



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

**Between Florida Department of Management Services and INFOJINI, INC**

This Contract is between the State of Florida, Department of Management Services (Department), Division of State Purchasing (Division), with offices at 4050 Esplanade Way, Tallahassee, FL 32399-0950, and INFOJINI, INC (Contractor).

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

Accordingly, the Department and Contractor agree as follows:

**1. Contract Term**

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 Section 2.2 of the Contract Exhibit C, Special Contract Conditions, is superseded in its entirety by this section of the Contract.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

**2. Contract**

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

This Contract, together with the following attached exhibits and 3<sup>rd</sup> 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 3<sup>rd</sup> 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) 3<sup>rd</sup> Bid RFP 15-80101507-SA-D
- j) The awarded category pricing from the Contractor's submitted Price Sheet from 3<sup>rd</sup> 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:**  
**INFOJINI, INC**

DocuSigned by:  
  
By: \_\_\_\_\_  
Name: **Jonathan R. Satter**  
Title: **Secretary**  
Date: **8/7/2020 | 2:44 PM EDT**

DocuSigned by:  
  
By: \_\_\_\_\_  
Name: **SANDEEP HARJANI**  
Title: **DIRECTOR**  
Date: **8/6/2020 | 3:40 PM EDT**



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

**Contract Exhibit F**

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

**INFOJINI, INC**

<b>Job Family</b>	<b>Job No.</b>	<b>Job Title</b>	<b>Scope Variant</b>	<b>Contractor's Submitted Price</b>
Applications Development	1200	Director Systems and Programming	1. Team Leader	\$100.00
			2. Manager	\$125.00
			3. Sr. Manager	\$145.00
	1210	Mgmt. Applications Development	1. Team Leader	\$95.00
			2. Manager	\$115.00
			3. Sr. Manager	\$130.00
	1220	Applications Architect	A. Entry	\$80.00
			B. Intermediate	\$105.00
			C. Advanced	\$115.00
	1230	Enterprise Application Integration (EA) Engineer	No Variance	\$105.00
	1240	Systems Analyst	A. Entry	\$29.00
			B. Intermediate	\$85.00
			C. Advanced	\$95.00
	1250	Applications Development Analyst	A. Entry	\$28.00
			B. Intermediate	\$80.00
			C. Advanced	\$98.00
Data Strategy and Management	1400	Database Manager	1. Team Leader	\$91.00
			2. Manager	\$110.00
			3. Sr. Manager	\$120.00
	1410	Data Architect	A. Entry	\$75.00
			B. Intermediate	\$105.00
			C. Advanced	\$115.00
	1420	Data Modeler	A. Entry	\$28.00
			B. Intermediate	\$90.00
			C. Advanced	\$105.00
	1430	Database Analyst	A. Entry	\$32.00
			B. Intermediate	\$85.00
			C. Advanced	\$105.00
	1440	Database Administrator	A. Entry	\$32.00
			B. Intermediate	\$90.00
			C. Advanced	\$105.00
Quality Assurance	1600	Mgmt. Quality Assurance	1. Team Leader	\$84.00
			2. Manager	\$94.00
			3. Sr. Manager	\$105.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	1610	Quality Engineering Consultant	No Variance	\$90.00
	1620	Quality Assurance Analyst	A. Entry	\$32.00
			B. Intermediate	\$68.00
			C. Advanced	\$80.00
Technology Research	1801	Manager, Technology Research	No Variance	\$115.00
	1810	Technology Research Analyst	A. Entry	\$40.00
			B. Intermediate	\$85.00
			C. Advanced	\$100.00
Client Technologies	2000	Manager, Client Technologies	1. Team Leader	\$69.00
			2. Manager	\$83.00
			3. Sr. Manager	\$101.00
	2010	Client Technologies Analyst	A. Entry	\$35.00
			B. Intermediate	\$60.00
			C. Advanced	\$75.00
	2020	Client Technologies Technician	A. Entry	\$35.00
			B. Intermediate	\$49.00
			C. Advanced	\$70.00
Customer Support	2200	Mgmt. Customer Support	1. Team Leader	\$54.00
			2. Manager	\$74.00
			3. Sr. Manager	\$96.00
	2210	Customer Support Analyst	A. Entry	\$29.00
			B. Intermediate	\$39.00
			C. Advanced	\$60.00
	2220	Customer Support Technician	A. Entry	\$39.00
			B. Intermediate	\$45.00
			C. Advanced	\$56.00
Network Management	2400	Director, Network Operations	1. Team Leader	\$100.00
			2. Manager	\$114.00
			3. Sr. Manager	\$165.00
	2410	Manager, Network Operations	1. Team Leader	\$65.00
			2. Manager	\$105.00
			3. Sr. Manager	\$125.00
	2420	Network Architect	A. Entry	\$55.00
			B. Intermediate	\$105.00
			C. Advanced	\$115.00
	2430	Network Engineer	A. Entry	\$45.00
			B. Intermediate	\$85.00
			C. Advanced	\$100.00
	2440	Network Analyst	A. Entry	\$45.00
			B. Intermediate	\$82.00
			C. Advanced	\$100.00
	2450	Network Administrator	A. Entry	\$35.00
			B. Intermediate	\$70.00
			C. Advanced	\$85.00
2460	Network Technician	A. Entry	\$30.00	
		B. Intermediate	\$55.00	
		C. Advanced	\$62.00	
Internet Planning, Eng. & Operations	2600	Mgmt. Internet Operations	1. Team Leader	\$89.00
			2. Manager	\$102.00
			3. Sr. Manager	\$129.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	2610	Internet/Web Architect	A. Entry	\$30.00
			B. Intermediate	\$95.00
			C. Advanced	\$120.00
	2620	Internet/Web Engineer	A. Entry	\$26.00
			B. Intermediate	\$90.00
			C. Advanced	\$110.00
	2630	Web Applications Programmer	A. Entry	\$30.00
			B. Intermediate	\$85.00
			C. Advanced	\$105.00
	2640	Web Designer	A. Entry	\$28.00
			B. Intermediate	\$62.00
			C. Advanced	\$90.00
	2650	Webmaster	A. Entry	\$49.00
			B. Intermediate	\$59.00
			C. Advanced	\$70.00
	2660	Internet/Web Systems Administrator	A. Entry	\$27.00
			B. Intermediate	\$80.00
			C. Advanced	\$95.00
	2670	Web Customer Support Specialist	A. Entry	\$40.00
			B. Intermediate	\$55.00
			C. Advanced	\$70.00
Operations	2800	Director, Data Center Operations	No Variance	\$140.00
	2810	Manager, Computer Operations	1. Team Leader	\$79.00
			2. Manager	\$91.00
			3. Sr. Manager	\$115.00
	2820	Supervisor, Computer Operations	1. Team Leader	\$79.00
			2. Manager	\$86.00
	2830	Computer Operator	A. Entry	\$34.00
			B. Intermediate	\$37.00
			C. Advanced	\$39.00
	2840	Manager, Capacity Planning	No Variance	\$99.00
Telecommunications	3000	Manager, Telecommunication Operations	1. Team Leader	\$74.00
			2. Manager	\$84.00
			3. Sr. Manager	\$94.00
	3010	Telecommunication Engineer	A. Entry	\$44.00
			B. Intermediate	\$58.00
			C. Advanced	\$79.00
Electronic Commerce	3020	Telecommunication Technician	A. Entry	\$44.00
			B. Intermediate	\$54.00
			C. Advanced	\$71.00
	3200	Director, Electronic Commerce	No Variance	\$121.00
	3210	Manager, Electronic Commerce	No Variance	\$94.00
	3220	Electronic Commerce Analyst	A. Entry	\$49.00
			B. Intermediate	\$67.00
			C. Advanced	\$86.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	3230	EDI Specialist	A. Entry	\$45.00
			B. Intermediate	\$80.00
			C. Advanced	\$85.00
Business Intelligence Systems Management	3400	Director, Data Warehouse	1. Team Leader	\$104.00
			2. Manager	\$125.00
			3. Sr. Manager	\$180.00
	3410	Manager, Data Warehouse	No Variance	\$125.00
	3420	Business Intelligence Analyst	No Variance	\$110.00
	3430	Data Warehouse Analyst	A. Entry	\$27.00
			B. Intermediate	\$90.00
			C. Advanced	\$110.00
	3440	Data Warehouse Administrator	No Variance	\$100.00
	3600	Manager, Decision Support	No Variance	\$115.00
	3610	Decision Support Specialist	A. Entry	\$27.00
			B. Intermediate	\$75.00
			C. Advanced	\$85.00
	3620	Decision Support Administrator	A. Entry	\$30.00
			B. Intermediate	\$90.00
			C. Advanced	\$115.00
	3800	Manager, CRM Technology	No Variance	\$140.00
	4000	Knowledge Engineer	No Variance	\$120.00
Enterprise Resource Planning (ERP)	4200	ERP Team Lead	No Variance	\$140.00
	4210	ERP Team Member	No Variance	\$105.00
	4220	ERP Configurer	No Variance	\$69.00
	4230	ERP Programmer/Analyst	A. Entry	\$27.00
			B. Intermediate	\$80.00
			C. Advanced	\$102.00
	4240	ERP Systems Support Specialist	No Variance	\$80.00
	4250	ERP Systems Administrator	No Variance	\$95.00
	4600	Basis/Ale Technical Consultant	No Variance	\$120.00
Sourcing and Vendor Relationship Management	4800	Chief Sourcing Officer	No Variance	\$119.00
	4810	Manager IT Procurement	No Variance	\$104.00
	4820	IT Procurement Specialist	No Variance	\$64.00
	5000	Manager, Vendor Relationships	1. Team Leader	\$79.00
			2. Manager	\$89.00
			3. Sr. Manager	\$99.00
	5010	Manager, Outsourcing Contracts	No Variance	\$99.00
	5020	Contracts Manager	No Variance	\$81.00
	5040	Finance/Administration Specialist	A. Entry	\$64.00
			B. Intermediate	\$74.00
			C. Advanced	\$87.00
	5200	Technical Advisor	No Variance	\$102.00
Business Management / Administration	5400	Asset Manager	No Variance	\$81.00
	5410	Asset Management Administrator	A. Entry	\$54.00
			B. Intermediate	\$59.00
			C. Advanced	\$65.50
	5500	Director, HR/IT	No Variance	\$119.00
	5600	Manager, HR/IT Staffing	No Variance	\$84.00
	5610	Technical Recruiter	A. Entry	\$44.00
			B. Intermediate	\$60.00
			C. Advanced	\$83.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	5620	HR/IT Generalist	A. Entry	\$44.00
			B. Intermediate	\$57.00
			C. Advanced	\$81.00
	5800	Documentation Specialist/Technical Writer	A. Entry	\$50.00
			B. Intermediate	\$64.00
			C. Advanced	\$78.00
	6000	Manager, IT Finance	No Variance	\$104.00
	6100	Director, IT Risk and Compliance	No Variance	\$119.00
	6200	Manager, IT Audit	No Variance	\$104.00
Training	6210	IT Auditor	No Variance	\$84.00
			No Variance	\$84.00
			No Variance	\$84.00
	6400	Business Management Specialist	No Variance	\$97.00
			No Variance	\$97.00
			No Variance	\$97.00
	6600	Manager, Technical Training	1. Team Leader	\$64.00
			2. Manager	\$81.00
			3. Sr. Manager	\$92.00
Security Management	6610	Technical Trainer	A. Entry	\$35.00
			B. Intermediate	\$62.00
			C. Advanced	\$80.00
	6800	Security Manager	1. Team Leader	\$94.00
			2. Manager	\$104.00
			3. Sr. Manager	\$125.00
	6810	Security Analyst	A. Entry	\$27.00
			B. Intermediate	\$80.00
			C. Advanced	\$105.00
Business Continuity Management	6820	Data Security Specialist	No Variance	\$93.00
	6830	Network Security Specialist	No Variance	\$125.00
	6840	System Security Specialist	No Variance	\$94.00
	6850	Web Security Specialist	No Variance	\$100.00
	7000	Manager, Business Continuity	No Variance	\$105.00
	7010	Business Continuity Specialist	No Variance	\$91.00
Product Development	7200	Manager, Product Development	1. Team Leader	\$84.00
			2. Manager	\$98.00
			3. Sr. Manager	\$115.00
	7210	Product Architect	No Variance	\$130.00
	7220	Product Engineer	A. Entry	\$27.00
			B. Intermediate	\$80.00
			C. Advanced	\$105.00
	7230	Product Developer	A. Entry	\$27.00
			B. Intermediate	\$90.00
			C. Advanced	\$100.00
Systems Programming & Admin.	7400	Manager, Systems Software	1. Team Leader	\$94.00
			2. Manager	\$115.00
			3. Sr. Manager	\$120.00
	7410	Systems Architect	A. Entry	\$27.00
			B. Intermediate	\$94.00
			C. Advanced	\$130.00
	7420	Systems Software Programmer	A. Entry	\$28.00
			B. Intermediate	\$85.00
			C. Advanced	\$105.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	7430	Groupware Specialist	A. Entry	\$69.00
			B. Intermediate	\$79.00
			C. Advanced	\$87.00
	7440	Systems Administrator	A. Entry	\$27.00
			B. Intermediate	\$75.00
			C. Advanced	\$95.00
	7450	UNIX System Administrator	No Variance	\$95.00
	7460	Storage Management Specialist	No Variance	\$95.00
Business Analysis and Planning	7500	Director, Enterprise Architecture	No Variance	\$170.00
	7600	Manager, IT Business Planning	1. Team Leader	\$94.00
			2. Manager	\$104.00
			3. Sr. Manager	\$109.00
	7610	Enterprise Architect	No Variance	\$135.00
	7620	Business Process Consultant	A. Entry	\$27.00
			B. Intermediate	\$80.00
			C. Advanced	\$105.00
	7630	IT Business Consultant	A. Entry	\$54.00
			B. Intermediate	\$64.00
			C. Advanced	\$74.00
	7640	Business Analyst	A. Entry	\$30.00
			B. Intermediate	\$75.00
			C. Advanced	\$90.00
	7700	Director, Business Relationships	No Variance	\$140.00
	7800	Manager, Customer Relations	No Variance	\$97.00
Release Management	8000	Configuration Management Analyst	A. Entry	\$54.00
			B. Intermediate	\$64.00
			C. Advanced	\$77.00
	8010	Release/Build Engineer	No Variance	\$90.00
Program Management	8200	Director, Program Management	No Variance	\$150.00
	8210	Program Manager	1. Team Leader	\$94.00
			2. Manager	\$104.00
			3. Sr. Manager	\$118.00
	8220	Project Manager	1. Team Leader	\$80.00
			2. Manager	\$110.00
			3. Sr. Manager	\$120.00
	8230	Project Leader	A. Entry	\$64.00
			B. Intermediate	\$85.00
			C. Advanced	\$95.00
	8235	Project Management Specialist	No Variance	\$75.00
	8240	Resource Manager	No Variance	\$98.00
Customer Service Hotline	8400	Manager, Customer Service Hotline	No Variance	\$71.00
	8410	Customer Service Hotline Representative	A. Entry	\$29.00
			B. Intermediate	\$32.00
			C. Advanced	\$44.00
Technical Product Support	8600	Manager, Technical Product Support	1. Team Leader	\$74.00
			2. Manager	\$84.00
			3. Sr. Manager	\$95.00
	8610	Technical Product Support Analyst	No Variance	\$59.00
	8620	Technical Product Support Specialist	A. Entry	\$29.00
			B. Intermediate	\$32.00
			C. Advanced	\$40.00



## Infojini's Staffing Resource Management Plan

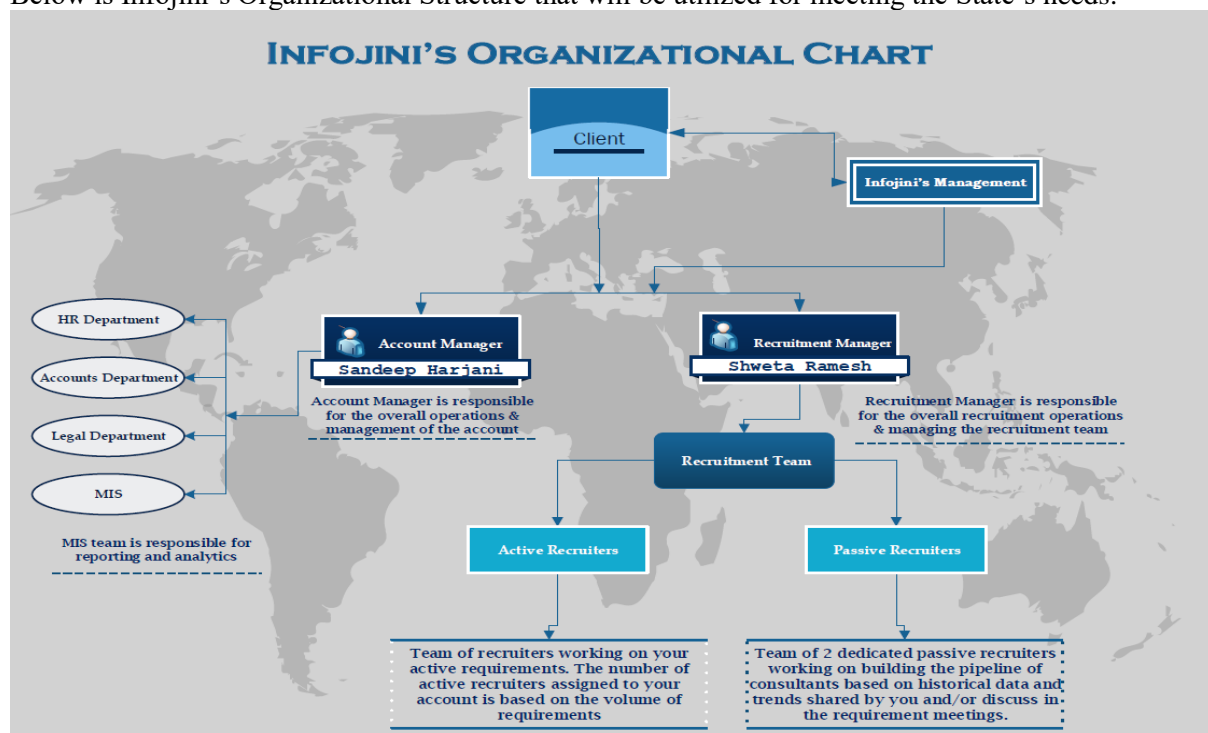
### A. Respondent's Proposed Employment Procedures

#### Describe Respondent's plan to provide staff for IT Staff Augmentation Services.

Infojini intends to utilize its Dedicated Account Management Plan in order to provide IT Staff Augmentation Services to the State of Florida. We will assign a dedicated team of recruiters for various IT Staff Augmentation requirements. Our dedicated team will consist of active and proactive IT recruiters to prequalify and network with resources with the skills required by the State. We use the best features of continuous recruitment, social media, job boards, niche marketing, and our reach back into professional organizations and user groups. This ensures that we have a large, constantly refreshed pool of qualified talent to meet any surge requirements. We can meet our commitments and be responsive to your needs because of our current resource pool, recruiting database and a highly experienced recruiting team. Infojini intends to leverage the following resources under the dedicated Account Management Plan for managing the Contract:

Resource	Quantity	Resource Name
<b>Recruitment Manager</b>	<b>1</b>	Shweta Ramesh
<b>Account Manager</b>	<b>1</b>	Sandeep Harjani
<b>Active Recruiters</b>	<b>TBD</b>	Richard Pillai (Team Lead)
<b>Passive/ Proactive Recruiters</b>	<b>TBD</b>	Abby Mahadik (Team Lead)
<b>Onboarding Specialist</b>	<b>1</b>	Anjali Sharma
<b>Employee Relations Manager</b>	<b>1</b>	Alex Victor
<b>AR/AP Specialist</b>	<b>1</b>	Jany Thakkar
<b>Contracts Reporting Specialist</b>	<b>1</b>	Poonam Chawla
<b>Compliance Manager</b>	<b>1</b>	Roy Tagler

Below is Infojini's Organizational Structure that will be utilized for meeting the State's needs:



We have a strong database of over 100,000+ technical staff that has government experience. We have developed this database by working with various clients such as State of **Florida**, North Carolina, State of South Carolina, State of Maryland, State of Washington, State of Oklahoma, State of Texas, State of Virginia, and State of California. Infojini continuously pre-qualifies candidates with the skills required

**Infojini Inc. Response – RFP No. 5-80101507-SA-D**  
**Information Technology Staff Augmentation Services 3rd-Bid**  
**Contract Exhibit E**

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for various IT Staff Augmentation staffing positions such as Project Manager, Business Analyst, System Analyst, Systems Administrator and Developer/Programmer etc. and enters them into our recruitment database. Therefore, when the State sends a staffing request, we are able to provide a candidate quickly.

Infojini is already a member of a number of various LinkedIn groups such as **ERP,.NET Developers, Java Developers, Business Analytics, Big Data, and Artificial Intelligence, Hadoop Users, Business Analyst Times, Salesforce Certification Group, Android Developer Group, Database Administration, Data warehouse, Software Development, Google Android, Mobile Experts ★ Android ★ iPhone, Business Intelligence Professionals (BI, Big Data, Analytics, IoT), ERP Project Management, Project Management Professionals PMP, PMO - Project Management Office, IT Specialist Network, Salesforce.com, DevOps, Quality Assurance QA Professional, The Project Manager Network - #1 Group for Project Managers, .NET Developers, SAP Community.** etc. This will enable us to reach them in a timely manner. Infojini has a team of experienced Technical and Functional Recruiters working on Staffing Requests released by other State Government Clients. So, if the State releases staffing request, our recruitment team will be able to close down any positions within the requested turnaround time. Infojini will assign a team of 10 dedicated Technical and Functional recruiters to work on the State of Florida's Staffing Requests. Out of the 10 dedicated Recruiters we will assign 4 dedicated "proactive" recruiters who will prequalify and network with resources for high level IT positions and heavily demanded skills used in the State. The Proactive recruiters will pre-qualify candidates with the skills required by the State and enter them into our recruitment database. Therefore, if a Staffing Request comes up, we will be able to provide a candidate quickly. Infojini has created and will leverage a LinkedIn Group for technical specialists with government experience. This will enable us to reach them in a timely manner. Infojini is also part of several meet up and user groups of industry experts with skills in technologies utilized at the State. Therefore, we are able to find people who are looking for the right opportunity and are not found in the job boards. For every open position notification, our Recruitment Manager, Ms. Shweta Ramesh will develop a needs assessment that:

- Analyzes and documents position requirements
- Considers the existing team dynamic
- Documents customer expectations that will define the soft-skills required by the candidate to be successful in the position

Ms. Ramesh sends candidate requirements to our recruiters based on their experience and current pipeline of candidates that they are maintaining. Our Human Resources (HR) recruiting team consists of 120+ full-time recruiters consisting of IT Recruiters and will post open positions on our website immediately upon receiving an email from the department. To staff the best possible candidate for the project, we generate on average 10 qualified candidates based on their resumes to interview. We find candidates by using:

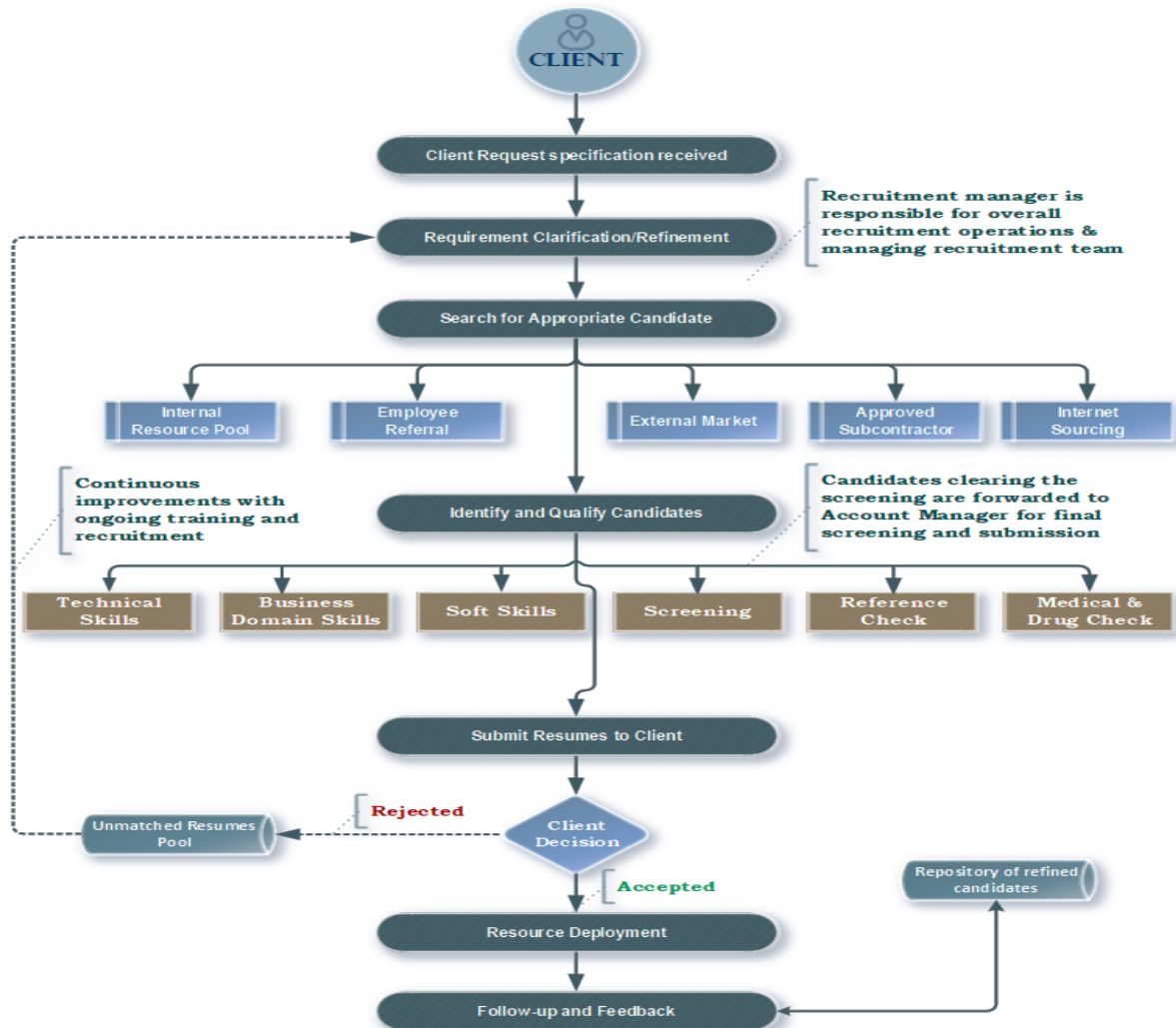
- Our JobDiva database of vetted professionals
- Employee referrals and Talentdome
- Relationships with industry-specific professional organizations
- Major regional and national databases such as Monster.com and Indeed.com
- Advertising on job boards, local newspapers, social media, and organizational events

Infojini has a streamlined recruitment process that follows a systematic approach in candidate selection and review. The review process includes strong verification of references and document check, technical screening, HR rounds, and background checks. Our recruitment process is **KPI-based**, employing metrics that produce predictable and repeatable successes in recruitment and retention of personnel and relies on a Dedicated Account Management Team, including active/proactive recruiters with specialization in Industry to ensure seamless service delivery. Every team member assigned has extensive recruitment experience in their vertical. This dedicated team will only work on the State's account with an aim of providing the best fit. Our process will route communications through a dedicated single point of contact that manages the account throughout the contract period. Infojini's processes to efficiently meet client requirements encompass innovative hiring methodologies such as the **Predictive Index Behavioral Assessment™** that has been designed to be the most effective, simple, and easy-to-use prediction of how the candidate would fit the job. It is approved for hiring purposes and

**Infojini Inc. Response – RFP No. 5-80101507-SA-D**  
**Information Technology Staff Augmentation Services 3rd-Bid**  
**Contract Exhibit E**

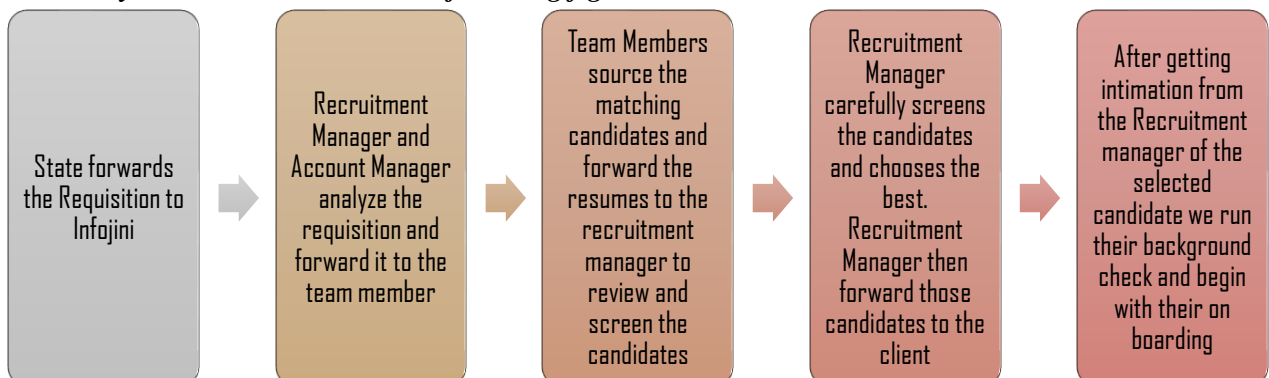


is one of the recruitment industry's leading best practices. It provides an accurate depiction, or pattern, of candidate's core drives, and therefore an insight into their fit for the position. We have developed ideal profiles for many of the positions that the State is seeking. Our processes also include **Subject Matter Expert** (SME) and skill testing screenings to ensure 100% professional fit and quality. We conduct full employee background, reference, and criminal background checks at no additional cost to the State.



**Fig 1: Infojini's Recruitment Methodology**

As we receive a staffing request from the State, our recruiting team will immediately search its database to identify available local candidates with appropriate skills who best suit the requirement. We will also use other recruiting tools to provide you the highest caliber candidates within a week at lowest cost. **Infojini will use the following response recruitment strategy in responding to the requisitions received by the State as shown in the following figure.**



**Describe Respondent's employment screening processes that contain the following elements:**

***Respondent's employment standards (the minimum performance standards and that the Respondent requires of its employees and subcontractors.)***

Our employees are required to sign a document related to employee standards and code of professional conduct before they begin employment. The document includes employment standard including but not limited to:

- i. Dress Code – This is generally determined by the customer in staff augmentation engagements
- ii. Hours of Operation – This is generally determined by the customer in staff augmentation engagements
- iii. Leave Policy – Who they should inform if they have to take time off and if they are reporting late to work
- iv. Computer and Technology – Example: They should return equipment that belongs to the customer and our company at the time of termination of employment. Information about Information Security Policies
- v. Non-Disclosure agreement
- vi. Adherence to Anti-Discriminatory policies
- vii. Adherence to Sexual Harassment policies
- viii. Project milestones – to be delivered on time
- ix. Deliverables – 95% bug free

We have an internal performance management systems and escalation process to resolve any complaint or issues that our customers might face. We hold monthly reviews to check the employee performance and our employee relationship managers discuss issues, complaints, and methods to improve the efficiency/effectiveness of work operations. Our employee performance reviews use a structured system with four phases which includes Performance planning, Feedback and coaching, Assessment and review and Rewards and recognition. Infojini utilizes internal performance metrics to ensure satisfactory employee performance on client projects. We also have certain parameters in place for tracking the recruitment initiatives and performance. We are a performance metrics-driven organization and we track metrics weekly, and review our approach monthly, making changes if required, to ensure continuous improvements. The Key Performance Indicators (KPI) we set vary from client to client. Our metrics include:

- Number of Resumes Submitted, Submission to Requisition Ratio: For example, our typical target KPI is to submit at least 4 qualified resources per opening within 24-48 hours. Our typical recruitment target is to submit to at least 95% of the requirements received. We filter by resume source (job boards, our database, social media) and determine which source yields the greatest results. Collecting this information over time helps us target our recruitment efforts faster and predicts our ability to fill positions within a certain period.
- Number of Resumes Selected: Our KPI is that at least 95% of the resumes must be selected by the client.
- We evaluate our quality of submission on a weekly basis to ensure that our submission quality ratio is over 95% and each resource we submit meets at least 100% of the required skills and at least 90% of the desired skills.

**Interviewing:**

- How long does it take for a recruiter to reach out after a resource applies or is identified?
- Number of Interviews Conducted
- Interviews to Submittal Ratio: Our target for the recruitment team is that we receive interviews on at least 60% of the requirements
- Rejections: Our target is to keep it as low as possible for unknown issues but to 0 for controllable issues.
- Resource Back Outs: Our target is to keep this to 0 every month.
- Retention Rate: We always aim at achieving 95% retention

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- Should State require us to submit any monthly/quarterly reports, we would be happy to do so as we have a team that specializes in compliance and reporting. In the last 3 years we received excellent satisfaction scores in terms of the services delivered and the result is the renewal of our contracts every year with recognitions for placing the best resources in shortest turnaround time with an overall satisfaction rate of above 93%.

***How the Respondent validates staff's resume stated education.***

As part of the hiring process, Infojini verifies the information of relevant employment, **education**, and criminal history information. Infojini will conduct a variety of checks to ensure the accuracy of the information provided and the eligibility of the final applicants for each open position. Infojini verifies the education of the resources by reviewing their degree certificates and matching them to the minimum degree required for the client. We conduct qualification check to validate academic information directly with the listed Institution such as Institution attended, Dates of attendance, Qualification awarded, Dates of graduation, Student name at institution etc. If the employee is selected to work at our customer site, then we do an education background check through a third-party background checking company. Our Background check partner verifies the stated education and shares the report for every selected candidate which will be submitted to the State upon request.

***How the Respondent determines which staff fit the State's Job Title Description and/or Request for Quote criteria.***

**Infojini Inc. Response:** To ensure the quality of the personnel, we conduct various tests based on the nature of the job and client's requirements. We test the abilities of the candidates before submitting them to the client using Prove IT, Review net, IBM Kenexa etc. Each candidate goes through a thorough interview which involves a review of the candidate's *work history, skills checklist, application and resume*. The candidates are also asked a series of situational questions to gauge their critical thinking skills. Based on the skills checklist, the work history, a positive interview and a passing score in the candidate's specialty, the candidate is deemed competent. Such screening helps us in ensuring that we submit the best match for the requirement with the good in-depth knowledge about the job that he is going to perform if selected. We also have a team of Subject Matter Experts who help us in assessing the skills of the candidates and check the level of expertise and domain knowledge before choosing them for our client. These SMEs have an extensive experience of **15+ years** and above and check the competency of the candidate with the help of questionnaires, 3rd Party testing tools, video interview rounds etc. Software which we have utilized are **Codility, HackerRank, HireSelect, Predictive Index Workforce Assessment, IBM Kenexa etc.**

What we evaluate	Feedback	
Have Relevant Experience	✓	✗
Have required years of experience	✓	✗
Are there any gaps in Job duration	✓	✗
Are the Resume Credentials correct	✓	✗
Is Candidate local or ready to relocate	✓	✗
Have experience of applications involved in Job	✓	✗
Is Candidate really interested to grab the Opportunity	✓	✗
Cleared the Technical Questionnaire Assessment	✓	✗
Understands the Job description	✓	✗
Have how many skills vs defined Skill Matrix	✓	✗
Is candidate ready for In-person Interview	✓	✗
Ex-employer References	✓	✗

What our SME's evaluate in each qualified candidate:

1. **Skills Assessment** – Our SME's measure different types of job-related skills and abilities, . The skill assessment typically consists of exercises that reflect job content and types of problems faced on the job.
2. **Biographical Data** - We verify content such as leadership, teamwork skills, specific job knowledge and specific skills (*i.e. knowledge of certain software, specific tool used*), interpersonal skills, extraversion, creativity, Biographical data typically uses questions about education, training, work experience, and interests to predict success on the job. Some biographical data instruments also ask about the individual's attitudes, personal assessments of skills, and personality.
3. **Cognitive Ability Tests** – Our SME's tests typically ask questions or problems to measure ability to learn quickly, logic, reasoning, reading comprehension and other enduring mental abilities that are fundamental to success in many different jobs.



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4. **Integrity Tests** – In this, our SME's assess attitudes and experiences related to honesty, dependability, trustworthiness, reliability, and social behavior. Our SME's check to identify individuals who are likely to engage in inappropriate, dishonest, and antisocial behavior at work.
5. **Interviews** –Our **SME's** assess interpersonal skills, communication skills, and teamwork skills, and job knowledge during WebEx / In-person interview.
6. **Job Knowledge Tests** – Our SME's generally ask work related questions to evaluate technical or professional expertise and knowledge required for specific job.
7. **Personality Tests** –The personality tests that we use to measure traits related to behavior at work, interpersonal interactions, and satisfaction with different aspects of work.
8. **Work Samples and Simulations** – Our SME's focus on measuring specific job skills or knowledge, work samples and simulations typically require performance of tasks that are similar to those performed on the job to assess their level of skill or competence.

Vendor POC Details	
Name	
Phone	
Email	
Requisition Details	
Job Title	
Manager	
Managers Function	
Department	
Submission Details	
Candidate Name	
Contact Number	
Email address	
Location	
Educational Qualification	
Availability	
Industry Experience	
Last 3 clients	
References	
Work Authorization Status	
Current Work Authorization	
Validity	
Employer	
Other Details	
Open to relocate	
Masters Degree in Computer Application	
Screening Results	
10 yrs of experience implementing DW/ BI Solutions	
Strong understanding of Database, DW and BI	
5 Years of experience with RDBMS	
10 Years of experience in analyzing requirements, Business processes, Information workflow and translating analysis into Database systems, DW and BI	
Experience with tools to implement data cleansing transformation strategies	
Experience and knowledge with MDM	
Experience of working on multiple assignments	
Project Planning and collaboration activities	
Experience in analyzing data samples from subject area data sources and mocking up the OLAP views and cubes	
Written and verbal skills	
Interpersonal and Organizational skills	
Comments	

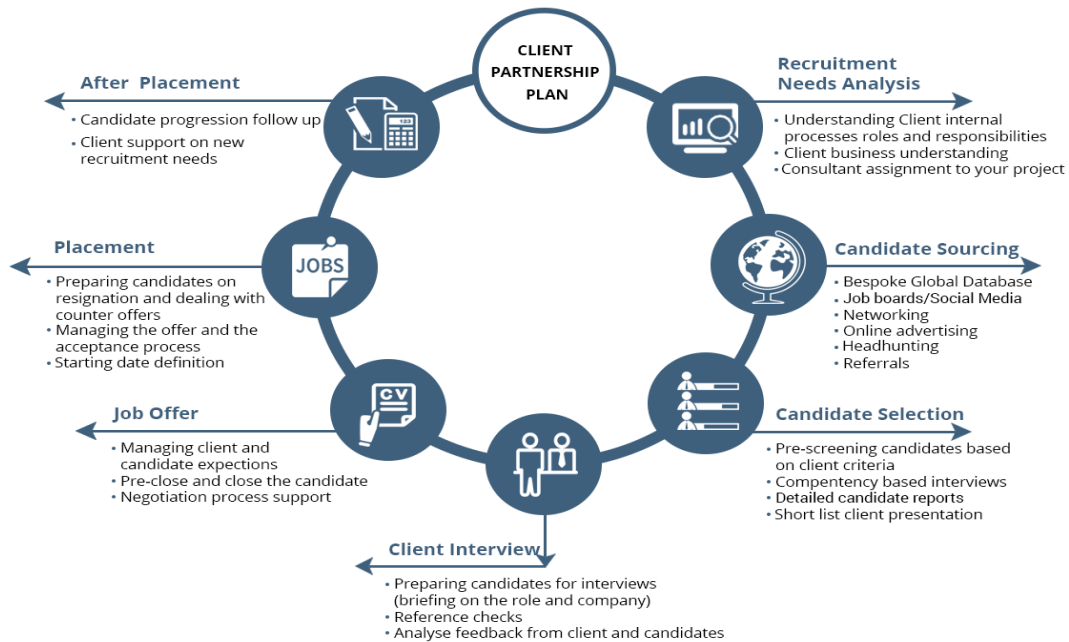
***How Respondent will implement required Resume Self-Certification Form (Contract Exhibit ).***

**Infojini Inc. Response:** Infojini conducts thorough technical screening procedures to check if the candidate fulfils required and desired skills requested by the State thus submitting only those candidates who are a perfect match. Before submitting the resume to the State, we would confirm from our candidate that the information provided in the resume is true, correct, complete, and made in good faith to the best of their knowledge and belief by taking a signature on Resume Self-Certification Form (Exhibit F). This process is followed to provide the best of our candidates to the State.

***How the Respondent will conduct interviews and include interview criteria.***

**Infojini Inc. Response:** Infojini hires and places experienced IT professionals, and we have developed a thorough, in-depth screening and interview process.. We believe that our IT professionals are a direct reflection of our company and the level of care we provide to our clients. Therefore, all the qualified candidates for employment with Infojini must go through the following step-by-step process:

## Interview and Selection Process



- ✓ Candidates completes an “Application for Employment” form and attaches their resume.
- ✓ Applicant completes a Reference Check form with two professional references in related field; Infojini contacts the provided references and verifies that the candidate’s positive past performance.
- ✓ Candidate submits copies of all licenses and certifications.
- ✓ Infojini conducts a personal interview with the applicant, screening him/her on their IT experience, training, education, and aptitude commensurate with our company’s goals/ objectives and job description requirements.
- ✓ Candidate takes competency assessments. A test is given for each candidate’s area or specialty.
- ✓ Candidate also completes Skill Checklist(s), detailing experience in providing similar services and range of knowledge.
- ✓ Infojini conducts a thorough Criminal background Investigation and Driving License verification.
- ✓ Applicant takes drug screen within 24-hours (if client requires).
- ✓ Candidate completes and signs the Confidentiality Statement, Policies and Procedures, Understanding & Acknowledgement, and Employee Handbook Acknowledgment.
- ✓ Candidate completes competency assessments.
- ✓ Candidate completes state (EDD) and federal (W-4) tax forms.
- ✓ Candidate fills out the I-9 form and provides copies of state-issued IDs and social security card.
- ✓ Infojini provides Company Orientation and Client Orientation to new employee.
- ✓ Candidate is approved for assignment once all the above has been completed.

## Interview Process

Our interview process is a part of our recruitment plan. Our recruitment team developed this process at client Caesars Entertainment, our best practices includes:

- Reviewing the job description and discuss it with all stakeholders
- Prepare a job outline and a person specification. Use these to establish clear criteria against which candidates can be assessed when you make your decision.
- Preparing a list of standard questions, focusing on the candidate’s skills, abilities and past work performance, ensuring you adhere to the regulations and compliance
- Determining measurable criteria for comparing the candidates
- Selecting an interviewing style, such as a one-on-one or panel interview
- For panel interviews, have panel members discuss how they will conduct the interview
- Re-review the candidate’s resume
- Set appointments with reasonable time limits
- Arrange to conduct the interview in a quiet space

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- If applicable, prepare any tests required and ensure they clearly relate to the skills required in the job

Interview follow-up

- Complete the interview assessment template as soon as possible
- Review test results, if applicable
- Review with stakeholders and discuss the interview assessments and test results
- Contact the winning candidate to negotiate an offer
- Assuming the winning candidate accepts, contact the other candidates to explain the decision and answer any questions

*How the Respondent will conduct reference checks on staff.*

**Response:** We will carry out a thorough reference check of every candidate that is submitted for State's consideration. We ask the candidates to present the Contact information of three references of their previous organizations and our recruitment manager contact the references to get the actual snapshot of the candidate.

PROFESSIONAL REFERENCE CHECK FORM
Candidate Name: Company: Name of Reference: Title of Reference: Phone/Email: Date: Reference Check Conducted by:
<ol style="list-style-type: none"> <li>1. <i>What were his/her Dates of employment?</i></li> <li>2. <i>What is/was your relationship w/him/her?</i></li> <li>3. <i>What were his/her job responsibilities?</i></li> <li>4. <i>How would you rate his/her work performance on a scale of 1-10 (1 being lowest score, 10 being the highest)?</i></li> <li>5. <i>What were his/her strengths?</i></li> <li>6. <i>Any recommendations for improvement?</i></li> <li>7. <i>How was his/her interaction with other team members?</i></li> <li>8. <i>How would you describe his/her overall communications skills?</i></li> <li>9. <i>How was his/her work attendance and punctuality to work?</i></li> <li>10. <i>Why did he/she leave?</i></li> <li>11. <i>Is he/she eligible for rehire?</i></li> <li>12. <i>Any additional comments?</i></li> </ol>

*How will Respondent have staff demonstrate their experience prior to submission to State as candidate for a Request for Quote.*

**Infojini Inc. Response:** We have a thorough screening process that delivers quality candidates perfectly suited to meet your needs. Our talent pool database consists of candidates across the United States and has a **separate database of the Consultants in Florida**, each evaluated vigorously for their technical expertise, soft skills, and domain knowledge. Our recruiters conduct a four-step screening process to ensure that the resource is a perfect match for the state agency's requirement:

1. **Technical Screening:** Infojini would conduct a thorough technical screening in order to demonstrate staff's experience prior to submission to State. Candidate technical evaluation will be done based on the following assessments.

**Knowledge, Skills and Abilities Assessment**

- i. Cognitive ability test
- ii. Behavioral / Personality test
- iii. Job knowledge test



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iv. Structured interviews

**Task-based Assessment**

- i. Situation judgment test
- ii. Work sample test

Our processes also include **Subject Matter Expert (SME)** and skill testing screenings to ensure 100% professional fit and quality. We conduct full employee background, reference, and criminal background checks at no additional cost to the State. Infojini would also make sure the candidates submitted fulfil all required and desired skills requested by the State. This would be done by completing skill matrix as per below template:

<p><b>RFP Requirement: Management experience to facilitate _____ (customer)’s mission in</b> (pick top relevant category [from List One in Rule Book] for this employee: Strategic and operational intelligence; Operations; Research; Technical Analysis; Policy Assistance; Data Management; Resource, Personnel, Administrative, or Management Support Areas), including <b>NNN years</b> of (pick 2<sup>nd</sup> most relevant category for this employee’s experience)</p> <ul style="list-style-type: none"> <li>• <b>NNN years</b> of working experience in (describe top relevant category for employee)</li> <li>• <b>NNN years</b> working experience in (describe 2<sup>nd</sup> relevant category)</li> </ul>	<p><b>How Our Candidate Meets the RFP Requirement:</b> Mr. XX has <b>NNN years</b> of directly relevant management experience in (fill in category 1 title) in the period from <b>XX</b> (insert date) to the present, while employed as (insert position title) for <b>NNN yrs.</b> at (insert company name); <b>NNN yrs.</b> at (insert company name); <b>NNN yrs.</b> at (insert company name); <b>NNN yrs.</b> at (insert company name); and <b>XX yrs.</b> at (insert company name).</p> <ul style="list-style-type: none"> <li>• <b>Mr. XX has over NNN years</b> of working experience in (insert experience categories) from (insert date) to the present while employed for <b>NNN yrs.</b> as Program Manager as discussed above and <b>NNN yrs.</b> as <b>XX</b> at <b>XX</b> company.</li> <li>• <b>Mr. XX has over NNN years</b> working experience in (insert experience categories) (insert product category) from (insert date) to the present in the course of his <b>NNN-year</b> program management career.</li> </ul>
<p><b>RFP Requirement: Management experience in Coordinating Intelligence Efforts</b></p> <ul style="list-style-type: none"> <li>• <b>NNN years</b> of working experience in (choose from List Two in the Rule Book) then describe top relevant category for employee</li> <li>• <b>NNN years</b> working experience in (choose from List Two in the Rule Book) then describe 2<sup>nd</sup> relevant category for employee</li> </ul>	<p><b>How Our Candidate Meets the RFP Requirement:</b> Mr. XX has <b>NNN years</b> of directly relevant management experience in (fill in category 1 title) in the period from <b>XX</b> (insert date) to the present, while employed as (insert position title) for <b>NNN yrs.</b> at (insert company name); <b>NNN yrs.</b> at (insert company name); <b>NNN yrs.</b> at (insert company name); <b>NNN yrs.</b> at (insert company name); and <b>XX yrs.</b> at (insert company name).</p> <ul style="list-style-type: none"> <li>• <b>Mr. XX has over NNN years</b> of working experience in (insert experience categories) from (insert date) to the present while employed for <b>NNN yrs.</b> as Program Manager as discussed above and <b>NNN yrs.</b> as <b>XX</b> at <b>XX</b> company.</li> <li>• <b>Mr. XX has over NNN years</b> working experience in (insert experience categories) (insert product category) from (insert date) to the present in the course of his <b>NNN-year</b> program management career.</li> </ul>
<p><b>RFP Requirement: Management experience in Technology Enterprise Management</b></p> <ul style="list-style-type: none"> <li>• <b>NNN years</b> working experience in analyzing the _____</li> <li>• <b>NNN years</b> working experience in _____</li> <li>• <b>NNN years</b> working experience in _____</li> </ul>	<p><b>How Our Candidate Meets the RFP Requirement:</b> Mr. XX has <b>NNN years</b> of directly relevant management experience in (fill in category 1 title) in the period from <b>XX</b> (insert date) to the present, while employed as (insert position title) for <b>NNN yrs.</b> at (insert company name); <b>XX yrs.</b> at (insert company name); <b>NNN yrs.</b> at (insert company name); <b>NNN yrs.</b> at (insert company name); and <b>NNN yrs.</b> at (insert company name).</p> <ul style="list-style-type: none"> <li>• <b>Mr. XX has over NNN years</b> of working experience in (insert experience categories) from (insert date) to the present while employed for <b>NNN yrs.</b> as Program Manager as discussed above and <b>NNN yrs.</b> as <b>XX</b> at <b>XX</b> company.</li> <li>• <b>Mr. XX has over NNN years</b> working experience in (insert experience categories) (insert product category) from (insert date) to the present in the course of his <b>NNN-year</b> program management career.</li> </ul>

**2. HR round of screening:** This round of screening helps understand whether the resource is committed to accept the opportunity with the client. We would make sure that the following

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expectations are clearly communicated to the resource such as Compensation offered, Duration of the project, Location and travel requirements, Work hours and any weekend or off hours requirement, Onsite/offsite, Dress code (if any) etc. We also conduct screening to ensure that the candidate is a cultural fit and possess the best soft skills. We do this to avoid any resource backing out after going through the interview process.

- 3. Pre-Screen Employment/Background Checks:** There might be instances where the candidates may have fake degrees, has added the wrong dates and inflated their career skills to get the Job. In order to solve those issues and submit the best genuine candidate to the client, we conduct incomplete background checks of the candidates before their joining. Depending on the client's requirements, the background checks are completed at the time of candidate submission or before the resource starts at the agency.
  - 4. Reference Checks:** We will carry out a thorough reference check of candidates of every candidate that is submitted for client consideration. We ask the candidates to present the Contact information of 3 references of their previous organizations and our recruitment manager contact the references to get the actual snapshot of the candidate.
- *Describe Respondent's operational formula to ensure staffing availability for IT Staff Augmentation services.*

**Infojini Inc. Response:** Infojini under its Dedicated Account Management plan will assign the passive recruiters who will start building a pipeline and will continuously pre-qualify Local candidates in the Florida area with the skills required for various IT labor categories. Infojini has one of the largest Bench of candidates available that help us to fill in a position **within 24 hours**. We use **internal Bullhorn and JobDiva databases** of over 100,000 pre-screened individuals that include skills most used at the State. These databases include a strong bench of candidates for niche and complex requirements. We help our clients by sourcing and providing resumes for the available position within **2 hours**. For ensuring availability for IT Staff augmentation services we will allocate recruiters to maintain the requirement to recruiter ratio as 1:5. Timelines for the recruitment of a new staff member will vary depending on the position recruited for, client requirements, the selection processes used, and the number of applications received. Infojini utilize its well-defined Recruitment plans according to the internal standard timelines however we change the timelines according to the demands and needs of the client.

Tasks	Owner	Recruitment Timeline (Number of Days)					
		0<=1	<=2	2-5	2-7	3-7	
		Note: These are examples of steps. Situation with live project may be different.					
A. Client Requisition							
✓ Analyse client staff requisition and write synopsis of the requisition	✓ Recruitment Manager						
✓ Submitting position description and client requirements in Jobdiva tool							
✓ Identify any necessary qualifications							
✓ Assigning to Infojini team lead through internal Jobdiva tool	✓ Team Lead						
B. Identify Consultant (3 – 5 consultants)							
✓ Check if there is matching skilled consultant available “on bench”	✓ Active and Passive Recruiters						
✓ Identify existing skill sets and candidates within Infojini Jobdiva database							
✓ Post job to external job sites (Infojini website, Dice.com, Monster.com, CareerBuilder.com and shared with approved subcontractors)							



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Network Architect/ Analyst/ Administrator/ Technician	25	Strong	Yes	234
Program/Project Management	45	Strong	Yes	400
Programming	42	Strong	Yes	367
Internet operations	25	Strong	Yes	345
Security	30	Strong	Yes	350
Server Development and Support	34	Strong	Yes	300
Capacity Planning	52	Strong	Yes	350
Telecommunication Engineer	30	Strong	Yes	356
Decision Support	50	Strong	Yes	220
ERP	35	Strong	Yes	321
Vendor relationship and Contracts	42	Strong	Yes	400
HR/IT Recruiting and Staffing	42	Strong	Yes	375
Product Development	40	Strong	Yes	345
System Programming & Admin	35	Strong	Yes	284
Business Analysis and Planning	45	Strong	Yes	230
Release Management	40	Strong	Yes	350
Program Management	35	Strong	Yes	290
Customer Service Hotline	42	Strong	Yes	420
Technical Product Support	42	Strong	Yes	321

• ***Describe Respondent's ability to remedy staff performance issues.***

**Infojini Inc. Response:** Infojini will assign a dedicated Account Manager, Mr. Sandeep Harjani, to the State Term Contract (STC) for the State of Florida Department of Management Services to monitor performance, manage risk, respond to questions or requests from the government, and manage our relationship with the State of Florida. This person will serve as the point of contact for identifying and escalating issues should we encounter them. This person will also spearhead mitigation of any performance issues that may arise. The Account Manager will assess performance on a weekly basis through status meetings with project personnel assigned by the State. Mr. Harjani will actively solicit intelligence on contract performance, both directly through interaction with customers and resources, and indirectly through observation. If the Contract Manager believes that there is a potential risk for substandard performance developing, he will take preventive action to ensure that performance remains high, and that task order stay within schedule and budget. If a performance issue arises despite the best efforts of the Account Manager, the first thing we will do is to communicate with the state agency via email and phone to ensure that you are aware of the issue and that we are actively mitigating it. Should State's point of contact reach us about a performance issue, we will respond within 4 hours, acknowledging notification. We will present an initial mitigation plan within 1 business day. If the performance issue is centered on a resource, Mr. Harjani will counsel the resource in accordance with Infojini's company policy on disciplinary action. Depending on the severity of the performance issue, the Account Manager has the discretion to create performance improvement plans, place formal warnings in an employee's personnel file, suspend employees for unprofessional behavior, or terminate non-key employees. If a key employee is causing a performance issue, Infojini will work with The State of Florida to replace that employee as painlessly and quickly as possible.

• ***Describe Respondent's ability to ensure its employees protect confidential information.***

**Infojini Inc. Response:** Our Onboarding specialists include a Non-Disclosure agreement and work for hire agreement in their offer letters and instruct the employees to strictly follow the instructions and rules as Breach of that will result in penalties that may include termination. Along with Employee Standards and Code of Conduct, our employees will sign a document adhering to the following guidelines:

- i. Do not store personally identifiable information such as Social Security Number, date of birth, Driver's License Number, credit card information and home addresses on their allotted PCs/laptops
- ii. Secure data using complex passwords and changing it on a regular basis. Expire passwords every 45 days and they cannot use the same password for the next 5 password changes
- iii. Never share passwords and always login using your own account

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- iv. Install Anti-virus and Anti-spyware software on the personal computers
- v. The computers provided will lock themselves within 5 minutes of inactivity. Physically lock them if you leave the laptops at work
- vi. Do not install any unapproved or unauthorized software without the approval of the client

- *Describe Respondent's procedures to timely accommodate a Customer's designation of a job as one of special trust that requires a background screening.*

**Infojini Inc. Response:** In order to submit the best genuine candidate to the client, we conduct complete background checks of the candidates before their joining. Depending on the client's requirements, the background checks are completed at the time of candidate submission or before the resource starts at the agency. We adhere to the following background check procedures to timely accommodate a customer's designation of a job as one of special trust that requires a background screening:

**Types of checks**

Here are some of the kinds of background checks that we conduct:

- Drug Screen
- Identity Check
- Health Checks
- Employment Reference Check
- Education and Credential Check
- E-Verify (social security and employment eligibility verification)
- Other checks s like SSN, Financial Sanction Search (FSS), OFAC, address locator, OIG, EPLS and National Sex Offender etc.
- Criminal Background Check
- Finger Printing
- Credit History Check
- Blacklist Check

We share the application form to obtain the relevant information and documents from the candidates. Following is the partial list of the documents that we collect:

- Proof of identity – passport, social security numbers, driver's license etc.
- Address – Address details including permanent and correspondence
- Education – Copies of certificates
- Employment – Appointment letters, salary statements, resignation letter, full and final settlement clearance letter, work permits, tax certificates may also be collected.
- Criminal background – State and Federal
- Credit rating – Bank and credit card statements
- Professional Reference Checks- References, Reference Letters

The following search is performed for a satisfactory criminal background check:

- **Civil Court Search**
- **Social Security number verification**
- **National Criminal and Records Locator**
- **Federal Bankruptcy Search**
- **National Sex Offender Registry**

- **International Criminal Court Search**
- **Federal Criminal Court Search**
- **Federal District Civil Court Search**
- **County Criminal Court Search**
- **State Criminal Repository Search**

**E-Verify**

Infojini ensures that every client receives only qualified and verified individuals who are legally allowed to work in the US. We thus use E-Verify for every candidate that we place in order to eliminate the liability risk that could hinder the progress of our clients. I9 and E- Verify procedures are an important part of Infojini's screening and selection process.

*Details of types, and name(s) of companies used.*



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Following is the list of agencies performing Background Checks for Infojini that we use as per client requirements:

Background Verification Agency Partners	
✓Federal Criminal Court Search	✓State Criminal Repository Search
✓Federal District Civil Court Search	✓Smart Start Employment Screening
✓International Criminal Court Search	✓County Criminal Court Search
✓National Sex Offender Registry	✓National Criminal and Records Locator
✓Hire Ease Inc.	✓Hire Right
✓Good Hire	✓Federal Bankruptcy Search
✓Civil Court Search	✓HealthWorks

## B. Respondent's Principal Personnel

**It is preferred that the Respondent's principal personnel have IT experience.**

*List Respondent's principal personnel who will make management decisions concerning staff placement for services under the contract(s) that results from this solicitation and include the following:*

- *Each principal personnel's name, education, credentials and certifications, job title, years of IT experience, and number of years employed with the Respondent.*
- *Describe the role each principal personnel will have in a contract(s) that may result from this solicitation*
- *Describe each principal personnel's Staffing Resource Management role in past IT Staff Augmentation contracts.*
- *Detail any unique expertise and capabilities each principal personnel possess that could bring additional value to the State.*

**Infojini Inc. Response:** Following are the qualifications of the key personnel involved:

Key Personnel Name	Key Personnel Education	Key Personnel Job Title	Years of Experience in successfully completing IT contracts	Years with Infojini, Inc.
<b>Mr. Sandeep Harjani</b>	M.S. in Computer Science	Project/ Account Manager	12+ years	November 2007-present
<b>Ms. Shweta Ramesh</b>	B.E. Computer Science	Recruitment Manager	10+ years	April 2007 to Present

### **Roles of each principal personnel:**

#### **Account Manager – Sandeep Harjani**

Mr. Harjani will be assigned as an Account Manager for the State of Florida Department of Management Services to monitor performance, manage risk, respond to questions or requests from the government, and manage our relationship with the State of Florida. He also shares a high level and a micro level overview of the contract w.r.t the SLAs (Service Level Agreements), contractor requirements and qualifications, Rate changes, start and end dates of engagements, etc. He will also be responsible for the overall performance of the team for the assigned account. Your Infojini Account Manager, Mr. Sandeep Harjani will also serve in the capacity of Quality Manager. The Account Manager will continuously monitor project progress and service-level goals. All project deliverables, including monthly reports, will be read and approved by the Account Manager and issues arising in the quality of deliverables by the consultants placed will be monitored and proactively resolved by the Account Manager. The Account Manager will conduct bi-weekly in person or phone meetings with the State point of contact. The Account Manager will document all feedback and relay good feedback to the staff and will come up with a resolution within one business day about any negative feedback or improvement. The AM will conduct bi-weekly meetings with the staff to understand any risks or

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**Contract Exhibit E**

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potential issues that could be resolved. The Account Manager will do quarterly performance reviews with the staff. He has been Engaged in the processing and managing of accounts involving IT services/staffing and solutions of enterprise networks and infrastructure, data security technologies, applications and customized software products. Mr. Harjani has 12+ years' experience managing accounts of this size and scope. He currently manages the contract with **State of Florida, North Carolina, Minnesota, Maryland and NYCERS** etc. During his term, Infojini has ranked as a top performing contractor in the Government Contracts above.

**Recruitment Manager Shweta Ramesh**

Ms. Shweta Ramesh, Recruitment Manager, with over 10 years of experience with full cycle technical recruiting involving a variety of clearance levels; Public trust /ADP, Q, Secret/Top Secret, - SCI/Poly/SSBI, etc. will serve as our Recruitment Manager for State of Florida's IT Staff Augmentation Contract. Ms. Ramesh has over 5 years' experience working as a Technical Developer and Analyst for major government agencies. Her technical development experience and recruitment management experience for various State government clients give her ability to effectively recruit technically qualified candidates with State experience. Ms. Ramesh will head the team of Technical and Functional Recruiters dedicated to the State of Florida's IT Staff Augmentation Contract. Infojini will assign a Dedicated Recruitment Manager along with her team of Active and passive recruiters and SME to ensure that each submitted candidate is screened appropriately based on their domain expertise and thus reduces the time to fill per requirement. Every Recruiter at Infojini carries an experience of more than 5 years working on the requisitions of the States, and a bachelor's degree. We provide quarterly refresher training to all the recruiters for keeping them updated about the changing trends and new technologies, which in turn helps us achieve higher customer satisfaction. For each task order and open position notification, our Recruitment Manager, Ms. Shweta Ramesh will develop a needs assessment that:

- Analyzes and documents position requirements
- Considers the existing team dynamic
- Documents state expectations that will define the soft-skills required by the candidate to be successful in the position

Shweta Ramesh has 10+ years' experience managing accounts of this size and scope. She currently manages the contract with **State of Florida, North Carolina, South Carolina, Minnesota, Maryland and Miami Dade County** etc. During his term, Infojini has ranked as a top performing contractor in the Government Contracts above.

**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  
Information Technology Staff Augmentation Services – 3<sup>rd</sup> Bid  
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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](mailto: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](mailto: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](mailto: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 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> |
| 2. Quality & completeness of work | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> |

**Cost Control**

- |   |                            |                            |                            |
|---|----------------------------|----------------------------|----------------------------|
| 3. Accuracy and control of estimated costs to complete work | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> |
| 4. Timely submission of accurate and complete invoices      | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> |

**Timeliness of Performance**

- |   |                            |                            |                            |
|---|----------------------------|----------------------------|----------------------------|
| 5. Adherence to delivery schedule (major tasks, milestones)             | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> |
| 6. Timely, current, and complete reporting, tracking, and documentation | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> |

**Business Relations**

- |  |                            |                            |                            |
|--|----------------------------|----------------------------|----------------------------|
| 7. Effectively communicated with Customer management & staff | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> |
| 8. Staff was professional, cooperative & flexible            | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> |

**Customer Satisfaction**

- |   |                            |                            |                            |
|---|----------------------------|----------------------------|----------------------------|
| 9. Overall Satisfaction with Contractor | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> |
|---|----------------------------|----------------------------|----------------------------|

**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.

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**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	<a href="#">United Nations United Nations Standard Products and Services Code (UNSPSC)</a>	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!