



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

**Between Florida Department of Management Services and TRIDENT TECHNICAL SOLUTIONS, LLC
D/B/A ARDENT EAGLE SOLUTIONS**

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 TRIDENT TECHNICAL SOLUTIONS, LLC D/B/A ARDENT EAGLE SOLUTIONS (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 Section 2.2 of the Contract Exhibit C, Special Contract Conditions, is superseded in its entirety by this section of the Contract.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

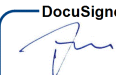
No oral modifications to this Contract are permitted. All modifications to this Contract must be in writing and signed by both parties.

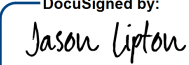
Notwithstanding the order listed in section 2, amendments executed after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent amendment will take precedence over anything else that is part of the Contract.

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

State of Florida:
Department of Management Services

Contractor:
TRIDENT TECHNICAL SOLUTIONS, LLC D/B/A
ARDENT EAGLE SOLUTIONS

By: 
Name: **Jonathan R. Satter**
Title: **Secretary**
Date: **8/4/2020 | 5:18 PM EDT**

By: 
Name: **JASON LIPTON**
Title: **EXECUTIVE VICE PRESIDENT**
Date: **8/4/2020 | 12:53 PM CDT**



**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

TRIDENT TECHNICAL SOLUTIONS, LLC D/B/A ARDENT EAGLE SOLUTIONS

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
Applications Development	1200	Director Systems and Programming	1. Team Leader	\$107.73
			2. Manager	\$125.28
			3. Sr. Manager	\$152.17
	1210	Mgmt. Applications Development	1. Team Leader	\$107.73
			2. Manager	\$119.13
			3. Sr. Manager	\$128.25
	1220	Applications Architect	A. Entry	\$81.65
			B. Intermediate	\$94.91
			C. Advanced	\$104.86
	1230	Enterprise Application Integration (EA) Engineer	No Variance	\$108.73
	1240	Systems Analyst	A. Entry	\$54.08
			B. Intermediate	\$83.43
			C. Advanced	\$93.51
	1250	Applications Development Analyst	A. Entry	\$60.13
			B. Intermediate	\$81.28
			C. Advanced	\$95.23
Data Strategy and Management	1400	Database Manager	1. Team Leader	\$102.87
			2. Manager	\$121.74
			3. Sr. Manager	\$132.45
	1410	Data Architect	A. Entry	\$73.72
			B. Intermediate	\$102.47
			C. Advanced	\$129.01
	1420	Data Modeler	A. Entry	\$59.14
			B. Intermediate	\$83.18
			C. Advanced	\$102.83
	1430	Database Analyst	A. Entry	\$69.25
			B. Intermediate	\$87.73
			C. Advanced	\$101.10
	1440	Database Administrator	A. Entry	\$64.94
			B. Intermediate	\$92.87
			C. Advanced	\$107.76
Quality Assurance	1600	Mgmt. Quality Assurance	1. Team Leader	\$83.13
			2. Manager	\$102.68

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
			3. Sr. Manager	\$121.89
			No Variance	\$95.14
			A. Entry	\$52.16
			B. Intermediate	\$66.23
			C. Advanced	\$81.52
Technology Research	1801	Manager, Technology Research	No Variance	\$120.58
	1810	Technology Research Analyst	A. Entry	\$65.92
			B. Intermediate	\$84.94
			C. Advanced	\$101.74
Client Technologies	2000	Manager, Client Technologies	1. Team Leader	\$69.19
			2. Manager	\$97.24
			3. Sr. Manager	\$131.27
	2010	Client Technologies Analyst	A. Entry	\$45.67
			B. Intermediate	\$62.42
			C. Advanced	\$75.47
	2020	Client Technologies Technician	A. Entry	\$42.66
			B. Intermediate	\$49.87
			C. Advanced	\$74.01
Customer Support	2200	Mgmt. Customer Support	1. Team Leader	\$61.75
			2. Manager	\$86.33
			3. Sr. Manager	\$116.47
	2210	Customer Support Analyst	A. Entry	\$31.71
			B. Intermediate	\$40.84
			C. Advanced	\$67.21
	2220	Customer Support Technician	A. Entry	\$38.24
			B. Intermediate	\$44.71
			C. Advanced	\$57.92
Network Management	2400	Director, Network Operations	1. Team Leader	\$118.62
			2. Manager	\$134.37
			3. Sr. Manager	\$201.47
	2410	Manager, Network Operations	1. Team Leader	\$71.95
			2. Manager	\$105.61
			3. Sr. Manager	\$137.29
	2420	Network Architect	A. Entry	\$78.41
			B. Intermediate	\$98.62
			C. Advanced	\$109.54
	2430	Network Engineer	A. Entry	\$78.34
			B. Intermediate	\$93.00
			C. Advanced	\$105.38
	2440	Network Analyst	A. Entry	\$59.18
			B. Intermediate	\$75.33
			C. Advanced	\$97.71
	2450	Network Administrator	A. Entry	\$51.50
			B. Intermediate	\$65.98
			C. Advanced	\$81.42
	2460	Network Technician	A. Entry	\$44.56
			B. Intermediate	\$56.46
			C. Advanced	\$60.74
Internet Planning, Eng. & Operations	2600	Mgmt. Internet Operations	1. Team Leader	\$111.43
			2. Manager	\$131.71
			3. Sr. Manager	\$153.79

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	2610	Internet/Web Architect	A. Entry	\$55.35
			B. Intermediate	\$83.07
			C. Advanced	\$107.13
	2620	Internet/Web Engineer	A. Entry	\$53.85
			B. Intermediate	\$83.83
			C. Advanced	\$102.82
	2630	Web Applications Programmer	A. Entry	\$53.53
			B. Intermediate	\$81.45
			C. Advanced	\$95.92
	2640	Web Designer	A. Entry	\$43.78
			B. Intermediate	\$55.85
			C. Advanced	\$90.14
	2650	Webmaster	A. Entry	\$47.27
			B. Intermediate	\$61.86
			C. Advanced	\$84.09
	2660	Internet/Web Systems Administrator	A. Entry	\$47.41
			B. Intermediate	\$71.83
			C. Advanced	\$87.50
	2670	Web Customer Support Specialist	A. Entry	\$45.05
			B. Intermediate	\$55.39
			C. Advanced	\$67.84
Operations	2800	Director, Data Center Operations	No Variance	\$140.17
	2810	Manager, Computer Operations	1. Team Leader	\$68.84
			2. Manager	\$95.10
			3. Sr. Manager	\$132.66
	2820	Supervisor, Computer Operations	1. Team Leader	\$68.22
			2. Manager	\$80.70
	2830	Computer Operator	A. Entry	\$36.76
			B. Intermediate	\$41.76
			C. Advanced	\$47.81
	2840	Manager, Capacity Planning	No Variance	\$110.80
Telecommunications	3000	Manager, Telecommunication Operations	1. Team Leader	\$83.61
			2. Manager	\$113.00
			3. Sr. Manager	\$134.92
	3010	Telecommunication Engineer	A. Entry	\$46.89
			B. Intermediate	\$71.18
			C. Advanced	\$88.38
Electronic Commerce	3020	Telecommunication Technician	A. Entry	\$48.74
			B. Intermediate	\$60.52
			C. Advanced	\$71.88
	3200	Director, Electronic Commerce	No Variance	\$157.83
	3210	Manager, Electronic Commerce	No Variance	\$106.23
	3220	Electronic Commerce Analyst	A. Entry	\$48.17
			B. Intermediate	\$71.30
			C. Advanced	\$97.79

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	3230	EDI Specialist	A. Entry	\$60.13
			B. Intermediate	\$72.89
			C. Advanced	\$78.69
Business Intelligence Systems Management	3400	Director, Data Warehouse	1. Team Leader	\$118.32
			2. Manager	\$146.12
			3. Sr. Manager	\$180.55
	3410	Manager, Data Warehouse	No Variance	\$135.38
	3420	Business Intelligence Analyst	No Variance	\$123.97
	3430	Data Warehouse Analyst	A. Entry	\$63.82
			B. Intermediate	\$81.94
			C. Advanced	\$100.84
	3440	Data Warehouse Administrator	No Variance	\$100.41
	3600	Manager, Decision Support	No Variance	\$115.79
	3610	Decision Support Specialist	A. Entry	\$53.02
			B. Intermediate	\$66.90
			C. Advanced	\$79.24
	3620	Decision Support Administrator	A. Entry	\$65.14
			B. Intermediate	\$84.24
			C. Advanced	\$106.78
	3800	Manager, CRM Technology	No Variance	\$155.63
	4000	Knowledge Engineer	No Variance	\$127.63
Enterprise Resource Planning (ERP)	4200	ERP Team Lead	No Variance	\$132.15
	4210	ERP Team Member	No Variance	\$107.81
	4220	ERP Configurer	No Variance	\$68.97
	4230	ERP Programmer/Analyst	A. Entry	\$59.35
			B. Intermediate	\$76.46
			C. Advanced	\$93.82
	4240	ERP Systems Support Specialist	No Variance	\$76.41
	4250	ERP Systems Administrator	No Variance	\$91.91
	4600	Basis/Ale Technical Consultant	No Variance	\$123.25
Sourcing and Vendor Relationship Management	4800	Chief Sourcing Officer	No Variance	\$162.41
	4810	Manager IT Procurement	No Variance	\$117.65
	4820	IT Procurement Specialist	No Variance	\$64.70
	5000	Manager, Vendor Relationships	1. Team Leader	\$70.31
			2. Manager	\$101.79
			3. Sr. Manager	\$135.99
	5010	Manager, Outsourcing Contracts	No Variance	\$112.92
	5020	Contracts Manager	No Variance	\$88.53
	5040	Finance/Administration Specialist	A. Entry	\$59.31
			B. Intermediate	\$80.63
			C. Advanced	\$102.16
	5200	Technical Advisor	No Variance	\$118.57
Business Management / Administration	5400	Asset Manager	No Variance	\$99.84
	5410	Asset Management Administrator	A. Entry	\$49.08
			B. Intermediate	\$57.90
			C. Advanced	\$64.58
	5500	Director, HR/IT	No Variance	\$145.82
	5600	Manager, HR/IT Staffing	No Variance	\$90.41
	5610	Technical Recruiter	A. Entry	\$47.37
			B. Intermediate	\$67.17
			C. Advanced	\$97.29

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	5620	HR/IT Generalist	A. Entry	\$49.78
			B. Intermediate	\$62.32
			C. Advanced	\$88.58
	5800	Documentation Specialist/Technical Writer	A. Entry	\$48.28
			B. Intermediate	\$61.97
			C. Advanced	\$76.69
	6000	Manager, IT Finance	No Variance	\$120.87
	6100	Director, IT Risk and Compliance	No Variance	\$178.02
	6200	Manager, IT Audit	No Variance	\$127.26
Training	6210	IT Auditor	No Variance	\$91.04
	6400	Business Management Specialist	No Variance	\$98.00
	6600	Manager, Technical Training	1. Team Leader	\$70.94
			2. Manager	\$88.18
			3. Sr. Manager	\$120.03
	6610	Technical Trainer	A. Entry	\$48.57
			B. Intermediate	\$57.25
			C. Advanced	\$71.18
Security Management	6800	Security Manager	1. Team Leader	\$80.22
			2. Manager	\$109.53
			3. Sr. Manager	\$132.18
	6810	Security Analyst	A. Entry	\$53.82
			B. Intermediate	\$74.51
			C. Advanced	\$95.00
	6820	Data Security Specialist	No Variance	\$89.11
	6830	Network Security Specialist	No Variance	\$112.31
	6840	System Security Specialist	No Variance	\$83.48
Business Continuity Management	6850	Web Security Specialist	No Variance	\$95.33
	7000	Manager, Business Continuity	No Variance	\$124.75
	7010	Business Continuity Specialist	No Variance	\$95.43
Product Development	7200	Manager, Product Development	1. Team Leader	\$75.90
			2. Manager	\$103.34
			3. Sr. Manager	\$134.41
	7210	Product Architect	No Variance	\$133.47
	7220	Product Engineer	A. Entry	\$52.57
			B. Intermediate	\$73.74
			C. Advanced	\$98.47
	7230	Product Developer	A. Entry	\$60.33
			B. Intermediate	\$87.72
			C. Advanced	\$104.92
Systems Programming & Admin.	7400	Manager, Systems Software	1. Team Leader	\$101.89
			2. Manager	\$121.29
			3. Sr. Manager	\$150.91
	7410	Systems Architect	A. Entry	\$55.13
			B. Intermediate	\$85.16
			C. Advanced	\$136.74
	7420	Systems Software Programmer	A. Entry	\$62.29
			B. Intermediate	\$83.21
			C. Advanced	\$101.84

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	7430	Groupware Specialist	A. Entry	\$63.94
			B. Intermediate	\$85.54
			C. Advanced	\$93.96
	7440	Systems Administrator	A. Entry	\$53.77
			B. Intermediate	\$68.60
			C. Advanced	\$88.72
	7450	UNIX System Administrator	No Variance	\$98.68
	7460	Storage Management Specialist	No Variance	\$95.96
Business Analysis and Planning	7500	Director, Enterprise Architecture	No Variance	\$180.41
	7600	Manager, IT Business Planning	1. Team Leader	\$100.07
			2. Manager	\$130.81
			3. Sr. Manager	\$139.60
	7610	Enterprise Architect	No Variance	\$133.48
	7620	Business Process Consultant	A. Entry	\$46.45
			B. Intermediate	\$74.21
			C. Advanced	\$97.49
	7630	IT Business Consultant	A. Entry	\$55.82
			B. Intermediate	\$81.29
			C. Advanced	\$88.69
	7640	Business Analyst	A. Entry	\$45.27
			B. Intermediate	\$72.50
			C. Advanced	\$84.79
	7700	Director, Business Relationships	No Variance	\$173.98
	7800	Manager, Customer Relations	No Variance	\$113.57
Release Management	8000	Configuration Management Analyst	A. Entry	\$49.66
			B. Intermediate	\$77.11
			C. Advanced	\$82.32
	8010	Release/Build Engineer	No Variance	\$87.88
Program Management	8200	Director, Program Management	No Variance	\$164.07
	8210	Program Manager	1. Team Leader	\$90.54
			2. Manager	\$107.31
			3. Sr. Manager	\$130.23
	8220	Project Manager	1. Team Leader	\$87.70
			2. Manager	\$103.59
			3. Sr. Manager	\$111.98
	8230	Project Leader	A. Entry	\$56.52
			B. Intermediate	\$93.71
			C. Advanced	\$106.02
	8235	Project Management Specialist	No Variance	\$76.45
	8240	Resource Manager	No Variance	\$108.10
Customer Service Hotline	8400	Manager, Customer Service Hotline	No Variance	\$74.50
	8410	Customer Service Hotline Representative	A. Entry	\$33.92
			B. Intermediate	\$39.27
			C. Advanced	\$49.57
Technical Product Support	8600	Manager, Technical Product Support	1. Team Leader	\$68.11
			2. Manager	\$80.31
			3. Sr. Manager	\$93.12
	8610	Technical Product Support Analyst	No Variance	\$64.20
	8620	Technical Product Support Specialist	A. Entry	\$35.03
			B. Intermediate	\$48.55
			C. Advanced	\$61.95



Contract Exhibit E - Staffing Resource Management Plan

1.0 Introduction

Since inception in August of 2012, Trident Technical Solutions, LLC dba Ardent Eagle Solutions (AES), headquartered in Tampa, Florida, has been a successful Information Technology (IT) Staff Augmentation and services/delivery company. This *Staffing Resource Management Plan* captures the essence of our company's highly successful recruiting and retention model, a model which evolved from a proven, tailored commercial staffing process that incorporates "Best Industry Practices" and has historically achieved the highest degree of success in the staffing industry.

AES implements our successful IT Staff Augmentation model – focused on supporting the customer (buyer) – using trained and experienced IT Recruiters that focus on proactively finding and hiring the best talent available, ensuring that all candidates meet or exceed contract labor category requirements. Unlike the model used by many staffing companies, AES Recruiters remain engaged throughout the recruiting and execution life-cycle, from the requirements gathering stage through successful completion of the project. To provide even greater efficiency in staffing, AES maintains a comprehensive internal database to shorten the search cycle, rapidly locate the most qualified candidates, and expedite the hiring process by initiating the vetting process in advance of the requirement. Additionally, before candidates are presented to AES' technical Subject Matter Experts (SMEs) or Project Managers for consideration and submission to the customer, the most qualified candidates are thoroughly screened and personally interviewed at least twice (including at least once in person, via Skype, or via Facetime) to ensure that the candidates not only meet position technical requirements but also to confirm that the candidates appear to be a good fit for the customer's environment.

Unlike most staffing companies, AES searches both the visible and the hidden job market. Most staffing companies focus exclusively on the visible job market, but AES Recruiters don't just look for candidates on job boards or limit their search to those who have responded to our advertisements. Our Recruiters identify and penetrate hotbeds of talent and offer opportunities to best qualified candidates that may be "passive" job seekers - candidates who are looking but have not yet posted resumes to job boards. Our experience repeatedly shows that many excellent, available candidates will never take the initiative to advertise their availability while they are still employed. As a result, we are often able to find and offer better candidates than other companies who only evaluate active job seekers. Our current recruiting team has extensive experience in searching for both active and passive job seekers. This uncommonly high level of experience enables the AES team to not only match skillsets to job requirements, but also to align the highest qualified people to the right customers. Sometimes the most technically qualified person is not necessarily the best person for the environment of a specific job, so we invest in recruiting the best candidate for the specific position. This approach ensures that we will find our State of Florida customers the **best available** person for the requirement.

2.0 Section A - Respondent's Proposed Employment Procedures

2.1 Plan to provide staff for IT Staff Augmentation Services

Providing workforce stability with motivated, qualified staff is the cornerstone to success in staff augmentation. AES has a thorough and deliberate vetting process to ensure quality in our on-site candidates and employees. All candidates must meet our minimum employment standards, meet and exceed the minimum position requirements, provide proof of their education, self-certify their resumes, demonstrate knowledge and experience, and pass our interviewing and reference check procedures. An important part of our candidate vetting is also the analysis of how well the candidate will fit in the customer's work environment. When it appears that, for whatever reason, a candidate is a questionable fit for the customer's work environment, AES either rejects the candidate outright or applies a more detailed vetting process involving additional reviewers.

2.2 Employment Screening Processes

Employment Standards of Our Employees and Subcontractors. Based on the position requirements provided by the State of Florida, our Project Manager prepares and submits to our Recruiters a job requisition form/checklist for each open position. This form identifies, among other items, the "Required" and "Desired" stated or inferred job skills, education, certifications, and experience for the position. General criteria used to qualify candidates, as illustrated in our hiring process include:

- Availability



- Legality to work in the United States
- Technical skills and years of relevant experience
- Education, training, and certifications
- Compensation requirement
- Assimilation (e.g., fit for the environment, reasonable commute, and communications skills)

Our recruiting efforts ensure that fully qualified candidates are presented to our Project Manager for consideration. After two or more interviews, our Project Manager decides which candidate(s) to submit to the customer. Because many of AES' federal IT Staff Augmentation contracts require us to provide personnel with a security clearance, AES maintains a Top Secret facility clearance. Owing to this company-level clearance, we are subject to audit, at any time, by the Defense Security Service – and recently received the best grade possible. We are held to a higher standard of employee screening, information security, safeguarding of classified/proprietary information and documentation, and hiring transparency than companies who do not possess a facility clearance. As a result, *all our employees, regardless of contract*, as a minimum undergo:

- Education verification (highest degree)
- Certification verifications
- Employment verifications
- Social Security Number verification
- National, State, and Local criminal background checks
- Sexual Predator database check
- Two technical interviews
- Resume self-certification
- E-verify through U.S. Department of Homeland Security
- Three relevant Reference checks
- Financial and Credit check (as needed for a position)
- Motor Vehicle Record Driving History check (as needed for a position)
- 10-panel drug screening (as needed for a position, supported by AES' random drug testing policy)

To achieve a level of objectivity in this process, AES contracts with a third-party, Exact Background Checks, to perform the employment screenings of the first six and last three bullets of the above list. Additionally, AES can create a more expansive, tailored background check 'package' for the requirements of a position or an entire contract. The Exact Background Checks network consists of hundreds of skilled, dedicated, and vetted investigative research professionals possessing the knowledge and expertise to access specifically requested information from federal, state, local, and international government agencies and institutions generating confidential, legal, and ethical investigations that are fully compliant with federal, state, and county specific consumer reporting and privacy laws.

AES initiates the hiring process only after our team has identified and screened a candidate for a customer requirement, the candidate has passed ALL credentialing process activities, and our customer has accepted our candidate for a position. Our Recruiter then provides our candidate with a previously prepared Offer Letter detailing the position description, employment classification, salary, fringe benefits, and any other administrative information appropriate to the position. Once the candidate returns the signed Offer Letter indicating acceptance of the offer, our Human Resources (HR) team provides our new employee with access to our AES HR portal where the employee can access our pre-employment package which includes, as a minimum:

- Employment Agreement
- I-9
- W-4
- Benefits overview
- Direct deposit forms
- Equal Employment Opportunity Commission (EEOC) self-identification form
- Drug Free Workplace policy
- Time Keeping policy



- Other AES Policy letters
- Identification of employee's AES first level supervisor
- First day reporting instructions
- Emergency contact data sheet
- Required state and local (e.g., county, city) forms (as appropriate)

Once all necessary paperwork is complete, our assigned Recruiter will remain the primary point of contact through completion of the hiring process. This continuity has proven very beneficial to our employees.

Validation of Education. AES validates the educational background of all employees comparing the minimum required qualifications to the highest level of education earned. For example, if the position requires a bachelor's degree and our candidate has a master's degree, we will authenticate the master's degree. Additionally, we will provide copies of all required certifications along with our response to the customer.

Determination of Fit to the State's Job Title Description and/or Request for Quote Criteria. All resumes submitted by AES to our State of Florida customers will be presented in our standard AES resume format (absent any future specified format by the Department of Management Services). This standardized format not only provides consistency and ease in comparing multiple qualified candidates, it also ensures that all resumes sent to our customers clearly demonstrate how our candidate's education, experience, and certifications align to the job title description and position requirements. Our recruiters don't just cut and paste resumes onto company letterhead. Instead, we have an internal session with our Recruiter and our candidate which ensures veracity of information in the resume and customizes the resume to match our customer's job description. Before a resume is finally submitted to the customer, we require all candidates to review and affirm that the resumes accurately represent their qualifications. This process enables hiring managers to quickly identify the quality in our candidates; and make quick and informed decisions for the next step in the hiring process.

How Respondent will Implement Required Resume Self-Certification Form (Contract Exhibit G). AES has a Quality Management Plan in place which ensures for the State of Florida that information seen on a candidate's resume is accurate and fully representative of that candidate's qualifications. In addition to our internal verification procedures, AES will ensure preparation *and submission* of a Resume Self-Certification Form (Contract Exhibit G) on each candidate submitted in response to a customer's Request for Quote (RFQ) through an active monitoring process. Our Project Managers verify with our Recruiters that all candidates submitted have self-certified their resumes and that a copy of the submitted resume and associated Exhibit G is retained in that candidate's file.

Conducting Interviews and Interview Criteria. All potential candidates will go through no less than two technical interviews with SMEs to confirm candidate qualifications before being presented to our customer. The criteria for these interviews will be established through our Project Manager with guidance from our customer to ensure that our technical criteria match the customer's desires. As requested, AES will arrange either an in-person or telephonic interview between the potential candidate and our State customer. We maintain a network of SMEs both internally and in strategic partnerships to ensure that we do not nominate a candidate that is not fully qualified or who is undesirable in any way. Should there be any lingering doubt about a potential candidate's technical skill and ability, we also employ online technical testing on an exception basis.

Conducting Reference Checks on Staff. In addition to employment verification, where AES will confirm candidate employment dates listed on resumes, AES will also conduct no less than three reference checks, preferably with previous first line supervisors/managers. These reference checks will verify the candidates job performance, attendance, personality, strengths/weaknesses, and provide an indication of the individual's ability to perform the job for which the candidate is applying. AES maintains these reference checks on file; these documents are available for review at the request of our customer.

Demonstration of Experience Prior to Submission to State as a Candidate for a Request for Quote. Our experienced recruiters, network of SMEs, and technical Project Managers work together to validate the experience



of our candidates. AES validates candidate knowledge, skills, and experience through one or more of the following means:

- Detailed, insightful resume reviews
- Certification look up in the database of the accrediting or licensing organization
- Technical interviews with SMEs
- Online testing
- Review of previous work products
- Letters of recommendation and commendation (which are verified)
- Awards and certificates of achievement (which are verified)

2.3 Operational Formula to Ensure Staffing Availability for IT Staff Augmentation Services

AES' daily actions are guided by written policies and procedures which prescribe for repetitive use as a practice, per agreed upon operations aimed at placing the right people having the right education, experience, certification(s), and attitude into positions to obtain a high quality and stable workforce and promote customer mission success.

AES' documented processes include touch points between our Recruiters, SMEs, Project Managers, and supported customers. Our process begins with requirement identification/clarification; continues through monitoring and controlling performance of personnel placed on task, includes customer feedback to enable any needed "course corrections", and concludes with task closeout and a final customer assessment. AES stands behind the success of our recruiting, hiring, and retention processes and has made significant customized improvements over time to ensure that our company will not be "out-performed" in these areas. We are heavily invested in maintaining a sophisticated recruiting infrastructure which shortens the search cycle through use of state-of-the-art recruiting tools. Recruiting tools purchased by AES and used daily by our Recruiters include:

Recruiting Tool	Function
Bullhorn	Candidate Database and Customer Relationship Management (CRM) tool. Unlimited virtual storage of potential candidates with advanced search functionality. <i>Posts jobs instantly to our company website as well as Twitter, Indeed, LinkedIn, Facebook, Juju, Simply Hired, and Glassdoor</i>
Indeed	Subscription based job board and searchable resume database
CareerBuilder	Subscription based job board and searchable resume database
LinkedIn	Business based social media site. Premium service membership for advanced recruiting and job posting functions
ClearanceJobs	Subscription based job posting site for positions requiring a security clearance

We effectively leverage self-referrals, the latest local and national-level job boards and databases, social networks, user groups, and proprietary databases to optimize our candidate search. Our recruiting approach allows the flexibility to be tailored for any position based on the requirements of that position. We employ knowledgeable, experienced Recruiters that are trained and focused on proactively finding the best talent available, whether the individual is actively job searching or in the hidden market, namely interested in changing positions but hasn't yet started looking.

Customer evaluations of our company's IT Staff Augmentation performance are consistently excellent, our customers look for ways to get additional work to us, and we continue to strive to provide even more responsive and better support. *Two on-going contract examples of this are included in our IT Staff Augmentation Contract Experience narrative.*

- AES was one of 26 awardees (out of over 3,000 suppliers) selected for a prestigious *Supplier Excellence Award* from Northrop Grumman Corporation, a fortune 100 company. The over 3,000 suppliers were evaluated in five areas: schedule, management, technical, financial, and quality. The following year, AES was awarded a *World Class Team Award* from this same company. AES was nominated for these awards as a result of our performance on a major, international federal Government program. AES was initially



competitively awarded work under this program in 2013 and we quickly established ourselves as an exceptional and highly reliable IT Staffing subcontractor able to rapidly identify, hire, and retain highly qualified personnel to support demanding and complex IT Staff Augmentation requirements. As a result, AES' work scope and work share rapidly increased from four full time personnel to 17 within the first 6 months of our engagement on the program. This program consistently requires candidate resumes within a week of identification of the requirement.

- AES is an awardee on a task order-based multiple award \$48 Million indefinite delivery, indefinite quantity contract to provide Staff Augmentation to the Department of Commerce, a federal Cabinet-level organization. **To date, AES has been awarded over 75% of the competitively awarded performance-based task orders, representing over \$30 Million in value. Our Option Periods are consistently exercised and our performance on the contract has made us the de facto "go to" company on this multiple award IT Staff Augmentation contract. This contract requires a task order proposal submission within 10 calendar days of the customer's identification of the requirement, whether for one person or a dozen personnel. Proposals include a resume on each Key Person and a name-redacted resumes for non-Key personnel.**

AES offers this same proven operational formula, which consistently produces highly desirable results for our customers, to the State of Florida on the IT Staff Augmentation Services contract.

2.4 Remedy of Staff Performance Issues

Our goal is to prevent problems before they occur through a high fidelity Quality Control Plan and deliberate monitoring process. However, should problems occur, AES will aggressively react to the immediate problem while also analyzing root cause to identify longer term solutions to ensure that we resolve internal challenges at the lowest level and eliminate or minimize impact to program performance. *We view exemplary performance by our employees as the norm, anything less will earn the attention of our Project Manager* and will be escalated as high as necessary, even to our customer if needed.

Personnel performance and deliverables are typically the two primary Quality focus areas that we deem critical to customer mission success.

- In the personnel focus area, our emphasis is on providing a fully qualified and stable workforce with the right attitude to excel in the operational setting. AES' core values of Integrity, Quality, Professionalism, and Partnership support customer performance objectives, with AES having no tolerance for other than complete, 100% ethical behavior, teamwork, and professionalism. ***AES' focus is on the supported customer – doing what we say we will, by when we say we will, and pulling together to ensure unity of effort for customer mission success.***
- In the deliverables area, to facilitate our employees meeting task completion deadlines (e.g., accountability, effective communications, and time management), AES emphasizes consistency, conformity to standards, and completeness/meeting the intent of the deliverable as directly relevant Quality metrics important to mission success. Our nominees have a proven track record of reliably working independently as well as working as part of a team; demonstrating technical excellence; exercising sound judgment and displaying well-developed verbal and written skills; demonstrating professionalism, tact, and diplomacy; and handling and safeguarding sensitive information. While our Quality Control activities span the entire task life-cycle, early in the life-cycle we will communicate frequently with our employee to monitor the deliverables which have been tasked and their associated suspense dates. Our Project Manager will use a milestone schedule to track deliverable due dates and ensure on time delivery.
- AES frequently assesses customer satisfaction with delivered products and individual performance, with assessment more frequent in the earlier phases of the task to ensure each of our employees meets or exceeds customer expectations. This frequent involvement by our management early in the task is designed to ensure a successful start and that our employees understand the importance of providing quality and timely deliverables. This approach also minimizes the likelihood of a weakness/discrepancy reoccurring.

Having a company Rewards and Recognition Program that tracks employee metrics enables our leadership to continuously monitor each employee for superior or "less than acceptable" performance and make incentive awards or take corrective action(s) when and where appropriate. In the event of under-performance, AES, with



agreement from the customer, will either remove the individual from task or place the employee on a Performance Improvement Plan (PIP). As part of the PIP, both the employee and the AES supervisor sign a document that clearly communicates the areas that need improvement and set a timetable in which the employee must show significant improvement and the ability to reach minimum goals of the program. At the end of the established time period, the underperforming employee is either taken off the PIP or removed from the program and replaced in coordination with our customer.

AES believes in a continuous three-way open-communication relationship between the customer, the vendor, and the employee on task. Our Project Manager does not step out of the equation after an employee starts at the customer site. The Project Manager maintains an administrative, supervisory role with all our employees on contract to ensure that all time-keeping and reporting is done properly and interacts with the customer manager to ensure that our employee is performing to an acceptable level in all aspects. AES leadership also conducts periodic reviews with our employees on a strict “non-interference” basis to ensure continuous exemplary performance by our on-site personnel.

The underlining key to achieving customer performance objectives is assigning the right person to the task under qualified leadership, *specifically an individual who has the right experience, qualifications, and attitude to excel; who is excited about the work they do and takes great pride in the quality and timeliness of their work; and who works well independently and as a member of a government-contractor team. In fact, having the right person on task is the underlying success factor to meet each Quality metric – which is why our recruitment and selection process is as thorough and rigorous as it is.*

2.5 Protection of Confidential Information

AES understands the importance of the confidentiality and information security of our assigned personnel, and we acknowledge the proprietary nature of our information within customer records and information systems. As such, we will not allow any data to be publicly released concerning the identities of our personnel, contract number under which work is being performed, or the labor hours worked or paid under this contract to which they are assigned. AES will properly safeguard all private information in accordance with existing government regulations. No customer or employee information will be disclosed to personnel not entitled or authorized (i.e., having the clearance and need to know). AES personnel will not disclose or cause to be disclosed any information concerning operations under this contract which could result in or increase the likelihood of the possibility of a breach of the customer’s security or interrupt the continuity of operations. Our internal security regulations and procedures are designed to prevent such occurrences.

Because AES is a federal government contractor and possesses a Top Secret security clearance, AES’ Facility Security Officer provides initial, annual, and refresher training to all required employees on the safeguarding (protection) of classified as well as business proprietary/confidential information. We require this same level of training of our subcontractor personnel. Late last year, AES successfully completed a thorough, third-party audit for compliance with National Institute of Standards and Technology (NIST) Special Publication (SP) 800-171 (*Protecting Controlled Unclassified Information in Nonfederal Systems and Organizations*). This NIST SP is the compliance requirement provided by the federal government for all matters regarding Controlled Unclassified Information (CUI) residing in nonfederal systems and organizations.

2.6 Accommodation of Positions of Special Trust

AES currently employs over 125 full time employees, with over 90% working in positions that require a U.S. Public Trust or higher level of government security clearance. In addition to our thorough background screening process, we have a dedicated Facility Security Officer who can immediately verify a candidate’s current level of security clearance through the Joint Personnel Adjudication System (JPAS). AES, over the past 7 months, has successfully onboarded more than 60 full time employees into positions of Public Trust and been commended by the federal government customer for our streamlined process to quickly and efficiently process individuals to obtain positions of Public Trust. Our Project Managers and Recruiters are experienced in recruiting, diligently qualifying, and onboarding technical staff into positions that require government Trust or a higher level of clearance.



3.0 Section B - Respondent's Principal Personnel

AES' principal management team, which was involved in the development of this proposal and will be involved and invested in planning and executing our performance on the Florida Department of Management Services IT Staff Augmentation Services contract, includes seasoned individuals with 1) experience working in the IT industry and 2) IT Staff Augmentation contract experience. Our company's leadership experience is an ideal match to these requirements.

- Experience Working in the IT Industry:
 - Our company President, Mr. Michael C. Albano, is a retired Marine Corps Colonel with an IT, telecommunications, and acquisition background; and over 30 years of uniformed operational Command, Control, Communications, Computers, and Intelligence (C4I) experience. For the past 15 years, Mr. Albano has been providing executive management and oversight of IT service and delivery contracts as well as IT Staff Augmentation contracts. Mr. Albano is a genuine IT SME in the area of systems integration and interoperability. Over the course of his military and industry career, he has held positions that cover a wide range of technical involvement from detailed interoperability/integration at the individual system level to high level, enterprise-wide interoperability/integration of system of systems. His vast leadership experience and extensive technical background in IT, telecommunications, and acquisition has been the key driver in AES' success as an IT Staff Augmentation and technical services company.
 - Mr. Gene Steffanetta is a retired Marine Corps Lieutenant Colonel with an IT and telecommunications background and over 20 years of uniformed operational C4I experience. Over the past 15 years, Mr. Steffanetta has performed technical program and project management, performed in varied IT management positions, *and vetted IT personnel prior to placement on technical services or delivery contracts*. Mr. Steffanetta is an IT SME whose IT and telecommunications experience and extensive technical background has been a major contributor to AES' success as an IT Staff Augmentation and technical services company.
- IT Staff Augmentation Contract Experience, experience in the allocation and outsourcing of qualified IT staff to augment a customer's workforce on a temporary basis:
 - Mr. Jason Lipton, a former managing partner and founder of two successful commercial and government IT staffing companies, will manage AES' overall recruiting and customer (buyer) satisfaction effort. Mr. Lipton has been vital in crafting, implementing, and training our recruiters on the highly successful commercial recruiting and retention model that has been specifically tailored for local, state, and federal IT Staff Augmentation requirements.
 - Mr. Jonathan Collett, a senior member of our team, will have direct responsibility for daily management of our recruiting, delivery, and retention efforts for this Florida Department of Management Services IT Staff Augmentation Services contract. Mr. Collett, with more than 8 years of IT staff augmentation recruiting/recruiting management experience, has responsibility to not only ensure that qualified individuals are presented to Mr. Steffanetta against open positions but also to expand and document our pool of available, fully qualified candidates should there be a need to add additional personnel on task or to quickly replace an existing employee.

AES is delighted to be able to offer the principal personnel described in Sections 3.1 to 3.4 to make management decisions concerning staff placement for services under this Florida Department of Management Services IT Staff Augmentation Services contract. ***These personnel offer the State of Florida a complementary mix of seasoned personnel with a history of working together and who possess both IT experience and experience in the allocation and outsourcing of qualified IT staff to augment a customer's workforce.***

3.1 Michael C. Albano

Name	Michael C. Albano
Education	- Master of Science degree in National Security Strategy; National War College, - National Defense University - Master of Science degree in Systems Technology (Command, Control, and Communications (C3)), Naval Postgraduate School - Bachelor of Science degree in General Engineering, United States Naval



	Academy
Credentials and Certifications	- Defense Acquisition Workforce Improvement Act (DAWIA) Level III, Program Manager - Marine Corps Military Occupational Specialties of 2502 (Communication Officer), 0602 (Communications Information Systems Officer), 9658 (C3 System Officer), and 9906 (Ground Colonel)
Job Title	President
Years of IT Experience	45
Years with AES	6 (co-founder)

Planned Role on this Florida Department of Management Services IT Staff Augmentation Services Contract. As the President of AES, Mr. Albano sets the strategic direction of the company, oversees daily operations, and manages the executive leadership team. Mr. Albano has ultimate decision making authority on all company matters and, as may be required, will interface with the highest levels of management within the State of Florida Department of Management Services. Mr. Albano will manage the strategic direction of AES regarding this Department of Management Services IT Staff Augmentation Services contract. Mr. Albano can, as required, rapidly authorize the temporary surge or long-term addition of recruiting and SME resources in support of Department of Management Services requirements.

Staffing Resource Management Role in Past IT Staff Augmentation Contracts. Since August of 2012, Mr. Albano has masterfully guided AES from inception to the IT Staff Augmentation and services firm of choice for our government and commercial customers. Mr. Albano crafted and oversaw execution of a strategy for every one of our IT Staff Augmentation and delivery contracts, each of which has been highly successful. For the 3 years prior to founding AES, Mr. Albano was a Business Unit Director at a mid-size company where he provided executive oversight of IT Staff Augmentation contracts having a combined total annual revenue value of over \$10 Million.

Unique Expertise and Capabilities That Could Bring Additional Value to the State. Since founding AES in August of 2012, Mr. Albano has provided Profit and Loss executive oversight on **all 26** AES IT Staff Augmentation contracts for which revenue has totaled over \$29 Million. ***Without a doubt, Mr. Albano knows how to ensure delivery of IT Staff Augmentation services/capabilities which guarantee fully satisfied government customers.***

Having the experience of also being the government customer supported by technical recruiters, Mr. Albano is very sensitive to the need to place individuals on task who have the right education, experience, skills, certifications, and attitude and who will ensure IT workforce stability and contribute to customer mission success.

Active duty Marine Corps positions Mr. Albano has held **which contribute to his being an IT SME and bring additional value to the State** include, but are not limited to:

- Four years as Commanding Officer of the Marine Corps Tactical System Support Activity (MCTSSA), Marine Corps Systems Command (MCSC) overseeing *Interoperability/Integration testing* of Marine Corps tactical command and control (C2) systems. Established a Systems Integration Environment (SIE) to host and execute internal and external interoperability and integration testing of Marine Corps C2 systems. Interfaced directly with the Marine Corps Operational Test and Evaluation Agency (MCOTEA) to provide a test facility and execute test procedures of C2 operational testing. Interfaced with the Joint Interoperability Test Center (JITC) to provide an environment for joint testing of Marine Corps C2 systems. Provided system engineering support to MCSC Program Managers (PMs) in the development of their C2 systems. Provided test and evaluation for Information Assurance (IA) analyses related to Navy-Marine Corps Intranet (NMCI).
- Two years as Network Transition Project Manager, J-6, U.S. Special Operations Command (USSOCOM) overseeing the integration, interoperability, and testing of the classified and unclassified networks in the transition from UNIX to Windows NT Operating Systems. Oversaw integration of the classified and unclassified networks to single desktop workstation.



- One year as the Assistant Chief of Staff G-6 for III Marine Expeditionary Force (MEF) overseeing planning and employment of C2 systems to support the MEF Commanding General, his staff, and the rest of the MEF. Was responsible for interoperability of the MEF's C2 systems internal and external to the Marine Corps.
- Two years as the Assistant Chief of Staff G-6 for 3rd Marine Aircraft Wing overseeing planning and employment of C2 systems to support the Wing Commanding General, his staff, and the rest of the Aircraft Wing. Was responsible for internal and external interoperability of the Wing's C2 systems internal and external to the Marine Corps.
- Four years as the Deputy Director, Systems Integration Directorate, MCSC with responsibility to set interoperability and integration policy and procedures for all C2 systems in development. In collaboration with Headquarters Marine Corps, set interoperability and integration technical standards for Marine Corps C2 systems worldwide. Interfaced with counterparts of other Services and other countries to establish joint and combined technical standards for interoperability and integration of C2 systems. Oversaw and was a standing member of the Marine Corps' C2 Configuration Control Board.
- Four Years as Program Manager, Tactical Systems Inter/Intra-operability Program (TACSIIP) setting technical standards, and overseeing implementation of those standards, in both fielded and developmental C2 systems. Participated in Department of Defense (DoD) and international standards working groups to define requirements for interoperability and integration. Managed Marine Corps participation in the JITC Five Year Assurance Program for scheduling and overseeing interoperability and integration testing of Marine Corps C2 systems. Assisted the Information Assurance (IA) Project Manager with IA analyses, testing, and standards definition.

3.2 Gene A. Steffanetta

Name	Gene A. Steffanetta
Education	- Master of Science degree in Systems Technology (C3), Naval Postgraduate School - Bachelor of Science degree in Engineering, Cornell University
Credentials and Certifications	- Certified Systems Engineering Professional (CSEP) - Information Technology Infrastructure Library (ITIL) Foundations V3.0 - Project Management Professional (PMP) - Marine Corps Military Occupational Specialties of 2502 (Communication Officer), 0602 (Communications Information Systems Officer), and 9658 (C3 System Officer)
Job Title	Executive Vice President, Operations
Years of IT Experience	35
Years with AES	6 (co-founder)

Planned Role on this Florida Department of Management Services IT Staff Augmentation Services Contract. On this Florida Department of Management Services IT Staff Augmentation Services contract, Mr. Steffanetta will initially perform as our Contract Manager, Project Manager, and our senior technical SME. Mr. Steffanetta will interface with the Department of Management Services on all contractual issues. As Project Manager, Mr. Steffanetta will manage our cost, schedule, and technical performance. He will also ensure tracking and reporting of contact and purchase order metrics (e.g., deliverables, financials, workforce turnover, customer satisfaction). Mr. Steffanetta will also oversee our candidate technical evaluation/qualification process and ensure that each candidate submitted to the State of Florida has the technical ability to perform in the role for which they are being nominated. Mr. Steffanetta will interpret the State's requirements (stated and implied) and assist our Recruiters in understanding the criteria associated with each job requisition. Mr. Steffanetta will ensure AES remains technically compliant in responding to and performing against the requirements of the State of Florida and its buyers. Assigning these duties to Mr. Steffanetta initially, ensures the smooth transition and growth of the program. However, as this contract (and number of employees) grows, AES has a specific plan to split some of these titles and associated duties among other equally qualified employees while retaining Mr. Steffanetta as the overall supervisor.



Staffing Resource Management Role in Past IT Staff Augmentation Contracts.

For the 3 years prior to co-founding AES in August of 2012, Mr. Steffanetta performed 1) technical program and project management on IT Staff Augmentation and technical service and delivery contracts having a combined total annual revenue value of over \$6 Million. Since August of 2012, Mr. Steffanetta's focus has been on the planning and execution of the technical elements of AES' IT Staff Augmentation and technical services programs, *on contract management*, and on technical strategic partnering to best meet customer requirements. For the past 6+ years, ***Mr. Steffanetta has played a pivotal role in the execution of every one of AES' State and Federal Staff Augmentation contracts*** by providing our Recruiters with clarification on position technical requirements, *vetting technical candidates prior to nomination for positions*, serving as a technical liaison with our customers, managing our technical staff, and setting and monitoring project technical delivery goals. These are the same roles (Contract Manager, Project Manager, and senior technical SME) planned for Mr. Steffanetta on this Department of Management Services IT Staff Augmentation Services contract.

Unique Expertise and Capabilities That Could Bring Additional Value to the State. For the past 4 years, Mr. Steffanetta has performed as our company's **Contract Manager** and **technical SME** on our largest IT Staff Augmentation contracts (having a total revenue value of over \$7 Million). *He is planned to perform in these same roles on this Department of Management Services IT Staff Augmentation Services contract.*

Mr. Steffanetta holds the following industry certifications which bring additional value to the State given the technical SME and Project Manager roles he will perform on this contract:

- Certified Systems Engineering Professional (CSEP)
- Information Technology Infrastructure Library (ITIL) Foundations V3.0
- Project Management Professional (PMP).

Additionally, Mr. Steffanetta's industry and active duty Marine Corps experiences **which bring additional value to the State and contribute to his being an IT SME** include, but are not limited to:

- Industry
 - 1 year as the Deputy PM (DPM) for a \$200 Million 5-year U.S. Central Command (USENCOM) single award enterprise IT performance-based support contract, managing 22 subcontractors and ***having the primary transition role in staffing over 200 IT positions*** requiring high-level security clearances, developing the program's technical risk register, and developing and tailoring management plans and technical processes to ensure the needed program-level infrastructure was in place to support enterprise IT technical planning and execution
 - 2 ½ years as Chief Engineer (DPM, Engineering) for the \$350M 5-year USSOCOM single award Tactical Local Area Network program, planning and managing all aspects of the program's technical execution. The program integrated commercial off-the-shelf (COTS) and government off-the-shelf software and hardware into modular, scalable systems that extended required fixed garrison automation capabilities (unclassified, Secret, and Top Secret) to deployed tactical Special Operations Forces (SOF). Authored the program's government-approved TACLAN Systems Engineering Plan that served as the top-level technical plan describing the systems engineering approach and processes to accomplish technical aspects of the program. ***Managed engineers from systems, software, hardware, network security, change, and requirements disciplines using Capability Maturity Model Integration (CMMI) level 3 processes.*** Achieved government acceptance of the fixed cost low rate initial production design within 11, vice the contractual 14, months that shortened the time to enter full production. Managed technology insertion block upgrade efforts for new production systems as well as modernization of legacy TACLAN systems; responsible for identification, engineering analysis, recommendation, and implementation of government-approved upgrades. Managed technology obsolescence such that there was no impact to production schedules. Delivered nine government-accepted baseline upgrade releases (hardware and software, planned and emergency), each including a series of design reviews addressing technical design and performance; technical and operational risk; and design, integration, and testing schedules. Directed development and coordination of system security accreditation packages for each baseline release (hardware and software) to obtain TACLAN system type accreditations. Provided



- deployed SOF with quantifiable improved operational capabilities, lower total cost of ownership, greater deployment flexibility, and a significantly reduced deployed IT footprint
- 1 ½ years as Lead Software Integration Test Engineer for an improved DOD wideband strategic satellite control system developed in a CMMI Level 3 environment, ***translated performance specifications into the program's Software Requirements Specification***. Reviewed functional requirements of releases and prepared logical groups of business functions for evaluation in test cases to determine whether a feature was working correctly. Drafted Software Test Description describing objectives, scope, approach, and focus of software testing effort addressing 2,500 requirement specifications; used risk analysis to determine where to focus testing efforts. Developed program's Interactive Electronic Technical Manual
 - Active Duty Marine Corps
 - 3 years on the USSOCOM J6 staff. ***Served as functional advocate and user representative within the acquisition process for over 25 Service and SOF-unique C4I Surveillance and Reconnaissance (C4ISR) programs, both new and major system modifications, valued at more than \$200M*** to ensure SOF requirements were adequately addressed. Assessed cost-schedule-performance vs. capability tradeoff analyses of ongoing USSOCOM C4ISR acquisition programs to best meet user requirements
 - 3 years as the Assistant Chief of Staff, G-6 for 1st Marine Division. ***Planned, implemented, operated, and managed enterprise-wide classified and unclassified information infrastructures supporting garrison and deployed exercises and operations***. Established enterprise COTS technology program to capitalize on available alternative power technologies in support of newly fielded communications system
 - 3 years on the USCENTCOM J6 staff. Conducted deliberate and crisis C4I planning for joint and combined operations in Southwest Asia, the Horn of Africa, and afloat in the Arabian Gulf and Indian Ocean. ***Designed, implemented, and managed transmission, voice, and data networks at two-dozen nodes in more than a dozen countries over four continents plus ships at sea***. Directed C4I network planning for Joint and Combined Task Forces in Kuwait, Saudi Arabia, Kenya, and Somalia. Resolved C4I support and interoperability issues with Departments of State, Justice, and Energy; United Nations; and other government agencies. Deployed to Somalia to setup and manage the Combined Task Force RESTORE HOPE C4I Joint Communications Control Center; directed the priority installation and restoral of circuits and systems supporting 30,000 personnel from over two dozen countries. Redeployed to Southwest Asia to lead the end-to-end systems engineering and analysis effort for the relocation of a strategic operational C4I system; solution was implemented and completed, in a crisis setting, 15% ahead of schedule and without interrupting critical warfighter services

Having served in IT Program and Project Manager positions, where he was the customer supported by technical recruiters, Mr. Steffanetta is very sensitive to the need to only place fully qualified individuals on task – those who have the right education, experience, skills, certifications, and attitude and who will ensure IT workforce stability and contribute to customer mission success.

Mr. Steffanetta understands the operational environments in which IT systems and solutions are employed, has superb industry IT systems engineering and project management credentials, possesses vast experience in startup and management of technical programs supporting the government, and knows well the contractual, technical, and program/project management considerations associated with successful contract and purchase/task order execution.

3.3 Jason Lipton

Name	Jason Lipton
Education	Bachelor of Arts degree in English with a concentration in Technical Communications, University of Central Florida
Credentials and Certifications	N/A
Job Title	Executive Vice President, Business Management



Years of IT Experience	20 years in the IT industry as a recruiter, account manager, and delivery manager
Years with AES	6 (co-founder)

Planned Role on this Florida Department of Management Services IT Staff Augmentation Services Contract. On this State of Florida contract, Mr. Lipton will act as the first point of contact between Ardent Eagle Solutions and the State of Florida Department of Management Services on all financial matters to include but not limited to Accounts Payable, Accounts Receivable, employee pay and benefits, Transaction Fee payments and reporting, and providing reports to the customer or other agency regarding our employees performing on task. Mr. Lipton is also AES' Executive who provides strategic and tactical direction to our Recruiting Manager who will support this State of Florida contract.

Staffing Resource Management Role in Past IT Staff Augmentation Contracts. *For the first 4 ½ years of AES' existence, Mr. Lipton performed as Recruiting Manager for all IT Staff Augmentation services contract on which AES performed. For the past 1 ½ years, he has been AES' Executive who provides strategic and tactical direction to our Recruiting Manager. During this entire 6+ years, Mr. Lipton engaged with contracts personnel to finalize written agreements, determined bill rates and negotiated pay rates, managed payroll and accounts receivable, and managed the delivery of IT Staff Augmentation services. Thus, Mr. Lipton has been intimately involved in all 26 AES IT Staff Augmentation contracts for which revenue has totaled over \$29 Million.*

Mr. Lipton has *experience with the current State of Florida Department of Management Services IT Staff Augmentation Services contract and has also supported predecessor contracts.* Other IT Staff Augmentation contract experience which Mr. Lipton has includes, but is not limited to:

- *Performing as Recruiting and Delivery Manager on many multiple award, task order-based IT Staff Augmentation contracts where concurrent task order solicitations was the norm*
- *Performing as Account Manager, Recruiting Manager, and Delivery Manager on other IT Staff Augmentation service contracts throughout the State of Florida*

Unique Expertise and Capabilities That Could Bring Additional Value to the State. Mr. Lipton has other experience which **brings value to the State of Florida**, namely:

- *More than 20 years of recruiting experience, including over 12 years providing IT Staff Augmentation focused on State and local government*
- *Prior to co-founding AES over 6 years ago, founded and sold two highly successful Florida staffing companies. **Developed and tailored the staffing processes** used by Recruiters, **managed the complete life cycle delivery of IT Staff Augmentation services** to state and local government and commercial customers, and ensured customer satisfaction.*
- ***Developed, and continues to make targeted refinements to, the Operational Formula used by all of AES to ensure staffing availability for IT Staff Augmentation services.** AES' daily actions are guided by these written policies and procedures which prescribe for repetitive use as a practice, per agreed upon operations aimed at placing the right people having the right education, experience, certification(s), and attitude into positions to obtain a high quality and stable workforce and promote customer mission success.*

3.4 Jonathan Collett

Name	Jonathan Collett
Education	Bachelor of Arts degree in Business Leadership, Baptist College of Florida
Credentials and Certifications	N/A
Job Title	Recruiting Manager
Years of IT Experience	8 years in the IT industry as a recruiter, account manager, and delivery manager
Years with AES	1 ½



Planned Role on this Florida Department of Management Services IT Staff Augmentation Services Contract. Mr. Collett will be our primary contact with the State of Florida buyers of this State of Florida contract. Mr. Collett will work with hiring managers to gather and refine requirements and develop initial internal position staffing requirements. Mr. Collett will serve as AES' first line supervisor for our staff on assignment at State of Florida facilities. Mr. Collett has daily responsibility for employee performance, ensuring assigned personnel meet or exceed expectations and taking any necessary corrective actions. Mr. Collett will regularly coordinate with first line managers from the State of Florida to ensure their mission requirements are successfully being met.

Staffing Resource Management Role in Past IT Staff Augmentation Contracts. *As a Recruiting Manager, Mr. Collett has IT Staff Augmentation contract experience with the current State of Florida Department of Management Services IT Staff Augmentation Services contract and has also supported predecessor contracts.* For the past 1 ½ years, he has performed as Recruiting Manager for all IT Staff Augmentation Services contracts on which AES has performed. *While with AES, Mr. Collett has primary responsibility for managing and performing sourcing and screening of candidates against position requirements, salary negotiations, employee on boarding, and, for select contracts, Mr. Collett managed the direct employees, ensured customer satisfaction, and successfully achieved contract completions.* Other IT Staff Augmentation contract experience which Mr. Collett has includes, but is not limited to:

- *Performing as Recruiting Manager on multiple award, task order-based IT Staff Augmentation contracts where concurrent task order solicitations was the norm*
- *Performing as Account Manager, Recruiting Manager, and Delivery Manager on other IT Staff Augmentation service contracts throughout the State of Florida*

Unique Expertise and Capabilities That Could Bring Additional Value to the State. Mr. Collett has other experience which **brings value to the State of Florida**, namely having 1) provided IT Staff Augmentation services in high-volume recruiting environments, and 2) competitively recruited nationwide against local Florida IT positions.

4.0 Summary

As evidenced by this *Staffing Resource Management Plan*, Ardent Eagle Solutions is exceptionally well qualified and postured to perform on the State of Florida IT Staff Augmentation Services contract.

Ardent Eagle Solutions has been a premiere supplier of IT Staff Augmentation services to government (federal, state, and local) and commercial customers for over 6 years. *One hundred percent of our IT Staff Augmentation contracts/purchase orders have been renewed or had their option periods exercised, a compelling testimony to our ability to: 1) provide the professional and technical staff necessary to allocate, outsource, and manage qualified IT staff who successfully perform the services requested by our customers, and 2) rapidly provide customers with staff augmentation personnel who have the skills and experience to exceptionally perform the services assigned to them.*

Ardent Eagle Solutions' leadership which will support this State of Florida contract offers vast IT experience and decades of IT Staff Augmentation experience, a unique combination of skills that are a perfect match for this State of Florida contract, and rarely seen in a small business. Ardent Eagle Solutions is also very highly experienced with multiple award contracts responding to multiple, concurrent IT Staff Augmentation task orders without compromising delivery timelines or performance quality, a capability which will bring value to the State of Florida customers.

Since 2012, Ardent Eagle Solutions has received over \$29 Million from IT Staff Augmentation contracts/purchase orders. Ardent Eagle Solutions offers the State of Florida a growing, exceptionally responsive **Florida-based IT Staff Augmentation services company with a proven Operational Formula.** *Ardent Eagle Solutions' daily actions are guided by written policies and procedures which prescribe for repetitive use as a practice, per agreed upon operations aimed at placing the right people having the right education, experience, certification(s), and attitude into positions to obtain a high quality and stable workforce and promote customer mission success.*



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Prepared by Trident Technical Solutions, LLC dba Ardent Eagle Solutions

Ardent Eagle Solutions' proposed employment procedures (reference Section 2.0 of this *Staffing Resource Management Plan*) and principal personnel who will make management decisions concerning staff placement for services under this contract (reference Section 3.0 of this Plan) demonstrate our exceptional ability to recruit, staff, and manage, monitor, and control Staff Augmentation activities in support of the State of Florida. Ardent Eagle Solutions acknowledges that **our State of Florida customers are acquiring performance, not people** – *and our leadership and processes have a long history of successfully delivering and sustaining fully-qualified, high-quality, IT staff with experience and skills that are an ideal match for the stated and implied requirements for customer mission success!*

NOTHING FOLLOWS

**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

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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

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.

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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.

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

CONTRACT EXHIBIT G

RESUME ACKNOWLEDGEMENT FORM

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

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

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

Print Full Legal Name of Staff Augmentation Employee

Staff Augmentation Employee's Signature

Date

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

Contract Exhibit H

CONTRACTOR SELECTION JUSTIFICATION FORM

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

Date: _____

Contractor's Name: _____

Contractor's Contact Information: Address: _____

Phone: _____
Email: _____

Candidate's Name: _____

Date Candidate will be available: _____

Hourly rate of candidate: \$ _____

Position candidate selected for: _____

Justification for selection of candidate:

Agency: _____ Division/Section/Unit: _____

Printed Name: _____ Title: _____

Signature _____ Date: _____

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

CONTRACT EXHIBIT I

CONTRACTOR PERFORMANCE SURVEY

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

Contractor's Name: _____ Quarter: _____

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

PO Starting Date _____ Ending Date _____

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

Quality of Service

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

Cost Control

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

Timeliness of Performance

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

Business Relations

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

Customer Satisfaction

- | | | | |
|---|----------------------------|----------------------------|----------------------------|
| 9. Overall Satisfaction with Contractor | 3 ☐ | 2 ☐ | 1 ☐ |
|---|----------------------------|----------------------------|----------------------------|

Comments:

Customer: _____ Division/Section/Unit: _____

Rater's Printed Name: _____ Title: _____

Rater's Signature _____ Date: _____

Phone Number: _____ Email Address: _____

Rating Definitions

Excellent (3)

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

Acceptable (2)

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

Poor (1)

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

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

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

Contract 80101507-SA-19-01
Contractor

Reporting period:

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

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

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