



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

**Between Florida Department of Management Services and INTEGRATED TECHNOLOGY SOLUTIONS  
AND SERVICES 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 INTEGRATED TECHNOLOGY SOLUTIONS AND SERVICES 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 Section 2.2 of the Contract Exhibit C, Special Contract Conditions, is superseded in its entirety by this section of the Contract.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:**  
**INTEGRATED TECHNOLOGY SOLUTIONS AND SERVICES INC.**

By:   
Name: **Jonathan R. Satter**  
Title: **Secretary**  
Date: 8/4/2020 | 5:16 PM EDT

By:   
Name: **SHWETA KUKREJA**  
Title: **PRESIDENT**  
Date: 8/4/2020 | 10:23 AM PDT



**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**

**INTEGRATED TECHNOLOGY SOLUTIONS AND SERVICES 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	\$114.00
			2. Manager	\$130.00
			3. Sr. Manager	\$154.00
	1210	Mgmt. Applications Development	1. Team Leader	\$105.00
			2. Manager	\$125.00
			3. Sr. Manager	\$136.00
	1220	Applications Architect	A. Entry	
			B. Intermediate	
			C. Advanced	
	1230	Enterprise Application Integration (EA) Engineer	No Variance	\$110.00
	1240	Systems Analyst	A. Entry	\$55.00
			B. Intermediate	\$85.00
			C. Advanced	\$105.00
	1250	Applications Development Analyst	A. Entry	\$60.00
			B. Intermediate	\$84.00
			C. Advanced	\$99.00
Data Strategy and Management	1400	Database Manager	1. Team Leader	\$110.00
			2. Manager	\$125.00
			3. Sr. Manager	\$124.00
	1410	Data Architect	A. Entry	\$80.00
			B. Intermediate	\$105.00
			C. Advanced	\$125.00
	1420	Data Modeler	A. Entry	\$50.00
			B. Intermediate	\$86.00
			C. Advanced	\$109.00
	1430	Database Analyst	A. Entry	\$65.00
			B. Intermediate	\$98.00
			C. Advanced	\$110.00
	1440	Database Administrator	A. Entry	\$60.00
			B. Intermediate	\$105.00
			C. Advanced	\$112.00
Quality Assurance	1600	Mgmt. Quality Assurance	1. Team Leader	\$95.00
			2. Manager	\$105.00
			3. Sr. Manager	\$130.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	1610	Quality Engineering Consultant	No Variance	\$100.00
	1620	Quality Assurance Analyst	A. Entry	\$50.00
			B. Intermediate	\$75.00
			C. Advanced	\$85.00
Technology Research	1801	Manager, Technology Research	No Variance	\$125.00
	1810	Technology Research Analyst	A. Entry	\$65.00
			B. Intermediate	\$93.00
			C. Advanced	\$117.00
Client Technologies	2000	Manager, Client Technologies	1. Team Leader	\$76.00
			2. Manager	\$100.00
			3. Sr. Manager	\$140.00
	2010	Client Technologies Analyst	A. Entry	\$46.00
			B. Intermediate	\$70.00
			C. Advanced	\$82.00
	2020	Client Technologies Technician	A. Entry	\$43.00
			B. Intermediate	\$53.00
			C. Advanced	\$75.00
Customer Support	2200	Mgmt. Customer Support	1. Team Leader	\$60.00
			2. Manager	\$85.00
			3. Sr. Manager	\$115.00
	2210	Customer Support Analyst	A. Entry	\$33.00
			B. Intermediate	\$43.00
			C. Advanced	\$78.00
	2220	Customer Support Technician	A. Entry	\$43.00
			B. Intermediate	\$50.00
			C. Advanced	\$60.00
Network Management	2400	Director, Network Operations	1. Team Leader	\$130.00
			2. Manager	\$125.00
			3. Sr. Manager	\$200.00
	2410	Manager, Network Operations	1. Team Leader	\$76.00
			2. Manager	\$105.00
			3. Sr. Manager	\$140.00
	2420	Network Architect	A. Entry	\$80.00
			B. Intermediate	\$109.00
			C. Advanced	\$119.00
	2430	Network Engineer	A. Entry	\$75.00
			B. Intermediate	\$90.00
			C. Advanced	\$104.00
	2440	Network Analyst	A. Entry	\$60.00
			B. Intermediate	\$86.00
			C. Advanced	\$104.00
	2450	Network Administrator	A. Entry	\$54.00
			B. Intermediate	\$74.00
			C. Advanced	\$90.00
	2460	Network Technician	A. Entry	\$40.00
			B. Intermediate	\$59.00
			C. Advanced	\$66.00
Internet Planning, Eng. & Operations	2600	Mgmt. Internet Operations	1. Team Leader	\$115.00
			2. Manager	\$130.00
			3. Sr. Manager	\$145.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	2610	Internet/Web Architect	A. Entry	\$54.00
			B. Intermediate	\$90.00
			C. Advanced	\$122.00
	2620	Internet/Web Engineer	A. Entry	\$55.00
			B. Intermediate	\$94.00
			C. Advanced	\$114.00
	2630	Web Applications Programmer	A. Entry	\$45.00
			B. Intermediate	\$89.00
			C. Advanced	\$109.00
	2640	Web Designer	A. Entry	\$40.00
			B. Intermediate	\$62.00
			C. Advanced	\$95.00
	2650	Webmaster	A. Entry	\$53.00
			B. Intermediate	\$63.00
			C. Advanced	\$88.00
	2660	Internet/Web Systems Administrator	A. Entry	\$45.00
			B. Intermediate	\$82.00
			C. Advanced	\$95.00
	2670	Web Customer Support Specialist	A. Entry	\$46.00
			B. Intermediate	\$60.00
			C. Advanced	\$74.00
Operations	2800	Director, Data Center Operations	No Variance	\$146.00
	2810	Manager, Computer Operations	1. Team Leader	\$80.00
			2. Manager	\$95.00
			3. Sr. Manager	\$119.00
	2820	Supervisor, Computer Operations	1. Team Leader	\$80.00
			2. Manager	\$90.00
	2830	Computer Operator	A. Entry	\$32.00
			B. Intermediate	\$41.00
			C. Advanced	\$48.00
	2840	Manager, Capacity Planning	No Variance	\$105.00
Telecommunications	3000	Manager, Telecommunication Operations	1. Team Leader	\$91.00
			2. Manager	\$115.00
			3. Sr. Manager	\$130.00
	3010	Telecommunication Engineer	A. Entry	\$48.00
			B. Intermediate	\$68.00
			C. Advanced	\$88.00
Electronic Commerce	3020	Telecommunication Technician	A. Entry	\$48.00
			B. Intermediate	\$60.00
			C. Advanced	\$75.00
	3200	Director, Electronic Commerce	No Variance	\$155.00
	3210	Manager, Electronic Commerce	No Variance	\$99.00
	3220	Electronic Commerce Analyst	A. Entry	\$49.00
			B. Intermediate	\$71.00
			C. Advanced	\$95.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	3230	EDI Specialist	A. Entry	\$60.00
			B. Intermediate	\$83.00
			C. Advanced	\$88.00
Business Intelligence Systems Management	3400	Director, Data Warehouse	1. Team Leader	\$110.00
			2. Manager	\$140.00
			3. Sr. Manager	\$190.00
	3410	Manager, Data Warehouse	No Variance	\$133.00
	3420	Business Intelligence Analyst	No Variance	\$122.00
	3430	Data Warehouse Analyst	A. Entry	\$50.00
			B. Intermediate	\$93.00
			C. Advanced	\$110.00
	3440	Data Warehouse Administrator	No Variance	\$110.00
	3600	Manager, Decision Support	No Variance	\$120.00
	3610	Decision Support Specialist	A. Entry	\$45.00
			B. Intermediate	\$76.00
			C. Advanced	\$85.00
	3620	Decision Support Administrator	A. Entry	\$55.00
			B. Intermediate	\$94.00
			C. Advanced	\$117.00
	3800	Manager, CRM Technology	No Variance	
	4000	Knowledge Engineer	No Variance	\$130.00
Enterprise Resource Planning (ERP)	4200	ERP Team Lead	No Variance	\$142.00
	4210	ERP Team Member	No Variance	\$111.00
	4220	ERP Configurer	No Variance	\$73.00
	4230	ERP Programmer/Analyst	A. Entry	\$50.00
			B. Intermediate	\$84.00
			C. Advanced	\$100.00
	4240	ERP Systems Support Specialist	No Variance	\$84.00
	4250	ERP Systems Administrator	No Variance	\$99.00
	4600	Basis/Ale Technical Consultant	No Variance	\$125.00
Sourcing and Vendor Relationship Management	4800	Chief Sourcing Officer	No Variance	\$160.00
	4810	Manager IT Procurement	No Variance	\$115.00
	4820	IT Procurement Specialist	No Variance	\$65.00
	5000	Manager, Vendor Relationships	1. Team Leader	\$79.00
			2. Manager	\$90.00
			3. Sr. Manager	\$140.00
	5010	Manager, Outsourcing Contracts	No Variance	\$115.00
	5020	Contracts Manager	No Variance	\$88.00
	5040	Finance/Administration Specialist	A. Entry	\$65.00
			B. Intermediate	\$87.00
			C. Advanced	\$105.00
	5200	Technical Advisor	No Variance	\$120.00
Business Management / Administration	5400	Asset Manager	No Variance	\$100.00
	5410	Asset Management Administrator	A. Entry	\$53.00
			B. Intermediate	\$62.00
			C. Advanced	\$70.00
	5500	Director, HR/IT	No Variance	\$153.00
	5600	Manager, HR/IT Staffing	No Variance	\$100.00
	5610	Technical Recruiter	A. Entry	\$50.00
			B. Intermediate	\$72.00
			C. Advanced	\$102.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	5620	HR/IT Generalist	A. Entry	\$54.00
			B. Intermediate	\$65.00
			C. Advanced	\$100.00
	5800	Documentation Specialist/Technical Writer	A. Entry	\$50.00
			B. Intermediate	\$64.00
			C. Advanced	\$79.00
	6000	Manager, IT Finance	No Variance	\$120.00
	6100	Director, IT Risk and Compliance	No Variance	\$175.00
	6200	Manager, IT Audit	No Variance	\$125.00
6210	IT Auditor	No Variance	\$93.00	
6400	Business Management Specialist	No Variance	\$101.00	
Training	6600	Manager, Technical Training	1. Team Leader	\$75.00
			2. Manager	\$94.00
			3. Sr. Manager	\$120.00
	6610	Technical Trainer	A. Entry	\$45.00
			B. Intermediate	\$62.00
			C. Advanced	\$79.00
Security Management	6800	Security Manager	1. Team Leader	\$90.00
			2. Manager	\$108.00
			3. Sr. Manager	\$128.00
	6810	Security Analyst	A. Entry	\$55.00
			B. Intermediate	\$80.00
			C. Advanced	\$105.00
	6820	Data Security Specialist	No Variance	\$95.00
	6830	Network Security Specialist	No Variance	\$125.00
	6840	System Security Specialist	No Variance	\$94.00
6850	Web Security Specialist	No Variance	\$100.00	
Business Continuanace Management	7000	Manager, Business Continuanace	No Variance	\$130.00
	7010	Business Continuanace Specialist	No Variance	\$102.00
Product Development	7200	Manager, Product Development	1. Team Leader	\$84.00
			2. Manager	\$105.00
			3. Sr. Manager	\$140.00
	7210	Product Architect	No Variance	\$135.00
	7220	Product Engineer	A. Entry	\$52.00
			B. Intermediate	\$80.00
			C. Advanced	\$105.00
	7230	Product Developer	A. Entry	\$58.00
			B. Intermediate	\$95.00
C. Advanced			\$105.00	
Systems Programming & Admin.	7400	Manager, Systems Software	1. Team Leader	\$108.00
			2. Manager	\$129.00
			3. Sr. Manager	\$158.00
	7410	Systems Architect	A. Entry	\$56.00
			B. Intermediate	\$94.00
			C. Advanced	\$145.00
	7420	Systems Software Programmer	A. Entry	\$55.00
			B. Intermediate	\$90.00
C. Advanced			\$107.00	

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	7430	Groupware Specialist	A. Entry	\$70.00
			B. Intermediate	\$85.00
			C. Advanced	\$96.00
	7440	Systems Administrator	A. Entry	\$50.00
			B. Intermediate	\$70.00
			C. Advanced	\$95.00
	7450	UNIX System Administrator	No Variance	\$95.00
	7460	Storage Management Specialist	No Variance	\$99.00
Business Analysis and Planning	7500	Director, Enterprise Architecture	No Variance	\$180.00
	7600	Manager, IT Business Planning	1. Team Leader	\$105.00
			2. Manager	\$135.00
			3. Sr. Manager	\$140.00
	7610	Enterprise Architect	No Variance	\$135.00
	7620	Business Process Consultant	A. Entry	\$45.00
			B. Intermediate	\$80.00
			C. Advanced	\$105.00
	7630	IT Business Consultant	A. Entry	\$54.00
			B. Intermediate	\$86.00
			C. Advanced	\$90.00
	7640	Business Analyst	A. Entry	\$42.00
			B. Intermediate	\$75.00
			C. Advanced	\$90.00
	7700	Director, Business Relationships	No Variance	\$175.00
	7800	Manager, Customer Relations	No Variance	\$110.00
Release Management	8000	Configuration Management Analyst	A. Entry	\$55.00
			B. Intermediate	\$80.00
			C. Advanced	\$83.00
	8010	Release/Build Engineer	No Variance	\$90.00
Program Management	8200	Director, Program Management	No Variance	\$160.00
	8210	Program Manager	1. Team Leader	\$98.00
			2. Manager	\$115.00
			3. Sr. Manager	\$130.00
	8220	Project Manager	1. Team Leader	\$100.00
			2. Manager	\$105.00
			3. Sr. Manager	\$122.00
	8230	Project Leader	A. Entry	\$64.00
			B. Intermediate	\$100.00
			C. Advanced	\$110.00
	8235	Project Management Specialist	No Variance	\$75.00
	8240	Resource Manager	No Variance	\$110.00
Customer Service Hotline	8400	Manager, Customer Service Hotline	No Variance	\$78.00
	8410	Customer Service Hotline Representative	A. Entry	\$34.00
			B. Intermediate	\$36.00
			C. Advanced	\$48.00
Technical Product Support	8600	Manager, Technical Product Support	1. Team Leader	\$76.00
			2. Manager	\$86.00
			3. Sr. Manager	\$100.00
	8610	Technical Product Support Analyst	No Variance	\$64.00
	8620	Technical Product Support Specialist	A. Entry	\$34.00
			B. Intermediate	\$47.00
			C. Advanced	\$61.00





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**A. Respondent's Proposed Employment Procedures**

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

**ITSSI Proven Strategic Staffing Plan for this State Contract**

With more than seven years in the staffing industry, ITSSI has gained adequate and successful experience of IT staffing & consulting projects, cultivating skills and brilliant teams, enabling us to exactly evaluate the state needs and provide only those staff that are qualified and are able to provide quality of services & have the interpersonal skills necessary to accomplish the state's projects. Our approach is to clearly understand the state's business, technical, and cultural environments so that we can fully comprehend the staffing requirements. Our responsibility is to find the right candidate for the job based on an understanding of the state environment. To accomplish this goal, we emphasize on local candidates with matching skills and our preference is to find candidates with similar domain expertise. During process orientation, we mentor our account management staff by providing clear understanding of the State expectations to find the best fit for the technology environment and culture as required by the State. As a staffing company, ITSSI subscribes to the highest standards of Human Resource Management.

Based upon our rich experience gained from execution of similar type of contracts with various State departments and agencies, we have evolved an in-house proven Strategic staffing plan for addressing and structuring the State's staffing including recruitment, hiring, on boarding, promotion, redeployment, attrition, retention along with personality development of staff for the successful implementation of the State's projects. ITSSI strategic staffing plan involves the formulation and implementation of your business objectives, developing processes and plans designed to achieve these objectives, and then allocating the right candidate to implement the plans. Our strategic staffing plan comprises of standardized recruitment methodology which includes proactive and reactive approaches to recruit candidates that best match with State requirements as per industry employment standards. Our highly skilled 24X7 team of 25 dedicated recruiters use this standardized recruitment methodology to source and recruit well-qualified Candidates for the state's projects. This plan will help us to determine the exact needs of the state by analyzing the environment in which the project operates, and then creating a series of goals or objectives and measures for the project team to pursue.

***\*Strategic Staffing Model results in having the right candidate with the right skills in the right place at the right time\*.***

ITSSI strategic staffing plan services works on both proactive as well as reactive staffing approach by which our organization creates a pool of resource resumes in our database in advance and makes a choice from that database to provide the right person at the right place at the right time in minimal time. With our proactive approach to staffing services and client experience, there will be significant output in their tasks, within budget and on time.

ITSSI strategic staffing plan involves a quality assurance program, which is built in accordance with industry standards and it focuses on adoption of a process to enhance state satisfaction. The quality management begins with our experienced resources within the organization trained to manage projects with quality output. The quality management encompasses methodologies for maintaining and implementing changes to quality processes and standards, status reporting, lessons learned in addition to the application of best practices and continuous improvement methods. As a practice, our state dedicated Account Manager heading the account management team will establish detailed work plan immediately after receiving the Request for Quotes (RFQ) including all timeframes and timelines expected by the state. Our dedicated team will be responsible for fulfilling the submittal requirement within the pre-defined timeframes. On receiving the Request for Quotes (RFQ) from the State, our Account Manager will prepare a detailed document including complete understanding of the state requirements, nature of skills and work, technology base, after assessing the requirement and updating the Request for Quotes in our centralized proprietary recruitment Application Tracking System. Our Account Manager forwards the RFQ to the Recruitment Manager at the same time. Our Account Manager conducts a meeting with the recruitment team covering all important facts, recruitment strategy and pitching areas.. Our recruitment team is divided as per all US time zones to reach candidates. We post jobs on various job portals as well as conduct Boolean searches on these Job portal databases to get candidates. The following search criteria is adopted to approach the industry best fit:

- **Bench Database:** Search the on-bench list of candidates to identify candidates with matching skill-set.
- **Proprietary Resume Database:** Perform internal database search having 500,000 pre-vetted

**Information Technology Staff Augmentation Services 3<sup>rd</sup> Bid**  
**RFP No. 15-80101507-SA-D**



resumes to identify consultants with relevant domain experience with preference to candidates who are local to the State of FL.

- o **Job-sites:** Perform search on LinkedIn, CareerBuilder, Monster, Dice and other job portals.
- o **Employee Referral:** Use Referral path by contacting all our current and past consultants
- o **Website Publishing:** Post all the requirements on ITSSI website and other government employment agencies.
- o **Job Fairs:** Participate and manage periodic job fairs and campus hiring in key cities to attract potentially qualified personnel.

We always hire the right resources at competitive cost that possess the required skills for the job. We have a strong team of Subject Matter Experts, available as and when required for projects undertaken by ITSSI. Our approach to finding and retaining personnel will provide the State with talented staff that has the experience and skills necessary to meet project goals. Our average turn-around time to respond to a requirement is 1-2 business days. Our lead-time from request for staff to onboarding is typically 5-7 business days which includes one-two business days for presenting qualified resumes, In priority cases, we typically reduce time-to-fill for our clients by one-third. In such cases the lead time-to-fill is 1-3 days, even within specialized skill sets. Our 24X7 expert team of technical recruiters work in all US time zones covering early morning as well as late evening hours to reach candidates. ***The typical timeline, we follow to fulfil the submittal is as follows:***

Deliverable	Responsibility	Timeframe
- Analyzing the requirement and need	- Account Manager	1 – 2 Hours
- Designing recruitment strategy - Updating request of quote in internal sourcing portal - Sharing requirement across the sourcing channels	- Account/Recruitment Manager	1 – 2 Hours
- Sourcing and communicating with the right candidates - Pre-screening via telephonic interview	- Recruitment Team	2 – 6 Hours
- Conducting detailed interview and tech check - Evaluating candidate resume - Reference Check for shortlisted candidates	- Recruitment Team - SME's	2 – 4 Hours
- Preparing skill matrix and summary sheet of shortlisted candidates in client format for submittal	- Recruitment Team	2 – 4 Hours
- Aligning and arranging interview schedules with client - Confirming interview schedule	- Account Manager - Account Manager	Timeline according to the State schedule
- If required, perform background check on client request	- HR Manager	Depending on standard process

After shortlisting and onboarding, we will closely monitor the performance of our staff along with project scheduling while working on state projects. As a practice, our Account Manager will meet the State assigned Manager on a regular basis to gather information regarding the project status along with the performance of the assigned consultants. In addition, to ensure the quality submittals on this State contract, we measure performance of our Account Managers and recruiters by our placement track record that results in the success of our recruitment activities. As a practice, we set an internal target for our Account Managers and recruiters for this account. Currently, we have 100% fulfillment rate as set by all our clients for us. Our Account Manager keeps a record of all the requirements received from the client and keeps details in a summary form including number of candidates submitted, interviewed, on boarded etc. At the end of the month, details such as annual target, target met during the month, target met every quarter etc. is sent to the higher management so that the performance of Account Managers and recruiters is measured closely. In case the target by any Account Manager or recruiter is not being met, the matter is escalated to the higher management for taking corrective action. Based upon our past experience, we have been able to meet the defined targets with our clients ensuring quality management.. If under any circumstances, s/he is unable to respond to a State communication immediately, s/he will contact the State personnel within two hours from the time a communication is delivered from the State personnel.

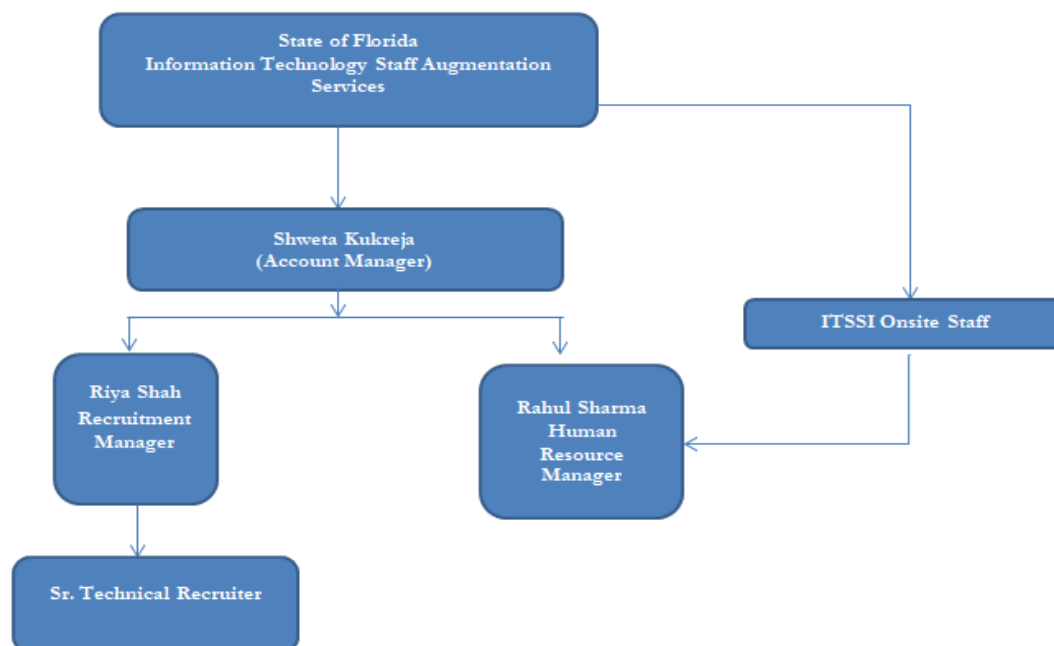
Describe Respondent's employment screening processes that contain the following elements:

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

## Our Response

### ITSSI Employment Screening Process

ITSSI verifies and screens its candidates with utmost detail, delivering razor sharp focus to meet individual needs. We administer a comprehensive employment screening process from initial contact to in-person interviews, reference checks, through the successful placement with a client. As soon as a contract is awarded, we assign a State dedicated account management team of highly qualified key management personnel that will be responsible for tracking, screening, testing and deploying qualified candidates for the fulfillment of State staffing requirements.



**Fig: - Organization Chart for Florida State Contract**

After receiving task order/ sourcing requirements from the State, our Account Manager and Account Manager conducts a meeting with the recruitment team covering all the important facts, recruitment strategy and pitching areas. Our recruitment team set search through every medium mentioned before. Our recruiter team conducts a 24X7 search cover early morning and late evening hours of all US time zones to reach the candidates and to get exact match. Our recruitment team gives equal emphasis on local resources with matching skills and our preference is to find candidate with similar domain expertise. Our account management team backed up with domain specific and experienced SME's and recruiters, keen to start on this contract. After finding 3-4 qualified candidates on a particular position, we pause the search process. Our Recruitment Manager along with domain specific SME's conduct interviews and a variety of tests to evaluate the job specific skills and qualifications of our resources to verify the accuracy of resume information, including: online skills inventory analysis and computer based scenario analysis. These tests examine the proficiency of candidates in the technical domain and help us to evaluate the accuracy of experience and expertise demonstrated in their resume. We use a variety of tools to evaluate the technical skills of our employment candidates such as Technical Preliminary Interview (TPI) to provide telephonic or face to face technical evaluation interviews with our candidates and submit interview summaries to our technical recruiting managers; Customized Tests (CT), if a skill set is specific enough to warrant a customized test, we perform written tests that incorporate State input; Automated/On-Line Testing Services to evaluate potential candidates skills and experience levels.

Our account management team follows a 5-phase, 10-stage well established recruiting methodology as per Industry norms to source, screen and staff best-fit talent for the State.

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Stages	Accountability	Detailed Process
<ul style="list-style-type: none"> <li>State Consultation and Requirement Evaluation</li> </ul>	<ul style="list-style-type: none"> <li>Account Manager</li> </ul>	<ul style="list-style-type: none"> <li>Identify and analyze the State need includes project deliverables, SOW, environment, qualification, experience, niche, mandatory and desirable skill set</li> <li>Contact State for clarification (if required)</li> <li>Draft requisition with detailed summary</li> <li>Update requisition in ITSSI centralized portal</li> </ul>
<ul style="list-style-type: none"> <li>Recruitment Strategy Development</li> </ul>	<ul style="list-style-type: none"> <li>Account Manager</li> <li>Staffing Manager</li> </ul>	<ul style="list-style-type: none"> <li>Design recruitment strategy</li> <li>Conduct meeting defining job position &amp; pitching areas</li> <li>Assign to recruitment team</li> </ul>
<ul style="list-style-type: none"> <li>Resource Sourcing</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment Team and</li> <li>SME's</li> </ul>	<ul style="list-style-type: none"> <li>Check if matching profile is available in our centralized recruitment portal of 20,000 database or in our bench</li> <li>Share requisition to our internal staff working at client locations for internal referrals</li> <li>Post on various job portals like LinkedIn, Boolean, CareerBuilder, Monster, Dice, etc.</li> </ul>
<ul style="list-style-type: none"> <li>ITSSI Interview and Assessment</li> </ul>	<ul style="list-style-type: none"> <li>Staffing Manager</li> <li>Recruitment Team and</li> <li>SME's</li> </ul>	<ul style="list-style-type: none"> <li>Perform resume pre-screening and matching with State skill set and qualification</li> <li>Conduct initial check and call to interviewing work spirit, leader- ship qualities, problem solving, team building, etc.</li> <li>Conduct aptitude interview discussing previous project and team scenarios to check domain knowledge</li> <li>Perform technical evaluation (Online tests &amp; Interviews).</li> <li>Provide State and ITSSI work culture information.</li> <li>Discuss salary negotiation and relocation (if required)</li> <li>Signed resume self-certification form and obtain written confirmation to join the project, if selected.</li> <li>Create evaluation sheet to summarize the interview results.</li> <li>Update scrutinize candidate resume on centralized portal</li> <li>If shortlisted, cross check candidate references (every candidate required to submit three professional references)</li> </ul>
<ul style="list-style-type: none"> <li>State Submittal</li> </ul>	<ul style="list-style-type: none"> <li>Account Manager</li> <li>Staffing Manager</li> </ul>	<ul style="list-style-type: none"> <li>Prepare shortlisted candidate skill matrix and summary sheet</li> <li>State required format.</li> <li>Submit latest resumes along with a resume self-certification form, skill matrix, and references to the State.</li> <li>Align and arrange interview schedules between the State &amp; pre- qualified candidate</li> <li>Update State about candidate availability for schedule</li> </ul>
<ul style="list-style-type: none"> <li>State Interview and</li> <li>Assessment</li> </ul>	<ul style="list-style-type: none"> <li>Account Manager</li> </ul>	<ul style="list-style-type: none"> <li>Confirm interview status with State</li> <li>Confirm shortlisting or rejection of submitted candidates</li> <li>Discuss hiring decision and other updates for the shortlisted candidate.</li> </ul>

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<ul style="list-style-type: none"> <li>• <b>Offer Negotiation and Follow-up</b></li> </ul>	<ul style="list-style-type: none"> <li>• Staffing Manager</li> <li>• Human Resource Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Disclose final decision with the candidates</li> <li>• Discuss salary and other benefits with the candidate</li> <li>• Shortlisted candidate is required to provide original documents and other credentials for background check</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Background and Reference Check</b></li> </ul>	<ul style="list-style-type: none"> <li>• Account Manager</li> <li>• Human Resource Manager</li> </ul>	<ul style="list-style-type: none"> <li>• If requested by State, conduct background check that includes criminal, legal working status, driving records, drug tests, employment verification and background check depending upon requirement.</li> <li>• Conduct all due diligence before extending an offer to candidate.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Offer and On-boarding</b></li> </ul>	<ul style="list-style-type: none"> <li>• Account Manager</li> <li>• Account Manager</li> <li>• Human Resource Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm the offer from the State.</li> <li>• Inform the candidate on the start date and other formalities that need to be followed</li> <li>• Conduct e-Verification</li> <li>• Provide orientation to smooth down joining formalities</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Project Compliance, Training and Support</b></li> </ul>	<ul style="list-style-type: none"> <li>• Account Manager</li> <li>• Human Resource Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Time to time ensure task schedules, deliverables, and change requests with candidate</li> <li>• Keep the staff updated and training them on any program modifications /new requirements.</li> </ul>

- *Respondent's employment standards (The minimum standards the Respondent requires its employees to follow).*

**Our Response:-**

At ITSSI, we strictly follow industry standards for employment. Our account management team follows a 5-phase; 10-stage well established recruiting as well as HR methodology to source, screen and staff best-fit talent for the State.



*Fig: ITSSI Recruitment Process*



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We verify all levels of education and employment included on an application on all new employees. The typical profile of ITSSI resources is as follows:

- o Master/Bachelor's degree in Engineering, Computer Science, Management or equivalent;
- o 2-10 years of relevant and domain specific experience;
- o Domain specific certification along with excellent communication and interpersonal skills.

We always aim to hire top talent to meet client requirements even if we have to reduce our profit margin for such placements. We follow low-margin pricing model and keep minimum profit margin and normally keep mark-up percentage as low as 5-7%. We also ensure that the wages paid to staff are sufficient to match with the skills necessary to perform the work. We always hire the right resources at competitive cost for all skills even if additional effort is required to fulfill such requests.

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

**Our Response**

- We administer a comprehensive screening procedure covering vetting of candidate's license, certification and educational credentials. ITSSI uses HireRight for candidate education validation.
- Execute a comprehensive prescreen that confirms technical and skill level mentioned in the certification & educational document and their compatibility with the client specific domain.
- After an online test and detail technical interview based on the client's requirement, we prepare the feedback form by filling results of the interview to shortlist the candidate.
- Every candidate is required to provide at least three professional references.
- References are cross checked by our recruiters before consultant submittal to the client. Every shortlisted candidate is required to send and submit a copy of documents related to license, certification and educational credentials. After proper verification and validation of these documents we forward them to the client for consideration, if required.

ITSSI uses the following agencies for background checks; HireRight, Peopletrail, GoodHire LLC., iprospectcheck and Data Screening.

In addition to this, if the candidate has worked with the same client in the past, as a practice we conduct a professional reference check with them to ensure that the candidate performance, professional appearance, working ability and change-readiness is as per the Client expectations. Based on the feedback of this professional reference check, candidature of the successfully shortlisted candidate is processed.

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

**Our Response**

At the time of the prescreening process, in addition to technical interview and online testing, our skilled recruiters check effective communication, listening, customer service, analytical thinking, flexibility, change-readiness, problem solving, leadership, team building, time management skills and professional appearance of the candidate by discussing prior job scenarios. We conduct reference checks with previous clients to evaluate candidate performance, working ability and change-readiness. Based on feedback of reference checks, the candidate resume that seems to be the best fit to the client job title description is further processed.

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

**Our Response**

The very first step will be to gauge the candidate's interest in the job and let the candidate know that this is a Client requirement. The task will be to convey to the candidate and at the time of the prescreening process, our recruitment team gets the signed resume self-certification form and written confirmation from qualified candidates that once selected for that project, they will join the project.

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

**Our Response**

After short listing of candidates from the recruitment team and sub-contractor who matches the State

requirement, our SME's conduct detailed interviews to verify the consultant's skills and ensure their capability for the position. We usually conduct:

#### **Pre-Screening & Interview Criteria**

1. Executing a comprehensive prescreening that confirms previous experience, salary, and skill level.
2. Online test (using Prove-It, Brainbench & internal tools) and personality test.
3. Interview - Conduct detail technical interviews based upon client's requirement. (Most IT skill sets are interviewed by our Technical recruitment (TR) team, and if expert skills are required, these are taken care of by our panel of SME's having excellent experience in same domain, which form our Qualified Technical Screen team)
4. Discussing salary requirements and relocation needs with candidates.
5. Evaluating attitude by discussing team scenarios.

#### **Technical Skill Evaluation**

1. Conducting initial assessment of the candidate's technical qualifications.
2. Conducting detailed technical interviews based on job requirement.

#### **Soft Skills Evaluation**

1. Evaluating candidate's communication, creativity, thinking, flexibility, change-readiness, problem solving, teambuilding and listening skills.

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

#### **Our Response**

At ITSSI, we verify and screen candidates with utmost detail to ensure only highly qualified candidate submission. We verify all levels of education included on an application. We verify three most recent employers or the past five year's employment. Depending on the client requirement, candidates are subjected to mandatory pre-employment background checks.

In addition to this, if the candidate has worked with the same client in the past, as practice we conduct professional reference check with them to ensure that the candidate performance, professional appearance, working ability and change-readiness is as per the Client expectations. Based on the feedback of this professional reference check, candidature of the successfully shortlisted candidate is processed.

***Employee Reference Check Form is provided as an appendix 1 on page # 14***

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

#### **Our Response**

Our Recruitment Manager along with domain specific SME's conducts detailed interviews and variety of tests to evaluate the job specific experience and qualifications of our resources to verify the accuracy of resume information, including: online skills inventory analysis and computer based scenario analysis. We evaluate the technical skills of our candidates. In addition, every candidate is required to provide at least three professional references. We conduct reference check with them to understand the candidates performance. If the candidate has worked with the same client in the past, as a practice we conduct thorough professional reference check with them to ensure that the candidate performance, professional appearance, working ability and change-readiness is on par with client expectations. Based on the feedback of this professional reference check, we determine experience level and professional competency of the qualified candidate before submittal to the State.

#### **• Sample Technical Interview Questions**

1. What development tools have you used?
2. What databases have you worked with?
3. What source control tools have you used?
4. What are your technical certifications?
5. What do you do to maintain your technical certifications?
6. How did your education help prepare you for this job?

7. How would you rate your key competencies for this job?
8. What are your IT strengths and weaknesses?
9. Tell us about the most recent project you worked on. What were your responsibilities?
10. From the description of this position, what do you think you will be doing on a day-to-day basis?
11. What challenges do you think you might expect in this job if you were hired?

***o Describe Respondent's operational formula to ensure staffing availability for IT Staff Augmentation services.***

**Our Operational Formula**

ITSSI account management team for State will be responsible for much more than just contract management and its administration. It involves ensuring contractual obligations are properly met, services are delivered in efficient manner, performance measures are timely taken and project risks or disputes are identified and managed.

At ITSSI, we understand that effective account/contract management is a key factor in ensuring the success of the State mission. As a practice, we focus on the following key areas before starting on the State contract:

- o Appoint well experienced and domain specific State dedicated account management personnel.
- o In-collaboration with State provide account management induction and transition program to all account management personnel, prior to taking responsibility for managing a contract.
- o Clearly identified roles and responsibilities for each account management personnel as per State project needs, ensuring appropriate time and attention can be paid to effective account management.
- o Align account management team to work in accordance with State guidance and procedures, procurement policy and manual and any other relevant processes.
- o Account management personnel will have clear objectives and reporting lines and their performance will be managed through delivery factor in similar fashion to State onsite staff.
- o Regular meeting and reporting to the State should take place on account management performance, issues and opportunities.
- o Review contract management deliverables and procedures on a regular basis for compliance.
- o **Delegate authority to Account Manager heading service team to manage the contract effectively.**

Our Project Management & Scrum Master Certified Account Manager with more than 15 years of Project Management, Account Management & Customer Management experience will lead the State dedicated account management team and acts as the primary point of contact related to Account. We know that employees are the real assets of any consulting company and will eventually be responsible for the smooth implementation of any project within budget and given timelines. Our success is largely dependent on our ability to hire, motivate, and retain talented people. Our approach to finding and retaining personnel will provide the State with talented candidate who has the experience and skills necessary to meet project goals.

Our account management team follows strategic staffing model plan that works on both proactive as well as reactive staffing approach by which our organization creates a pool of resource resumes in our database in advance and makes a choice from that database to provide the right person at the right place at the right time to increase the project effectiveness in minimal time. We use a proven organizational structure, excellent experienced management and technical team backed up with SME's to ensure our commitment to satisfy all requests. We have a dedicated staffing & consulting practice as per ISO standards with us to support State needs. We have dedicated account management team backed-up with 24X7 team of highly skilled 50 technical recruiters to search for exact matching candidates, who will be the best fit for the requirement of the State. Our technical recruiters work in all US time zones to reach the candidates. We have a strong database of 20,000 pre-vetted candidate's resumes with similar skills, many of them local to FL. With access to these pre-vetted candidates, we can provide requested resources within the stipulated time period after the award of contract.

Before proposing any candidate to the client, our dedicated team of recruiters make sure candidates having local presence within state or having worked in the state in past or having family there or having travelled all over US for different projects at different location are shortlisted. If in case, required skills are not available locally, resources from nearby states are shortlisted and assigned to client projects. We also take written confirmation from candidates that once selected for that project, they will



join on the project start date. As a process, we obtain written undertaking from the candidates to assure candidate's availability of joining on contract if selected. Normally, our candidates are readily available to join on client site soon after award of task order. Therefore, once the candidate will be shortlisted/ selected by the State, he/she will be readily available for the contract.

As mentioned before, we have quality hiring and contract management approach built in accordance with industry standards and it focuses on adoption of a process to enhance customer satisfaction through meeting customer requirements. The quality management begins with our experienced resources within the organization trained to manage projects with quality output. It encompasses methodologies for maintaining, implementing changes to the program quality processes and standards, status reporting, lessons learned in addition to the application of best practices and continuous improvement methods.

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

**Our Response**

After onboarding on State site, we will closely monitor the performance of our staff along with project scheduling while working on client sites. As a practice, our State dedicated Account Manager will communicate with the State assigned Manager on a regular basis to gather information on the project status along with performance of the assigned staff. Our Account Manager conducts meetings and discussions with the staff once a month, and try to understand if there are any issues faced by staff that may affect his/ her performance and might become a reason for leaving the assignment. The issues can be at personal/ family level, technical/ project level and/ or company level. We have a well-documented escalation process so that such situations are immediately taken care of at the appropriate level. If the State Manager feels that staff performance shortcomings can be improved by proper mentoring, we put the staff on a Performance Improvement Plan (PIP). During this period, an SME is assigned and will help the staff to meet the State expectations. SME conducts proper detailed technical sessions with the staff and provides guidance on the difficulties faced by the staff. Mentor might conduct technical sessions and provide material so as to improve technical skills. This training is more towards technical training focused towards live situations of the project. Our Human Resource Manager plays the key role in keeping our staff upgraded/updated with latest skills in their respective fields. They are provided feedback on latest technologies and tools prevalent in the market on regular basis by our team of SMEs in the respective field.

Our Human Resource Manager keeps a record of the current skills of each staff upon his/her joining as well as new training undertaken by staff while working with us. Our Human Resource Manager, in consultation with the SME, prepares the training plan for the staff based upon his/her current skills, the market trends in the respective field as well as the training requirements on the project. Moreover, if the client desires that our staff needs to be trained in particular skills then we work to arrange for this training on our own expense or mutually as per the needs of the clients.

After PIP period, if state Project Manager is satisfied with the candidate performance, the staff is put out of PIP. In case, candidate performance has not improved during this period, and State requires replacement of staff, our Account Manager takes immediate action and issue is escalated immediately to the senior management for corrective action. The request is forwarded to the recruiting team and ITSSI immediately replaces the candidate, and ensures smooth transition for the new candidate. In such cases, we provide 2-3 resumes to the client, facilitate client interview and joining process of the new candidate as per client convenience. We replace the candidate with a candidate that meets or exceeds the skill set and experience of the current candidate. The following actions are taken in all such cases:

- o Perform search in the on-bench list of candidates to identify candidates with matching skill-set.
- o Perform internal database search having more than 50,000 candidates to identify candidates that have previously worked with government agencies with relevant domain experience. The most preferred will be candidates who are local candidates in this region.
- o Use referral path by contacting all our current and past consultants as we believe in building strong relationships.

Once a candidate is selected, we will provide knowledge transfer to the new hired staff to avoid project schedule slippages and cost overhead. The candidate prior to leaving the client has to fulfill exit criteria and return all client property before leaving the client premises.

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

**Our Response**

For us our client information security is primary and we fully understand the potential implications of security breach, including the loss or theft of sensitive data. We always train our staff on adhering to data security for keeping the data secure and follow related policies implemented at the client site. All our staff is given proper training on this policy before joining the project so that all materials or information furnished by state relating to state business functions and processes shall be considered "proprietary and confidential". They will follow the rules and regulations of the State of Florida Security policy and procedures manual and the laws of the State of Florida.

ITSSI certifies all our consultants will comply with the State of Florida information protection policies, procedures and standards including any future information protection policy changes or revisions. We will ensure that our consultants are aware of the confidential nature of information contained in the files as well as the criminal and civil sanctions due to noncompliance with federal and state statutes.

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

Once the candidate is shortlisted we conduct a Background and Reference Check so that the we accommodate a Customer's designation of a job as one of special trust that requires a background screening. After the candidate is selected for placement, ITSSI will perform a **series of reference checks, pre-employment background checks and drug screens** prior to on-boarding employee at client sites, which is a part of our standard practice. Global IT Services follows all client-specific requirements, including which **background and drug testing** companies they prefer to use. We uses the following agencies for background checks; **Peopletrail, GoodHire LLC., iprospectcheck and Data Screening**. We notify the client in writing regarding the result of the background checking conducted for a candidate. Our Background Checks include:

- Citizenship or Legal Working Status
- Criminal and Sex Offender Records check
- 5-panel Drug Screening Tests
- Verify Education & Employment records
- Driving and Vehicle Records Check
- Financial and Credit History Check
- Physical Examination

**B. Respondent's Principal Personnel**

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

*o List Respondent's principal personnel who will be responsible 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.**

S No.	Managem nt Personnel	Title	Education, Credentials And Certifications	# of years expertise with ITSSI
1	Shweta Kukreja	President / Account Manager	<ul style="list-style-type: none"> <li>• Bachelor's Degree in Information Technology</li> <li>• Diploma in Computer Applications</li> <li>• Project Management Certified</li> </ul>	10+ years of Project Management, Account Management & Customer Management
2	Riya Shah	Recruitme nt Manager	<ul style="list-style-type: none"> <li>• Post Graduate Degree in Management in Human Resources and Bachelor in Commerce</li> <li>• Certification on SAP Modules like HR, FI/CO &amp; ABAP</li> </ul>	5+ years of Recruitment Services
3	Rahul Sharma	Human Resource Manager	<ul style="list-style-type: none"> <li>• BE in Computer Science</li> </ul>	10+ years of Client Relationship Management



- *Describe the role each principal personnel will have in a contract(s) that may result from this solicitation*

Name/ Role	Responsibilities
<b>Shweta Kukreja, Account Manager</b>	<ul style="list-style-type: none"> <li>• She will be the primary key person for managing contract signed with the State and interacting with the State contract team.</li> <li>• Ensuring &amp; track State request for quotes.</li> <li>• Quarterly meeting with State Management Team <ul style="list-style-type: none"> <li>o To know ITSSI Services standing &amp; performance on the contract</li> </ul> </li> <li>• Bi-Weekly meeting with Back Office Staffing Operation &amp; Employee Care Team to give update on ITSSI performance and upcoming activities</li> <li>• Ensuring that Monthly Compliance Reports are being submitted in time to the State and sending weekly dashboard reports to Management.</li> </ul>
<b>Riya Shah, Recruitment Manager</b>	<ul style="list-style-type: none"> <li>• Key person for managing staffing need of the State request for quotes</li> <li>• Ensuring and track the staffing request for quotes of the State</li> <li>• Setting up milestone of each activity to complete the State submittal within 2-3 days</li> <li>• Training and skill enhancement to existing &amp; new recruiters on the State staffing requirements</li> <li>• Arranging/managing interview schedules between State &amp; consultants.</li> </ul>

- *Describe each principal personnel's Staffing Resource Management role in past IT Staff Augmentation contracts.*

#### Our Response

ITSSI account management staff has adequate and successful prior experience in similar scope of IT staffing projects; enable us to provide State exceptional resources all time when required. Described below is our team of three highly qualified key management personnel that have an average industry experience of more than 5 years and will be responsible for tracking, screening, testing and deploying qualified candidates for the fulfillment of State staffing requirements. ITSSI account management staff roles in past IT Staff Augmentation contracts.

#	Personnel name	Experience with similar	Served client base
1	Shweta Kukreja, Account Manager	12+ years of Project Management, Contract Management & Customer Management	<ul style="list-style-type: none"> <li>• South Carolina Dept. of Revenue</li> <li>• South Carolina Dept. of Health and Human Services</li> <li>• South Carolina Governor's Office</li> <li>• South Carolina Division of Technology</li> <li>• South Carolina Dept. of Education</li> <li>• The State of California, ITSAC contract</li> <li>• The State of California, Administrative Office of the Courts</li> <li>• State of Washington</li> <li>• U.S. General Services Administration (GSA)</li> <li>• Pennsylvania State Higher Education</li> <li>• State of Minnesota</li> <li>• Los Angeles County</li> </ul>

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2	Riya Shah, Recruitment Manager	10+ years of Recruitment Services	<ul style="list-style-type: none"> <li>• South Carolina Dept. of Revenue</li> <li>• South Carolina Dept. of Health and Human Services</li> <li>• South Carolina Governor's Office</li> <li>• South Carolina Division of Technology</li> <li>• South Carolina Dept. of Education</li> <li>• The state of California, ITSAC contract</li> <li>• The state of California, Administrative Office of the Courts</li> <li>• State of Washington</li> <li>• U.S. General Services Administration (GSA)</li> <li>• Pennsylvania State Higher Education</li> <li>• State of Minnesota</li> <li>• Los Angeles County</li> </ul>
3	Rahul Sharma, Human Resource Manager	10 + years of Client Relationship Management	<ul style="list-style-type: none"> <li>• South Carolina Dept. of Revenue</li> <li>• South Carolina Dept. of Health and Human Services</li> <li>• South Carolina Governor's Office</li> <li>• South Carolina Division of Technology</li> <li>• South Carolina Dept. of Education</li> <li>• The state of California, ITSAC contract</li> <li>• The state of California, Administrative Office of the Courts</li> <li>• State of Washington</li> <li>• U.S. General Services Administration (GSA)</li> <li>• Pennsylvania State Higher Education</li> <li>• State of Minnesota</li> <li>• Los Angeles County</li> </ul>

- *Detail any unique expertise and capabilities each principal personnel possess that could bring additional value to the State.*

#### **Our Response**

Below are the resume of our Management Personnel with expertise and capabilities that could bring additional value to the State.

S No.	Management Personnel	Title
1	Shweta Kukreja	President / Account Manager
2	Riya Shah	Recruitment Manager
3	Rahul Sharma	Human Resource Manager

#### **Resume 1:- Shweta Kukreja, Account Manager**

##### **Summary**

Shweta Kukreja is a Project Management Certified Senior Contract Manager with over 12 years of experience in project management, contract management, change management & customer management in all phases of diversified technology projects. She is proficient in business strategy, plan and manage multimillion-dollar projects, aligning business goals with technology solutions to drive process improvements, competitive advantage, and marketing strategies. She has extensive experience in agile and waterfall project management methodologies. She has expertise in developing long-term relationships with a widespread portfolio of assigned customers, connecting with key business executives and stakeholders. She is managing teams of Senior Business Development Managers for direct and indirect client/ 3rd party requirements and sales team for US recruitment and staffing. She is used to mentor senior executives, to liaising between customers and cross-functional internal teams to ensure the timely and successful delivery of solutions according to customer needs. She has proven ability to interface with the client-end Managers, sub-vendors and on-site working staff to ensure the timely delivery of tasks. She is an excellent communicator with demonstrated success-building relationships with clients and the consultants. She is a sought-after expert, advisor and hands-on practitioner utilizing innovative strategic workforce planning, human capital value management and

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talent acquisition strategy to help enterprise clients create agile workforces and achieve best-possible business outcomes and sustainable competitive advantage through the talent supply chain. Shweta has expertise in acquiring and sharing practical insights on critical management issues and local-to-global trends in the new world of work. She has superb ability to manage large-size project teams and known for high-quality deliverables that meets or exceeds timeline and budgetary targets.

**Core Competency**

- Strong experience in communicate company strategy in the board of directors meeting, oversee revenue generation, preside over operations.
- Function as the lead point of contact for all matters specific to contract compliance.
- Ensure the timely and successful delivery of solutions according to customer needs and objectives.
- Experience in working alongside community leaders, executive directors, government officials, and senior staff/board members.
- Participate in and nurture broad networks of alliances with others to exchanges knowledge and information about learning and change in support of change initiatives.
- Ensure highly productive relationships and partnerships for the benefit of the organization.
- Sets goal, monitor work and evaluate results to ensure that departmental and organizational objectives and operating requirements are met and are in line with the needs and mission.
- Hands-on experience in identifying ways to increase revenues and decrease costs, analyzing financial reports and working with staff and an audit committee to prepare operating budgets.
- Excellent communicator leverage technical, business and financial acumen to communicate effectively with client executives and their respective teams.

**Education**

- Bachelor's Degree in Information Technology
- Diploma in Computer Applications
- Project Management Certified

**Professional Experience**

Client	Position	Duration
ITSSI	Account Manager	2011- Present
Vikat Solutions	Project Manager	2007- 2011

**Resume 2:- Riya Shah, Recruitment Manager**

**Summary**

Riya Shah is a certified professional with over 10 years of excellent experience in complete Recruitment Life Cycle. She has ample experience in designing, developing and maintains the recruitment process as per industry best practice for the client by studying its environment and need base. She has vast experience in handling sourcing assignments for full-time, contract and temporary employees, for both in-house corporate staffing requirements as well as for clients. She possesses excellent expertise in explanation of project requirements, job descriptions and daily duties, employment/ project terms and conditions, explanation of benefits, salary negotiation, company policies and procedures, problem resolution and performance reviews. She has extensive experience in working on various job boards like Dice, Monster, Hot Jobs, CareerBuilder, Corp-Corp/Tech fetch, Indeed as well as versed with various social media platforms like LinkedIn, Facebook, Twitter, etc. She has experience in managing daily operations of Vendor Management Services (VMS) and Managed Service Provider (MSP) programs which included coordinating with various Vendor Management Specialists. She has excellent work knowledge of USA Visa types (Citizen, GC, H1b, EAD) and US Tax terms (W2, C2C, 1099). She attended leadership seminar organized by the company. She is responsible for screening the candidates, technology check, negotiating salaries/contracts and making offers. He has extensive experience in full process of US Staffing/Recruitment (Recruitment and Sales/Marketing).

**Core Competency**

- Expert in recruitment process and resource management, sourcing strategies, recruitment process improvement and up gradation and compliance management.
- Experience in developing negotiation and recruitment strategy techniques covering hardware, software and consulting contracts for the information technology and engineering (IT) group.



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- Have good expose in VMS/MSP like Fieldglass, Synergy, IQNavigator and Peopleclick.
- Experience with recruitment process development/design and implementation.
- Experience in Recruitment Software and Applicant Tracking Systems like LinkedIn, CareerBuilder, Boolean, Monster, Dice Bullhorn, Job Diva, Zoho Recruit, CBiz, Conrep, MaxHire, Madison CRM.
- Experience in built and maintaining positive relationships with the internal and external clients utilizing strong relationship building skills through phone calls, e-mails and presentations.

**Education, Certification & Training**

- Post Graduate Degree in Management in Human Resources and Bachelor in Commerce
- Certification on SAP Modules like HR, FI/CO & ABAP

**Professional Experience**

Client	Position	Duration
ITSSI	Recruitment Manager	2011- Present
Mobilyt Solutions	Sr. Recruiter	2008- 2011

**Resume 3:- Rahul Sharma, Human Resource Manager**

**Summary**

Rahul Sharma is an innovative and resourceful HR Manager with over 10 years of widespread experience in Human Resource Management including strategic HR change management, talent acquisition, talent & performance management, learning and development, HR operations, immigration, compensation & benefits management and employee engagement. He has extensive experience in Strategic Orientation, Innovation & Change management, Employee Relations & Engagement, Human Resources Information Systems and Talent Acquisition. He has expertise in interfacing with business leaders to frame HR agenda, resolve critical HR issues and build people strategies. He has profound experience in maintaining employee benefits programs and informs employees of benefits by studying and assessing benefit needs and trends, recommending benefit programs to management, directing the processing of benefit claims, obtaining and evaluating benefit contract bids, awarding benefit contracts, designing and conducting educational programs on benefit programs. He has superb ability to generate detailed budgetary reports as well as day-to-day office activity reports. Rahule has active participation in monthly Business review meetings, conference calls with the client to improve upon the service level agreements (SLAs). He is proficient in completing human resource operational requirements by scheduling and assigning employees, following up on work results.

**Area of Expertise**

- o Strategic Orientation.
- o Executing with excellence.
- o Reward & Benefits management.
- o Employee Relations & Engagement.
- o Innovation & Change management.
- o Talent Acquisition.
- o Talent Development.
- o Human Resources Information Systems.

**Core Competency**

- Expertise in designing, implementing and monitoring various HR processes including Performance Management, Talent Acquisition and Talent Management and Employee Relations.
- Experience in providing expert problem management support to the customer issues.
- Proficient in maintaining human resource staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results
- Hands-on experience in maintaining the work structure by updating job requirements and job descriptions for all positions.
- Hands-on experience in preparing employees for assignments by establishing and conducting orientation and training programs.
- Persistent Account Management, prospecting/ business development techniques and persuasive, selling strategies.

**Education & Certifications**

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- BE in Computer Science

**Professional Experience**

Client	Position	Duration
ITSSI	Human Resources Manager	2011- Present
Synergy Systems	Human Resources Manager	2009- 2011

**Appendix 1:- Employee Reference Check Form**

## Employee Reference Check Form

Name of Applicant: \_\_\_\_\_

Person Contacted: \_\_\_\_\_

Company: \_\_\_\_\_

Position/Title: \_\_\_\_\_ Phone: \_\_\_\_\_

Relationship to applicant: \_\_\_\_\_

1. How long has it been since you last spoke with the applicant? (*Were you aware they had put you down as a referee for this application?*)

\_\_\_\_\_

2. What were the dates of his/her employment with you?

\_\_\_\_\_

3. What was the nature of his/her job? (*Describe position applied for - Do you think they would suit this sort of role*)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. How would you describe his/her performance in comparison with other people?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. Why did he/she leave your company?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**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!