\$159.14	
4000	Knowledge Engineer	No Variance	\$130.52	
Enterprise Resource Planning (ERP)	4200	ERP Team Lead	No Variance	\$135.14
	4210	ERP Team Member	No Variance	\$110.24
	4220	ERP Configurer	No Variance	\$70.53
	4230	ERP Programmer/Analyst	A. Entry	\$60.68
			B. Intermediate	\$78.18
			C. Advanced	\$95.94
	4240	ERP Systems Support Specialist	No Variance	\$78.14
	4250	ERP Systems Administrator	No Variance	\$93.99
4600	Basis/Ale Technical Consultant	No Variance	\$126.04	
Sourcing and Vendor Relationship Management	4800	Chief Sourcing Officer	No Variance	\$166.08
	4810	Manager IT Procurement	No Variance	\$120.31
	4820	IT Procurement Specialist	No Variance	\$66.16
	5000	Manager, Vendor Relationships	1. Team Leader	\$71.90
			2. Manager	\$104.09
			3. Sr. Manager	\$139.06
	5010	Manager, Outsourcing Contracts	No Variance	\$115.47
	5020	Contracts Manager	No Variance	\$90.53
	5040	Finance/Administration Specialist	A. Entry	\$60.65
			B. Intermediate	\$82.45
C. Advanced			\$104.47	
5200	Technical Advisor	No Variance	\$121.25	
Business Management / Administration	5400	Asset Manager	No Variance	\$102.09
	5410	Asset Management Administrator	A. Entry	\$50.18
			B. Intermediate	\$59.21
			C. Advanced	\$66.04
	5500	Director, HR/IT	No Variance	\$149.11
	5600	Manager, HR/IT Staffing	No Variance	\$92.45
	5610	Technical Recruiter	A. Entry	\$48.44
B. Intermediate			\$68.69	
C. Advanced			\$99.49	

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	5620	HR/IT Generalist	A. Entry	\$50.91
			B. Intermediate	\$63.72
			C. Advanced	\$90.58
	5800	Documentation Specialist/Technical Writer	A. Entry	\$49.37
			B. Intermediate	\$63.36
			C. Advanced	\$78.43
	6000	Manager, IT Finance	No Variance	\$123.59
	6100	Director, IT Risk and Compliance	No Variance	\$182.05
	6200	Manager, IT Audit	No Variance	\$93.10
6210	IT Auditor	No Variance	\$93.10	
6400	Business Management Specialist	No Variance	\$100.21	
Training	6600	Manager, Technical Training	1. Team Leader	\$72.54
			2. Manager	\$90.17
			3. Sr. Manager	\$122.75
	6610	Technical Trainer	A. Entry	\$49.67
			B. Intermediate	\$58.54
C. Advanced			\$72.79	
Security Management	6800	Security Manager	1. Team Leader	\$82.03
			2. Manager	\$112.00
			3. Sr. Manager	\$135.17
	6810	Security Analyst	A. Entry	\$55.03
			B. Intermediate	\$76.19
			C. Advanced	\$97.15
	6820	Data Security Specialist	No Variance	\$91.13
6830	Network Security Specialist	No Variance	\$114.85	
6840	System Security Specialist	No Variance	\$85.36	
6850	Web Security Specialist	No Variance	\$97.49	
Business Continuanace Management	7000	Manager, Business Continuanace	No Variance	\$127.58
	7010	Business Continuanace Specialist	No Variance	\$97.58
Product Development	7200	Manager, Product Development	1. Team Leader	\$77.61
			2. Manager	\$105.67
			3. Sr. Manager	\$136.48
	7210	Product Architect	No Variance	\$136.48
	7220	Product Engineer	A. Entry	\$53.76
			B. Intermediate	\$75.40
			C. Advanced	\$100.69
7230	Product Developer	A. Entry	\$61.69	
		B. Intermediate	\$89.70	
		C. Advanced	\$107.29	
Systems Programming & Admin.	7400	Manager, Systems Software	1. Team Leader	\$104.19
			2. Manager	\$124.03
			3. Sr. Manager	\$154.31
	7410	Systems Architect	A. Entry	\$56.38
			B. Intermediate	\$87.09
			C. Advanced	\$139.84
	7420	Systems Software Programmer	A. Entry	\$63.69
B. Intermediate			\$85.09	
C. Advanced			\$104.14	

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	7430	Groupware Specialist	A. Entry	\$65.39
			B. Intermediate	\$87.47
			C. Advanced	\$96.09
	7440	Systems Administrator	A. Entry	\$54.99
			B. Intermediate	\$70.15
			C. Advanced	\$90.72
	7450	UNIX System Administrator	No Variance	\$100.90
7460	Storage Management Specialist	No Variance	\$98.13	
Business Analysis and Planning	7500	Director, Enterprise Architecture	No Variance	\$184.48
	7600	Manager, IT Business Planning	1. Team Leader	\$102.33
			2. Manager	\$133.76
			3. Sr. Manager	\$142.76
	7610	Enterprise Architect	No Variance	\$136.49
	7620	Business Process Consultant	A. Entry	\$47.50
			B. Intermediate	\$75.89
			C. Advanced	\$99.69
	7630	IT Business Consultant	A. Entry	\$57.08
			B. Intermediate	\$83.13
			C. Advanced	\$90.69
7640	Business Analyst	A. Entry	\$46.29	
		B. Intermediate	\$74.14	
		C. Advanced	\$86.71	
7700	Director, Business Relationships	No Variance	\$177.91	
7800	Manager, Customer Relations	No Variance	\$116.13	
Release Management	8000	Configuration Management Analyst	A. Entry	\$50.78
			B. Intermediate	\$78.85
			C. Advanced	\$84.18
	8010	Release/Build Engineer	No Variance	\$89.86
Program Management	8200	Director, Program Management	No Variance	\$167.77
	8210	Program Manager	1. Team Leader	\$92.59
			2. Manager	\$109.73
			3. Sr. Manager	\$133.17
	8220	Project Manager	1. Team Leader	\$89.69
			2. Manager	\$105.93
			3. Sr. Manager	\$114.50
	8230	Project Leader	A. Entry	\$57.79
B. Intermediate			\$95.82	
C. Advanced			\$108.42	
8235	Project Management Specialist	No Variance	\$78.18	
8240	Resource Manager	No Variance	\$110.54	
Customer Service Hotline	8400	Manager, Customer Service Hotline	No Variance	\$76.18
	8410	Customer Service Hotline Representative	A. Entry	\$34.69
			B. Intermediate	\$40.16
C. Advanced			\$50.69	
Technical Product Support	8600	Manager, Technical Product Support	1. Team Leader	\$69.65
			2. Manager	\$82.13
			3. Sr. Manager	\$95.22
	8610	Technical Product Support Analyst	No Variance	\$65.65
	8620	Technical Product Support Specialist	A. Entry	\$35.82
B. Intermediate			\$49.65	
C. Advanced			\$63.35	



5.2.2 Contract Exhibit E - Staffing Resource Management Plan

A. RESPONDENT'S PROPOSED EMPLOYMENT PROCEDURES

A.1 Describe Respondent's Plan to Provide Staff for IT Staff Augmentation Services

Various methods of sourcing must be conducted when attempting to attract a diverse pool of candidates to fill positions. Normally, such methods include conducting a thorough search of our internal database; searching and utilizing internet job databases and resources; advertising in the Employee Referral Program; posting job vacancies using the internet and print advertisements; attending job fairs, trade shows, and HR/Recruiting related functions; and contacting staffing agencies. Resumes are reviewed and screened by the Recruiting Department and/or Hiring Manager. SoftHQ successfully completes the above processes and fulfills any open position within 1 business day.

SoftHQ will supervise, control and shall take appropriate action to address in a timely manner through disciplinary action, performance counselling, and additional training, to rectify any performance or conduct problems identified by the client relating to the assigned employees.

In the event that the employee is unable to fulfil his job duties or into a conduct problem we will provide a replacement within 7 business days for non-critical positions. We understand the importance of availability and will have additional staff trained and ready to back up existing resources in case of any unforeseen emergencies for mission critical programs and projects. These additional resources can also be used on an as-needed basis during peak times or for supplemental coverage as needed and to maximize flexibility and efficiency. We will provide the client with a staffing plan that includes on-call and backup resources for surge or emergency situations. We will take appropriate measures to provide 24/7/365 coverage, if required by the client.

In an event where SoftHQ fails to place a temporary employee within the mutually agreed time, SoftHQ will utilize its Active Partnerships with technology and non-technology specific vendors (subcontractor capabilities) to place the candidate within 36 hours.

SoftHQ gives the quality of resource and time of turnaround a much higher consideration than the profitability/margin on that one resource. Our average time required to identify an appropriate resource upon receipt of a client request is following:

Tasks	Responsibilities	Recruitment Timeline (Number of Hours)					
		<=2	2-8	8-12	12-16	16-20	20-48*
Note: These are examples of steps. Each situation may be different							
A. Client Requisition							
<ul style="list-style-type: none"> ▪ Analyze client staff requisition and write synopsis of the requisition ▪ Submitting position description and client requirements in Job diva tools ▪ Identify any necessary qualifications ▪ Assigning to SoftHQ team lead through internal Job diva tool 	<ul style="list-style-type: none"> ▪ Account Manager ▪ Alternate Account Manager ▪ Recruitment Manager 						
B. Identify Consultant (3 – 5 Consultants)							
<ul style="list-style-type: none"> ▪ Check if there is matching skilled consultant available “on bench” 	<ul style="list-style-type: none"> ▪ Recruitment Team 						



Tasks	Responsibilities	Recruitment Timeline (Number of Hours)					
		<=2	2-8	8-12	12-16	16-20	20-48*
		Note: These are examples of steps. Each situation may be different					
<ul style="list-style-type: none"> ▪ Identify existing skill sets and candidates within SoftHQ Job diva database ▪ Post job to external job sites (SoftHQ website, Dice.com, Monster.com, CareerBuilder.com and shared with approved subcontractors). ▪ Sourcing candidates from various job sites by conducting Boolean search and detailed communication with prospect consultants. ▪ Sourcing candidates from our internal employee pool. ▪ Sharing the requirements with our consultants by posting them on our internal website for internal referrals. 							
C. Pre-Screening and Interview (SoftHQ)							
<ul style="list-style-type: none"> ▪ Executing a comprehensive pre-screening that confirms motivation, previous experience, salary, skill level, required education/certification/license, clearance and potential team-fit. ▪ Pre-screening includes online test (using Prove-It, Brain bench & internal tools) and general knowledge test. ▪ Discussing salary requirements and relocation needs with candidates ▪ Providing SoftHQ overview and explain benefits ▪ Evaluating attitude and aptitude by discussing team scenarios 	<ul style="list-style-type: none"> ▪ Recruitment Team 						
<p>Skill Evaluation</p> <ul style="list-style-type: none"> ▪ Conducting initial assessment of the candidate's qualifications ▪ Conducting detailed interviews based on job requirement <p>Soft Skills Evaluation</p> <ul style="list-style-type: none"> ▪ Evaluating candidate's communication, creativity, analytical thinking, diplomacy, flexibility, change-readiness, problem-solving, leadership, team building, and listening skills 	<ul style="list-style-type: none"> ▪ Experts 						
D. Evaluation (SoftHQ)							
<ul style="list-style-type: none"> ▪ Preparing the feedback form to summarize the results of the interview and update Job diva with qualified consultants ▪ Relaying interview results to the consultants ▪ Checking consultant's references 	<ul style="list-style-type: none"> ▪ Recruitment Manager ▪ Account Manager 						
E. Submission to the NCTD							
<ul style="list-style-type: none"> ▪ Creating skilled matrix matching required skills with experience of consultants to present consistent skill summary to client 	<ul style="list-style-type: none"> ▪ Recruitment Manager ▪ Account Manager 						



SoftHQ, Inc., March 11, 2019

Florida Department of Management Services

RFP No. 15-80101507-SA-D, IT Staff Augmentation Services

A.2 Describe Respondent's Employment Screening Processes That Contain the Following Elements:

A.2.1 Respondent's Employment Standards

SoftHQ employment standards, which regulates in the province, including wages, maximum work hours, and workplace health and safety. SoftHQ follows Employment Standard Act, 2000 (ESA), set out the minimum standards that SoftHQ and employees will follow in regard to:

- Continuity of employment; Payment of wages; Records; Hours of work and eating periods; Overtime pay; Minimum wage; Public holidays; Vacation with pay; Equal pay for equal work; Benefits plans; Leaves of absence (Pregnancy Leave, Parental leave, Family medical leave, Organ donor leave, Personal emergency leave, Emergency leave, declared emergencies, Reservist leave); Termination and severance of employment; Lie detectors; Retail business establishments; Reprisal; Temporary help agencies; and Building services provider

A.2.2 How The Respondent Validates Staff's resume Stated Education

Resumes are reviewed by SoftHQ recruiters who are dedicated to the specific disciplines for which they recruit. The primary objective of resume screening is to map required skill sets to the open requisition. The requisition is broken down to identify three tiers of qualifications crucial to determining best-fit talent:

- "Must have" skills, technology, experience and education
- "Minimum required" skills, technology, experience and education
- "Would like to have" skills, technology, experience and education

Additionally, our recruiters scrutinize resumes for completeness, professionalism, spelling and grammar, job history and continuity, longevity and overall aesthetics. Quality candidates are then contacted for an initial phone screening.

A.2.3 How the Respondent Determines Which Staff Fit the State's Job Title Description and/or Request for Quote Criteria

After receiving the Job Order/RFQ from any client, SoftHQ will analyse the position requirements such as Technical / Functional Skills, Mandatory /Desired Skills and Minimum requirements. SoftHQ has several mechanisms in place to assess and enhance the technical competencies of its staff. We will conduct an online pre-screening test and a thorough technical interview conducted by the experts from Corporate PMO along with the soft skill interview conducted by the President of SoftHQ. This analysis will result in securing a highly competent Personnel for the Department's IT Staff Augmentation Services program. The results of the interviews will be collated in the form of staff skill-set matrix. Our pre-screening is a proven and effective process leveraged from numerous occasions in the past. Not only do we screen, test and interview the candidates, but we also clarify the position we are trying to fill. The skill set matrix rates technical and soft skills for every individual at the contract level and corporate level to maintain the minimum competency required for the contract.

SoftHQ's sourcing and screening process provides us with appropriate data on all the qualified candidates from which we are able to make comparisons between candidates, resulting in the final selection of the best candidate. Our screening process is one of the best in the industry, and we have had tremendous success in providing the best available resources. Our process eliminates ambiguity regarding the match of the candidate to the position. Our process validates the candidate's qualifications for the job and allows the candidate to confirm that the value proposition of the role is a good fit.



SoftHQ, Inc., March 11, 2019

Florida Department of Management Services

RFP No. 15-80101507-SA-D, IT Staff Augmentation Services

Our screenings require time and dedication from all the people involved in the process; however, they allow us to avoid the mistake of a poor hire – which has historically proven to be more expensive and time consuming yet.

Position Analysis and Customer Outreach

SoftHQ President will lead the engagement, with the support of our recruiting team, who is formally trained in IT recruiting. This team is closely aligned with the technical team, performing the detailed analytics of the role, job description and scope of the assignment, to fully understand the customer's role expectation and level of experience required to successfully perform the job duties.

SoftHQ will interact with the relevant stakeholder from the customer's end to clarify any open issues, gather additional information about resource requirements, create detailed job descriptions and understand the open positions' value proposition. Because of our past experience and exposure to IT skills and open lines of communication with our customers, we will not only evaluate resources on their technical abilities, but also their cultural fit and alignment with the future of the organization.

Ability to Attract Qualified Personnel

SoftHQ's Employer Branding is a collection of ideas and beliefs that influence the way current and potential employees view an organization and the employment experience that the organization is offering. We communicate the Department's culture and values and help to ensure employees are passionate about. And fit in with, the organizational culture to help to move the Department forward. It helps us recruit highly-skilled and promising new employees and it enhances their loyalty by increasing their identification with the Department. It also raises the Department's visibility in the job market and makes it stand out from the competition.

SoftHQ's HR Manager will conduct a research to develop an Employer Value Proposition to convey it across to all the potential hires. We will convey the potential for growth, benefits, work culture, and flexibility at Department with clear and factual proof points. We will convey the retention rates, conversion rates, employee satisfaction surveys, and create Department brand awareness and attractiveness among the potential hires.

A.2.4 How Respondent Will Implement Required Resume Self-Certification Form (Contract Exhibit G).

SoftHQ has experience working with several State and Local government agencies. Once after finding a best fit for the position, SoftHQ team will explain all the formalities and documentation such as Resume Self Certification forms, Address proof, Driver's License etc., that required from the candidate to submit the State / Department. After receiving the documentation from the candidate, SoftHQ team will verify the details such as witnesses, Identification numbers provided by the candidate in the Resume Self Certification form and will submit to the client.

A.2.5 How The Respondent Will Conduct Interviews and Include Interview Criteria

After identifying the resumes of the potential candidates, SoftHQ recruiters go through a stringent validation process which includes the following checks:

- **Recruiter Interview:** SoftHQ performs mandatory interviews in person or video conference. During the interview, we talk to the candidates about their past experience, technical expertise, level of knowledge, ability to communicate and ability to work in a team. These screenings usually provide good insight into a candidate's background and work experience. During this process, the recruiter addresses the following:



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-
- Job description, with a summary of the responsibilities of the role, and the required level of education, work experience and industry knowledge
 - Performance requirements, training/skills enhancement and corporate culture/working environment
 - Expected pay rates and benefits, work culture, environment and work hours
 - Employment type, depending on the type of the role: contract, contract-to-hire, full-time positions
 - Comfort level of the candidate for the listed position, aspects of the role with which he/she does not feel confident, restrictions regarding work schedules and other factors which could inhibit the candidate from taking on the role
 - Insights into the technical aspects of the role, and concerns about the methodology or technology being used
 - They obtain written acknowledgement/approval from the candidate that he/she is in agreement with all the aspects of the role with respect to compensation, benefits, job description, responsibilities and type of employment
- **Pre-Screen Test/Interview:** We use online skill measurement tools to assess the level of technical skills for every candidate. With technology evolving and clients requiring a combination of technical skills for a single role, we use a flexible testing mechanism that allows us to combine both skills in a single test and rate the skills. We ensure that every candidate goes through an online test for their skills through Brain Bench certification, then review their scores prior to submitting them to the customer. In the case of skills which cannot be adequately tested in an online test scenario, we perform technical screening and rate candidates on their skills, using a matrix
 - **Client Interview/Introduction:** We ensure all our employees are introduced to the client for a discussion, in order for clients to fully understand the candidate's strengths and weaknesses. Our recruiting report is presented on every candidate, helping the client to narrow the selection from multiple candidates to the one who would be the best, both technically and culturally

A.2.6 How the Respondent Will Conduct Reference Checks On Staff

SoftHQ verifies every candidate's three recent, relevant references from a supervisor or a manager for the past five years. We crosscheck the references in LinkedIn and use internal tools to validate their legitimacy. We have a separate team to conduct the background screening of the candidate, this team verifies all the educational, Employment and Professional references of the candidate. We will also conduct all the screening tests if required by the client.

Employment Verification

- Employment Verification targets for Dates of employment, Title or Position held, Reason for leave (if possible), Eligible for Rehire (if possible). Upon contacting, verifier calls the number provided by the applicant or after thorough research. Verifier may provide additional information such as previous name used, Social Security Number, or Date of Birth to assist in confirmation. If requested to send fax or email, we follow the instructions provided by the employer. Verifier conducts database search if the employer uses an automated service for verifying.
 - If we find any discrepancy in employment details, verifier contacts the applicant to receive supporting documents, such as W2s, Pay stubs, or Experience letter. We then verify the documents directly with the employer for further verification.



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- Discrepancies, such as date discrepancies or degree not received cannot be verified and will be reported as ‘See Comments’.
- When search is concluded as incomplete, it means that verifier attempted more than 6 times for particular search. Incomplete verification should always provide specific reason to conclude as incomplete. Possible reasons might be due to: Company is no longer in business; Sources/applicants are unresponsive; verifying source is on leave and is the only source for verification.

Reference Checks

- SoftHQ verifier will ask series of questions to the reference(s) provided by the applicant and record their responses. Standard question format is provided below; however, client can customize the questions to meet their specific needs
- If verifier is not able to get a hold of provided professional reference after five attempts, applicant will be contacted to provide different reference to conduct professional reference checks

Below is the sample format of our Professional Reference Check Form:

Candidate Name:
Job Title:
Employment Details:
Previous Employer:
Reference Name & Title:
Contact Info:
Date:

The above-named applicant claims to have been in your employ. We would appreciate you answering the following questions. Your response shall be kept confidential unless otherwise required by law.

1. Were you his/her direct supervisor?
2. What was his/her reason for leaving?
3. Is he/she eligible for rehire?
4. Can you verify his/her salary?

Soft Skill Analysis: Which of the following attributes best describe this person?

<input type="checkbox"/> Professional	<input type="checkbox"/> Articulate	<input type="checkbox"/> Friendly	<input type="checkbox"/> Team Player
<input type="checkbox"/> Well-Liked	<input type="checkbox"/> Driven	<input type="checkbox"/> Quick Learner	<input type="checkbox"/> Good Leader
<input type="checkbox"/> Detailed	<input type="checkbox"/> Good Listener	<input type="checkbox"/> Punctual	<input type="checkbox"/> Hard Working
<input type="checkbox"/> Proactive	<input type="checkbox"/> Responsible	<input type="checkbox"/> Positive	<input type="checkbox"/> Go-getter

Hard Skill/Technical Skill Analysis

1. Please describe the project or the daily tasks with which the applicant was involved while under your employ?
2. What specific tools/programs did the applicant utilize while working for you? How would you rate their ability level (using the 1 – 5 scale from above):

Additional Comments:

Enter the required skills									
Enter the required skills									
Enter the required skills									

Additional Questions:



How well did he/she perform his/her job?

What areas did he/she excel? Does he/she possess some truly exceptional or outstanding skills in your estimation?

What else can you think of about their work that we might not have covered?

A.2.7 How Will Respondent Have Staff Demonstrate Their Experience Prior To Submission to State as Candidate for a Request for Quote

SoftHQ extensively tests candidates on their software proficiency. Using the sophisticated evaluation and training system of *ProveIt!*, SoftHQ's branch staff ensures that candidates possess the necessary skills for exceptional performance. The *ProveIt!* Tests provide the highest quality performance-based testing for virtually all of today's top office software on Windows and Macintosh operating systems. Prior to assignment, SoftHQ can test candidates on over 250 applications across several disciplines, with customized training and evaluation programs that simulate the work to be performed at locations within the Department.

All SoftHQ Technical/IT recruiters have the solid technical background needed to thoroughly qualify candidates and proven interviewing methods to identify skill levels and assess a candidate's true capabilities. All potential Technical/IT SoftHQ employees meet for one hour with a SoftHQ Technical Recruiter and a specialized Account Manager in a formal interview. The face-to-face interviews consist of candidates individually interviewing against the specific job requirements. The two-hour interview process determines specific experience, expertise, and suitability to a specific job and organization. An Executive Summary is then generated for your review from the candidate. SoftHQ retains a large pool of highly motivated and qualified technical professionals for the full scope of Technical/IT/MIS fields, including, but not limited to:

- Application Development
- Database Development and Administration
- Desktop and Servers Systems
- Network Analysis and Administration
- Programming and Software Engineering
- Project Management
- Software Testing and Quality Analysis
- Systems, Applications and Production (SAP) Management
- Technical Support
- Web Development and Administration

Technical tests include:

Technical Tests	
ABAP for SAP	JavaScript
AS/400	Macintosh
COBOL	Network Security
CORBA	PeopleSoft
Data Entry Test (Numeric, Alpha)	Win2000 Test 1
Delphi	PowerBuilder
HP-UX	Solaris
Java	SQL Desktop Applications
Lotus 1-2-3	UNIX
Lotus Notes	Win Runner
MS Help Desk	Apache Web Server
Oracle	Windows
Outlook	Cisco Network/Router



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Technical Tests	
PHP	DCOM
SAS	DB2
SQL Server DBA	Windows
TCP/IP	E Commerce
Visual FoxPro	Informix
ASP	Linux
C Programming	MS Exchange
Cold Fusion	Novell
Crystal Reports	Perl
Software Productivity	Win2003 Test 1
Dreamweaver	RDBMS
Ten Key	SQL Server Developer
HTML	Sybase
Visual Basic	XML

A.3 Describe Respondent's Operational Formula to Ensure Staffing Availability for IT Staff Augmentation Services

SoftHQ as a prime consultant has ability to deliver all the services specified in this RFP. Our ability to staff projects and deliver services to our customers is enhanced by our well-equipped infrastructure, consisting of a geographically dispersed network of 10 U.S. branch offices and 3 offshore offices. At SoftHQ, our recruiting philosophy has always been “**Hire the Best**”. Our processes are built on our extensive experience working with State and Local Government clients since 2010. We have been providing Staff Augmentation Services from 2010. This allows SoftHQ to act as a local partner and enhances our ability to attract IT talent from a resources pool. Besides this, we have an excellent recruiting team that can provide staffing resources in a quick turnaround time and put together a much larger team if the requirement arises.

SoftHQ believes in systematic planning strategy that leads to quality and quantity services to the clients in prescribed time frames. SoftHQ works towards aim of reducing cost and provide competitive pricing to our clients. Our ability to provide Excellency stands on following parameters:

- **Talented pool employees and consultants:** As per Department's requirement qualified professionals are assigned within the project.
- **Dedicated team of recruiters:** The team of experienced recruiters with access to premier job boards and resume databases are able get quality resources into our projects.
- **Employee references:** Many of the resources we have added have come from employee references. This has helped us maintain good quality of resources
- **Sub vendors:** We have a group of sub vendors who we work with on skill and domain areas that they have expertise in
- **Low attrition:** We have been able to keep attrition low. This has helped our clients with minimum substitutions on their projects and helped our clients in qualitative deliverables.

A.4 Describe Respondent's Ability to Remedy Staff Performance Issues

All our Employees are assigned to our proposed AM and he is responsible for the monitoring of the employee on the assignment. We rely heavily on both the workers 'self-assessment' and most importantly on the manager's transparent communication of the Employee's performance in real time.

On the first report of any identified gaps in the performance, a detailed analysis is conducted to identify the root cause of the report. If the causal analysis findings suggest complete misfit of the



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employee with the assignment, he is removed immediately, otherwise, a contingency action plan is prepared to increase the performance of the worker. The contingency actions include skill training and self-improvement.

The challenge in the Recruitment at any client environment is that the supplier cannot know first-hand from the Manager regarding the performance or the other issues for the contractor. Upon receipt of information, SoftHQ proposes to mitigate the risk to the Department by isolating the issue and if warranted, worker removal and then independently working with the worker to resolve the issues and take necessary actions. SoftHQ communicates regularly with the Employees to be aware of issues they are dealing with and frank discussion of their self-evaluation of how they are performing their duties. Information we learn from the consultant, if warranted is communicated directly to the appropriate personnel to address potential issues.

To resolve the Employee conflict requires capturing the factual issues and then understanding how the issues affect the worker's ability to delivery on the project. Conflict resolution is achieved by assessing the issue, mutually exploring resolutions, and then providing the solutions if available with an emphasis on meeting the project support objectives.

Risk Management Process

SoftHQ manages issues and problems with the program using its risk management model. The risk management model, shown below, consists of 5 phases. The phases are Identify, Analyse, Plan, Track, and Control. This process will allow the Department Program management team to develop the initial risk management plan. Additionally, the risk management plan will be reviewed on a periodic basis with monthly program meetings and quarterly program reviews. The primary activities associated with the Risk Management Plan include:

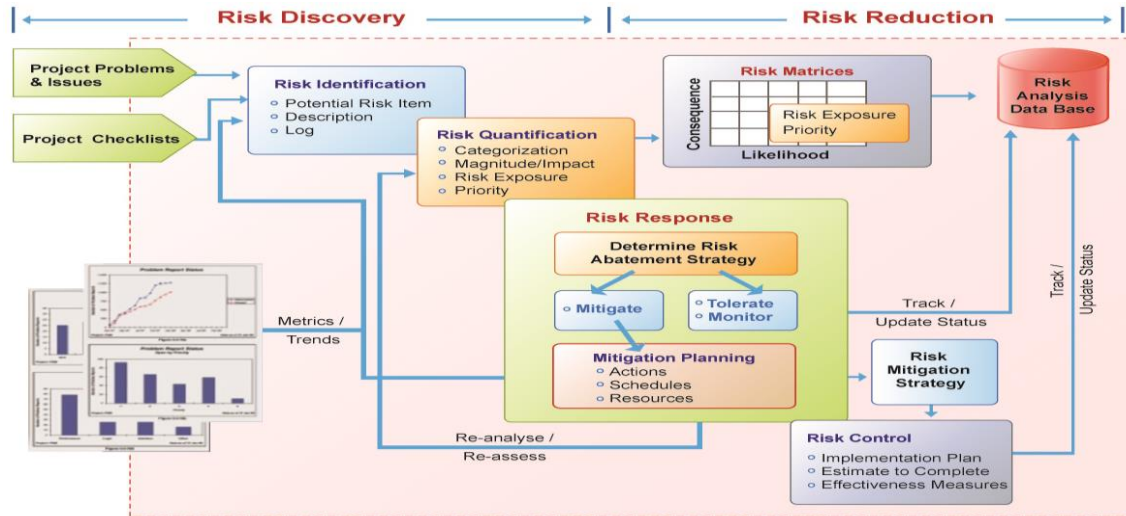
Risk Identification: The Account Manager will constantly identify risks during different phases of the program. SoftHQ has created a risk identification checklist for comprehensive risk identification in the program. The various sources for identification of risks include risk checklist, program assumptions, project assumptions, SoftHQ risk repository, program and project performance, stakeholder analysis results, and technical environment analysis results.

Risk Analysis: We will analyse all identified risks and assess their impact on the program and project deliverables. We will perform qualitative and quantitative analysis on the risks to assess their complete impact on the deliverables. The qualitative analysis will result in the ratings of high, medium, and low for every risk. Each risk with high and medium impact on the deliverables will be quantitatively analyzed and then categorized into different categories such as program, development environment, and contractual risk based on our risk checklist. Each risk will be assigned an impact rating and priority. The risk exposure will be calculated based on impact and risk priority.

Risk Planning: The response for risk will be planned by the Account Manager. The risk response will include risk mitigation and risk contingency plans. The Account Manager will identify risk owners, responsible for monitoring the risk exposure during the program lifecycle. We will identify a risk abatement strategy for risk planning. Based on this strategy, we will either mitigate the risk according to the risk management plan or tolerate the risk.

Risk Tracking and Risk Controlling: We will track and control the identified risks by constantly reviewing risk impact and probability of occurrence. The risk owner will be responsible for tracking the risk and initiating a risk review during project team meetings. Based on the inputs from the risk owner, the account manager will verify the risk exposure. If the risk exposure exceeds

the threshold limit, the account manager will initiate the mitigation plan. After successful mitigation of the risk, the risk will be posted to the risk analysis database on the SoftHQ intranet.



To avoid, mitigate, and resolve poor performance and to ensure we meet the performance standards and provide the high-quality support to the Department, SoftHQ tailors its ISO-compliant Enterprise Service Management (ESM) -Performance Management to the specifics of the future job description environment. Our work order Performance Management documents SoftHQ's approach to building quality into every job description and deliverable, for verifying and validating process and solution quality and for identifying potential process or quality improvements. Our Performance Management includes the quality activities, checklists, and documentation that SoftHQ uses in executing each job description. Our rigorous Performance Management includes the following key features:

- Initiates at receipt of job description RFP and continues throughout the entire life of the task
- Undergoes constant refinement/improvement, incorporating lessons learned from this and other efforts
- Is incorporated into new-hire on boarding and training of new task personnel
- Provides methods for accessing qualified resources, including reach-back to our strongest SMEs
- Actively solicits and incorporates Department's feedback throughout all task efforts
- Evaluates effectiveness of employee results and validates that original objectives are met using Earned Value
- Serves as a cornerstone of our overall delivery model

To resolve poor performance, our quality planning occurs in partnership with the Department, as Department Management team plays an active role in the finalization of the Quality Control Plan (QCP) and its tailoring to meet specific job description task performance requirements. The QCP specifies the surveillance, inspections, and controls necessary to achieve specified levels of quality and identifies the personnel, procedures, controls, records, and forms to be used. It provides a systematic method for identifying, tracking, and resolving quality issues throughout the employment/recruitment life-cycle and identifies the processes and tools required to execute the plan. Our QCP operate in 3 phases: Planning, Monitoring and Control and Close-Out. **Table** below identifies key features of our QCP by phase.



Feature to Control Poor Performance	Benefits to Department /HRD
Planning	
<ul style="list-style-type: none"> ▪ Apply lessons learned from > 7 years managing public sector programs to create an achievable QCP ▪ Apply domain knowledge/understanding of Department mission, environments, and QA standards 	<ul style="list-style-type: none"> ▪ Customer needs matched with the right mix of QA management tools, technical expertise, and skills ▪ Responsiveness to unanticipated, changing QA program performance requirements, or staffing needs
<ul style="list-style-type: none"> ▪ Assign account manager with superior experience in performance management at job order level ▪ Establish an accountable and empowered single point of contact and direct lines of authority 	<ul style="list-style-type: none"> ▪ Managers and staff anticipate QC needs and respond rapidly to customer mission requirements ▪ Transition of quality performers maintains continuity and program risk management
<ul style="list-style-type: none"> ▪ Create measures to monitor/report performance ▪ Develop performance standards and service levels ▪ Monitor performance against agreed to standards ▪ Recognize achievement by performance measures 	<ul style="list-style-type: none"> ▪ Ensured QA performance levels/customer satisfaction ▪ Facilitate QA performance improvements ▪ Fulfil QA contract goals ▪ High morale and retention maintained among all staff
Monitoring and Control	
<ul style="list-style-type: none"> ▪ Maintain a robust QC Repository on portal providing analysis and tracking of quality items 	<ul style="list-style-type: none"> ▪ Improves quality through documentation, tracking items to closure and lessons learned
<ul style="list-style-type: none"> ▪ Utilize SoftHQ's ITIL-based Continual Service Improvement to regularly evaluate service for opportunities for improvement/threats to quality ▪ Implement corrective actions to curb future issues 	<ul style="list-style-type: none"> ▪ Identifies opportunities for improvement and prevents recurrence of quality challenges ▪ Improves service quality by identifying and sharing best practices across the service enterprise
<ul style="list-style-type: none"> ▪ Utilize Governance and Control Lead to review, and assess performance against standards 	<ul style="list-style-type: none"> ▪ Offers objective mechanism to identify current performance and potential areas for improvement
<ul style="list-style-type: none"> ▪ Educate all employees on their roles within QC ▪ Empower employees to perform self-reviews 	<ul style="list-style-type: none"> ▪ Improves quality risk identification/resolution by utilizing all employees as part of inspections
Project Close Out - Feedback	
<ul style="list-style-type: none"> ▪ Use customer feedback and surveys as additional data point for feedback ▪ Require employees to report lessons learned 	<ul style="list-style-type: none"> ▪ Offer multiple avenues for feedback ▪ Incorporates customer desires and subjective employee feedback in improvement loop
<ul style="list-style-type: none"> ▪ Promote continuous improvement in the areas of each job order management, staffing, reporting, issue monitoring, performance monitoring 	<ul style="list-style-type: none"> ▪ Clear/complete customer insight into job order performance ▪ Accurate status and visibility into all problem resolutions

A.5 Describe Respondent's Ability to Ensure Its Employees Protect Confidential Information

SoftHQ protects the confidential information of the clients, agencies by the employees in the following ways:

Contractual protections

SoftHQ includes express confidentiality provisions within each employee's contract of employment, to ensure that Department, or Counties sensitive commercial information is adequately protected. The provisions specify the following:

- What information is to be considered confidential
- The disclosure of confidential information is forbidden

SoftHQ is aware that its current workforce is not subject to express confidentiality obligations, SoftHQ will include express confidentiality provisions within a settlement agreement.

Non- Contractual Protections

SoftHQ will implement confidentiality policy, which sets out the Department's expectations of the employee in respect of handling sensitive commercial information. The policy provides examples



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as to what is, and, importantly, what is not, appropriate behavior when dealing with confidential information.

Confidential Documents

SoftHQ will mark documents containing commercially sensitive information as “confidential”. So, that the employee understands that document contains information of a confidential nature and should be disclosed to any third parties.

Exit Interview for Departing Employees

During the exit interview, the employees is asked to return all confidential information in tangible form and reminded future obligations regarding improper use and disclosure of confidential information.

A.6 Describe Respondent’s Procedures to Timely Accommodate a Customer’s Designation of a Job as One of Special Trust That Requires a Background Screening

Customer Satisfaction is our main priority and to avoid Contractual litigations SoftHQ will conduct all the background screening services to its employees. SoftHQ provides unmatched employment screening services and hiring solutions, and stringent quality standards.

- A network of third party associates ready to retrieve court and local records from every jurisdiction
- Ongoing compliance with the Federal Fair Credit Reporting Act (FCRA) and the Investigative Consumer Reporting Agencies Act (ICRAA)
- Comprehensive background and criminal checks
- Advanced drug screening services
- Expeditious timing on all employment screening services
- Impeccable quality control
- Highly trained professionals to assist candidates throughout the background screening process
- Social Security Number Verification
- Identity Search
- Employment Screening Reference Check
- Education Check
- Credit Check
- National Criminal Database Check
- County Criminal Check
- State-wide Criminal Check
- Federal Criminal Check
- Sex Offender Check
- OIG, FACIS or Sanctions Check
- Motor Vehicle Records
- Sex Offender Registry Check
- Medical History Check

Drug Screening

Strategically aligned with the largest laboratories in the U.S. and numerous hospital/clinic networks to extend comprehensive coverage for all types of testing and sends applicants to their nearest location.



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B. RESPONDENT'S PRINCIPAL PERSONNEL

B.1 List Respondent's Principal Personnel Who Will Make Management Decisions Concerning Staff Placement for Services under the Contract (S) That Results from This Solicitation and Include the Following:

B.1.1 Each Principal Personnel's Name, Education, Credentials and Certifications, Job Title, Years of IT Experience, And Number of Years Employed with the Respondent

SoftHQ is a professionally managed company with Executives having more than 15+ years of experience in senior level management. Our management team is well conversant in working State and Local government agencies and has vast experience in identifying and staffing their complex Firm-Fixed Price, T&M, LH, and Hybrid projects and executing them to the fullest satisfaction of our customers and won accolades many a times. Our consultants are the key to our business, and they provide us and our clients with proven success and expertise in terms of both domain and technical expertise that makes any project a huge success. **Please find below the details of our Key Personnel assigned to this Contract:**

B.1.1.1 Principal Personnel #1

Principal Personnel #1: Kranti Ponnam	
Details	<p>Name: Kranti Ponnam Education: Master's in Engineering, Louisiana Tech University Certifications:</p> <ul style="list-style-type: none"> ▪ SAP America certified Finance and Controlling Consultant ▪ SAP America training on Materials Management and Sales and Distribution ▪ SAP America training on Business Planning and Consolidation (BPC) (formerly known as Outlook soft) ▪ SAP Leasing Courses for Lease Accounting integration with CRM <p>Job Title: President/Account Manager Years of IT Experience: 12 Number of Years employed with the Respondent: 08</p>
Role	President/Account Manager
Role in past IT Staff Augmentation Contracts	President, Account Manager, Vice-President Operations
Unique expertise, and Capability	<p>Mr. Ponnam is an IT architect with more than 11 years of IT experience as a senior consultant, team leader and project manager. He is experienced and has demonstrated expertise in technology strategy, enterprise architecture, IT governance, business process management, software development, infrastructure architecture, change management and quality assurance. His core domains of expertise are in enterprise architecture and business architecture; he has supported solution architecture and proposal authoring for other organizations, and also takes on roles of Virtual Chief Information Officer (CIO), enterprise architect and technology architect.</p> <p>Mr. Ponnam also has over 16+ years of experience in Account Management, Operations, and Customer Relationship Management & Business Development. He has extensive experience in ensuring the timely and successful delivery of our staffing solutions according to customer needs and objectives. He has proven experience in communicating clearly the progress of weekly, monthly, and quarterly status updates to internal stakeholders. He is skilled in heading various State accounts to effectively manage day to day operations and liaising with key State agencies to gather requirements and understand overall functioning of existing resources. He is well versed in managing, motivating and leading teams for running successful business process operations with proven ability of achieving Service Delivery/Targets. He is skilled in identifying and growing opportunities within account, collaborating with recruitment team to ensure growth attainment. He has strong experience in managing on-site consultants and responding to all questions or concerns and proficient in generating client monthly reports and delivering to government Program Management Officer. He possesses excellent skills in building and maintaining strong, long-lasting customer relationships.</p>



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B.1.1.2 Principal Personnel #2

Principal Personnel #2: Rishi Joshi	
Details	<p>Name: Rishi Joshi Education: UC Irvine, Business/Corporate Communications Certifications:</p> <ul style="list-style-type: none"> ▪ Federal Program Management Certification 1998 (current) ▪ NAVFAC QCM Certification 2000 (current) ▪ Quality Management Systems and Process Improvement Certification 2002 (current) ▪ USACE CQC: 2000 (current) ▪ FAC-C level III Certification CON353 2000 (current) <p>Job Title: Alternate Account Manager Years of IT Experience: 12 Number of Years employed with the Respondent: 08</p>
Role	Alternate Account Manager
Role in past IT Staff Augmentation Contracts	Alternate Account Manager, Account Manager
Unique expertise, and Capability	<p>Mr. Rishi will be the customer liaison and act as a focal point for customer problems, questions or concerns. He will coordinate with the proper company personnel to provide timely and accurate answers for the customer.</p> <p>Mr. Rishi is an accomplished Public and Political Relations, Business Development and Marketing Executive with more than 20 years of progressive experience working in logistics and acquisition management with clients within the federal government, including NAVFAC, USCG, USAF and USNG; municipalities and private business settings, as well as local and international matrixed organizations. He has participated in executive corporate communications and marketing management and development. Mr. Rishi is an astute proven leader, diplomat and planner with extensive civil affairs, intelligence, strategic communication, education and training experience. He is an experienced global strategic planner and team builder with a keen focus on quality control, innovative problem solving, consensus building and project delivery in dynamic environments.</p> <p>Mr. Rishi is an innovative and resourceful Account manager with 20 years of strong experience in Account and Project Management. He has extensive experience in developing relationships with all levels of management, clients and user groups. He is successfully leading various contracts such as City of Los Angeles Department of City Planning, City of Los Angeles County Department of Building and Safety, Los Angeles Housing and Community Investment Department, CalRecycle, UN, Prince William County, and Collier County. He possesses excellent working experience with complete Recruitment Lifecycle starting from quality hiring process includes coordinating interviews with client, selection till the successful accomplishment of project milestone. He holds strong experience of handling practically all aspects of IT professional and technical services related business with expertise in handling contracts for State and Local Agencies as well as for commercial sector clients. He has amply established productive, professional relationships with key personnel in assigned customer accounts.</p>

B.1.1.3 Principal Personnel #3

Principal Personnel #3: Miles Hamilton	
Details	<p>Name: Miles Hamilton Job Title: Lead Recruiter Years of IT Experience: 07 Number of Years employed with the Respondent: 06</p>
Role	Lead Recruiter
Role in past IT Staff Augmentation Contracts	Lead Recruiter, Senior Technical Recruiter
Unique expertise, and Capability	<p>Mr. Miles Hamilton has been a Senior Technical Recruiter with SoftHQ for the past 7+ years in San Diego. He is in charge of staffing for engineering, information technology, technical, administrative, clerical, Labor, industrial, and skilled trade crafts professional positions. Mr. Hamilton has won numerous awards on a regional basis with SoftHQ, including Recruiter of the Year five times.</p>



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Principal Personnel #3: Miles Hamilton	
	Mr. Hamilton has overall 7+ years of experience working as a Lead Recruiter with proven experience and handling full life cycle recruiting, salary negotiations, offer letters and full on-boarding process & managing applicants through the entire recruiting lifecycle. He is skilled in conducting searches for candidates using traditional and creative sourcing methods, including but not limited to: internal database searches-including pipeline candidates, networking using social networks and internet resources to include online searches, Internet postings and searching using search engines, technical groups and upcoming transition/re-market consultants in accordance with client needs. He is proficient in determining candidate suitability by evaluating the requirement, negotiating compensation package, assessing relevant experience, education, skills and personal qualifications as well as candidate's hot buttons to determine candidate match to the job qualification, pay type/rate, relocation benefits, required H1 processing, etc. and obtaining candidate approval ('right to represent') and presents qualified candidates to clients through a customized resume including a compelling synopsis. He has successfully submitted candidates to open requirements in accordance with client mandated SLA's. He has experience in coordinating and assisting in scheduling technical and client interviews, including candidate interview preparation and debriefing. Pre-closing candidates on job opportunity and maintaining communication with candidates in the fulfillment process to understand viability of candidate for the position and maintaining a high level of daily/weekly production, measured against submittal, interview and placement activity.

B.1.1.4 Principal Personnel #4

Principal Personnel #4: Benjamin Fitzgerald	
Details	Name: Benjamin Fitzgerald; Job Title: Sourcing Specialist Years of IT Experience: 07 Number of Years employed with the Respondent: 06
Role	Sourcing Specialist
Role in past IT Staff Augmentation Contracts	Sourcing Specialist, Senior Recruiter
Unique expertise, and Capability	Mr. Fitzgerald is a Sourcing Specialist that is responsible for supporting our client accounts. He begins the working relationship of candidates during the lifecycle of a temporary employee. He is able to effectively communicate with new incoming candidates and is an asset to our program team. Mr. Fitzgerald has over 7+ years of professional experience working as a Recruiter with extensive experience in Staffing and Data-mining with more than 7+ years of experience in Direct/Indirect Recruitment/Staffing for US based clients. He has proven experience in recruiting for the US market and experience working in a fast-paced environment. He has hands-on experience in experience on recruiting US Citizen, GC, H1B's, TN Visa, EAD for various positions for candidates on Contract, Contract to hire positions on W2 and Corp-To-Corp. He holds expertise in the areas of resourcing, head hunting, internet research, rate negotiation, and establishing processes. He is expertise in handling sourcing assignments for full-time, contract and temporary employees, for both in-house corporate staffing requirements as well as for clients. He is proficient and effective in building positive relationships with personnel at all levels within the company and providing the highest level of service to meet the strategic needs of the organization Involve in full life cycle of Recruitment. He possesses strong understanding and massively working experience on US market with good understanding of recent information technologies and technical tools

B.1.2 Describe the Role Each Principal Personnel Will Have in a Contract(S) That May Result From This Solicitation

Please refer to the [Section B.1.1](#).

B.1.3 Describe Each Principal Personnel's Staffing Resource Management Role in Past IT Staff Augmentation Contracts

Please refer to the [Section B.1.1](#).

B.1.4 Detail Any Unique Expertise and Capabilities Each Principal Personnel Possess That Could Bring Additional Value to the State

Please refer to the [Section B.1.1](#).

**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).

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CONTRACT EXHIBIT C

SPECIAL CONTRACT CONDITIONS

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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
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<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

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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

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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.

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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.

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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
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CONTRACT EXHIBIT D

ADDITIONAL SPECIAL CONTRACT CONDITIONS

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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.

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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!