



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

Between Florida Department of Management Services and INNOSOUL, 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 INNOSOUL, INC. (Contractor).

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

Accordingly, the Department and Contractor agree as follows:

1. Contract Term

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 Section 2.2 of the Contract Exhibit C, Special Contract Conditions, is superseded in its entirety by this section of the Contract.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

2. Contract

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

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

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

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

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

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

3. Purchase Order Requirements

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

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

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

4. Amendments

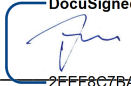
No oral modifications to this Contract are permitted. All modifications to this Contract must be in writing and signed by both parties.

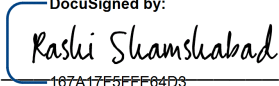
Notwithstanding the order listed in section 2, amendments executed after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent amendment will take precedence over anything else that is part of the Contract.

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

State of Florida:
Department of Management Services

Contractor:
INNOSOUL, INC.

By: 
Name: **Jonathan R. Satter**
Title: **Secretary**
Date: 8/4/2020 | 2:18 PM EDT

By: 
Name: **RASHI SHAMSHABAD**
Title: **PRESIDENT**
Date: 8/3/2020 | 9:10 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

INNOSOUL, INC.

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
Applications Development	1200	Director Systems and Programming	1. Team Leader	\$65.00
			2. Manager	\$105.00
			3. Sr. Manager	\$125.00
	1210	Mgmt. Applications Development	1. Team Leader	\$65.00
			2. Manager	\$95.00
			3. Sr. Manager	\$125.00
	1220	Applications Architect	A. Entry	\$65.00
			B. Intermediate	\$95.00
			C. Advanced	\$110.00
	1230	Enterprise Application Integration (EA) Engineer	No Variance	\$110.00
	1240	Systems Analyst	A. Entry	\$35.00
			B. Intermediate	\$85.00
			C. Advanced	\$100.00
	1250	Applications Development Analyst	A. Entry	\$40.00
			B. Intermediate	\$85.00
			C. Advanced	\$105.00
Data Strategy and Management	1400	Database Manager	1. Team Leader	\$75.00
			2. Manager	\$95.00
			3. Sr. Manager	\$125.00
	1410	Data Architect	A. Entry	\$45.00
			B. Intermediate	\$105.00
			C. Advanced	\$135.00
	1420	Data Modeler	A. Entry	\$45.00
			B. Intermediate	\$85.00
			C. Advanced	\$105.00
	1430	Database Analyst	A. Entry	\$45.00
			B. Intermediate	\$85.00
			C. Advanced	\$105.00
	1440	Database Administrator	A. Entry	\$45.00
			B. Intermediate	\$90.00
			C. Advanced	\$115.00
Quality Assurance	1600	Mgmt. Quality Assurance	1. Team Leader	\$75.00
			2. Manager	\$85.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
			3. Sr. Manager	\$125.00
			No Variance	\$95.00
			A. Entry	\$35.00
			B. Intermediate	\$65.00
			C. Advanced	\$90.00
Technology Research	1801	Manager, Technology Research	No Variance	\$110.00
	1810	Technology Research Analyst	A. Entry	\$50.00
			B. Intermediate	\$85.00
			C. Advanced	\$105.00
Client Technologies	2000	Manager, Client Technologies	1. Team Leader	\$65.00
			2. Manager	\$85.00
			3. Sr. Manager	\$125.00
	2010	Client Technologies Analyst	A. Entry	\$30.00
			B. Intermediate	\$65.00
			C. Advanced	\$75.00
	2020	Client Technologies Technician	A. Entry	\$30.00
			B. Intermediate	\$50.00
			C. Advanced	\$75.00
Customer Support	2200	Mgmt. Customer Support	1. Team Leader	\$55.00
			2. Manager	\$85.00
			3. Sr. Manager	\$110.00
	2210	Customer Support Analyst	A. Entry	\$30.00
			B. Intermediate	\$45.00
			C. Advanced	\$65.00 \$60.00
	2220	Customer Support Technician	A. Entry	\$30.00
			B. Intermediate	\$45.00
			C. Advanced	\$60.00
Network Management	2400	Director, Network Operations	1. Team Leader	\$100.00
			2. Manager	\$120.00
			3. Sr. Manager	\$150.00
	2410	Manager, Network Operations	1. Team Leader	\$55.00
			2. Manager	\$105.00
			3. Sr. Manager	\$125.00
	2420	Network Architect	A. Entry	\$55.00
			B. Intermediate	\$95.00
			C. Advanced	\$115.00
	2430	Network Engineer	A. Entry	\$45.00
			B. Intermediate	\$85.00
			C. Advanced	\$110.00
	2440	Network Analyst	A. Entry	\$40.00
			B. Intermediate	\$75.00
			C. Advanced	\$95.00
	2450	Network Administrator	A. Entry	\$35.00
			B. Intermediate	\$65.00
			C. Advanced	\$85.00
	2460	Network Technician	A. Entry	\$30.00
			B. Intermediate	\$50.00
			C. Advanced	\$65.00
Internet Planning, Eng. & Operations	2600	Mgmt. Internet Operations	1. Team Leader	\$85.00
			2. Manager	\$105.00
			3. Sr. Manager	\$125.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	2610	Internet/Web Architect	A. Entry	\$40.00
			B. Intermediate	\$85.00
			C. Advanced	\$115.00
	2620	Internet/Web Engineer	A. Entry	\$55.00
			B. Intermediate	\$75.00
			C. Advanced	\$105.00
	2630	Web Applications Programmer	A. Entry	\$35.00
			B. Intermediate	\$75.00
			C. Advanced	\$105.00
	2640	Web Designer	A. Entry	\$35.00
			B. Intermediate	\$55.00
			C. Advanced	\$95.00
	2650	Webmaster	A. Entry	\$35.00
			B. Intermediate	\$55.00
			C. Advanced	\$85.00
	2660	Internet/Web Systems Administrator	A. Entry	\$35.00
			B. Intermediate	\$70.00
			C. Advanced	\$95.00
	2670	Web Customer Support Specialist	A. Entry	\$35.00
			B. Intermediate	\$45.00
			C. Advanced	\$65.00
Operations	2800	Director, Data Center Operations	No Variance	\$125.00
	2810	Manager, Computer Operations	1. Team Leader	\$65.00
			2. Manager	\$85.00
			3. Sr. Manager	\$125.00
	2820	Supervisor, Computer Operations	1. Team Leader	\$65.00
			2. Manager	\$85.00
	2830	Computer Operator	A. Entry	\$30.00
			B. Intermediate	\$40.00
			C. Advanced	\$50.00
	2840	Manager, Capacity Planning	No Variance	\$105.00
Telecommunications	3000	Manager, Telecommunication Operations	1. Team Leader	\$85.00
			2. Manager	\$95.00
			3. Sr. Manager	\$125.00
	3010	Telecommunication Engineer	A. Entry	\$40.00
			B. Intermediate	\$65.00
C. Advanced			\$85.00	
Electronic Commerce	3020	Telecommunication Technician	A. Entry	\$35.00
			B. Intermediate	\$55.00
			C. Advanced	\$75.00
			3200	Director, Electronic Commerce
	3210	Manager, Electronic Commerce	No Variance	\$105.00
	3220	Electronic Commerce Analyst	A. Entry	\$35.00
			B. Intermediate	\$65.00
			C. Advanced	\$95.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
Business Intelligence Systems Management	3230	EDI Specialist	A. Entry	\$35.00
			B. Intermediate	\$75.00
			C. Advanced	\$85.00
	3400	Director, Data Warehouse	1. Team Leader	\$95.00
			2. Manager	\$125.00
			3. Sr. Manager	\$150.00
	3410	Manager, Data Warehouse	No Variance	\$125.00
	3420	Business Intelligence Analyst	No Variance	\$120.00
	3430	Data Warehouse Analyst	A. Entry	\$45.00
			B. Intermediate	\$85.00
			C. Advanced	\$105.00
	3440	Data Warehouse Administrator	No Variance	\$100.00
	3600	Manager, Decision Support	No Variance	\$110.00
	3610	Decision Support Specialist	A. Entry	\$40.00
			B. Intermediate	\$55.00
			C. Advanced	\$75.00
	3620	Decision Support Administrator	A. Entry	\$40.00
			B. Intermediate	\$75.00
			C. Advanced	\$95.00
	3800	Manager, CRM Technology	No Variance	\$125.00
	4000	Knowledge Engineer	No Variance	\$125.00
Enterprise Resource Planning (ERP)	4200	ERP Team Lead	No Variance	\$125.00
	4210	ERP Team Member	No Variance	\$110.00
	4220	ERP Configurer	No Variance	\$70.00
	4230	ERP Programmer/Analyst	A. Entry	\$40.00
			B. Intermediate	\$75.00
			C. Advanced	\$95.00
	4240	ERP Systems Support Specialist	No Variance	\$75.00
	4250	ERP Systems Administrator	No Variance	\$95.00
	4600	Basis/Ale Technical Consultant	No Variance	\$125.00
Sourcing and Vendor Relationship Management	4800	Chief Sourcing Officer	No Variance	\$125.00
	4810	Manager IT Procurement	No Variance	\$120.00
	4820	IT Procurement Specialist	No Variance	\$65.00
	5000	Manager, Vendor Relationships	1. Team Leader	\$65.00
			2. Manager	\$95.00
			3. Sr. Manager	\$125.00
	5010	Manager, Outsourcing Contracts	No Variance	\$115.00
	5020	Contracts Manager	No Variance	\$85.00
	5040	Finance/Administration Specialist	A. Entry	\$35.00
			B. Intermediate	\$75.00
			C. Advanced	\$95.00
	5200	Technical Advisor	No Variance	\$120.00
Business Management / Administration	5400	Asset Manager	No Variance	\$95.00
	5410	Asset Management Administrator	A. Entry	\$35.00
			B. Intermediate	\$55.00
			C. Advanced	\$65.00
	5500	Director, HR/IT	No Variance	\$125.00
	5600	Manager, HR/IT Staffing	No Variance	\$85.00
	5610	Technical Recruiter	A. Entry	\$40.00
			B. Intermediate	\$65.00
			C. Advanced	\$95.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	5620	HR/IT Generalist	A. Entry	\$40.00
			B. Intermediate	\$55.00
			C. Advanced	\$85.00
	5800	Documentation Specialist/Technical Writer	A. Entry	\$35.00
			B. Intermediate	\$60.00
			C. Advanced	\$85.00
	6000	Manager, IT Finance	No Variance	\$115.00
	6100	Director, IT Risk and Compliance	No Variance	\$175.00
	6200	Manager, IT Audit	No Variance	\$125.00
Training	6210	IT Auditor	No Variance	\$95.00
	6400	Business Management Specialist	No Variance	\$95.00
	6600	Manager, Technical Training	1. Team Leader	\$55.00
			2. Manager	\$75.00
			3. Sr. Manager	\$125.00
	6610	Technical Trainer	A. Entry	\$40.00
			B. Intermediate	\$50.00
			C. Advanced	\$75.00
Security Management	6800	Security Manager	1. Team Leader	\$85.00
			2. Manager	\$110.00
			3. Sr. Manager	\$125.00
	6810	Security Analyst	A. Entry	\$45.00
			B. Intermediate	\$75.00
			C. Advanced	\$105.00
	6820	Data Security Specialist	No Variance	\$95.00
	6830	Network Security Specialist	No Variance	\$115.00
	6840	System Security Specialist	No Variance	\$85.00
Business Continuity Management	6850	Web Security Specialist	No Variance	\$95.00
	7000	Manager, Business Continuity	No Variance	\$125.00
	7010	Business Continuity Specialist	No Variance	\$95.00
Product Development	7200	Manager, Product Development	1. Team Leader	\$75.00
			2. Manager	\$95.00
			3. Sr. Manager	\$125.00
	7210	Product Architect	No Variance	\$125.00
	7220	Product Engineer	A. Entry	\$35.00
			B. Intermediate	\$65.00
			C. Advanced	\$95.00
	7230	Product Developer	A. Entry	\$40.00
			B. Intermediate	\$75.00
			C. Advanced	\$105.00
Systems Programming & Admin.	7400	Manager, Systems Software	1. Team Leader	\$105.00
			2. Manager	\$125.00
			3. Sr. Manager	\$150.00
	7410	Systems Architect	A. Entry	\$40.00
			B. Intermediate	\$85.00
			C. Advanced	\$135.00
	7420	Systems Software Programmer	A. Entry	\$40.00
			B. Intermediate	\$85.00
			C. Advanced	\$105.00

Job Family	Job No.	Job Title	Scope Variant	Contractor's Submitted Price
	7430	Groupware Specialist	A. Entry	\$40.00
			B. Intermediate	\$75.00
			C. Advanced	\$95.00
	7440	Systems Administrator	A. Entry	\$40.00
			B. Intermediate	\$65.00
			C. Advanced	\$95.00
	7450	UNIX System Administrator	No Variance	\$100.00
	7460	Storage Management Specialist	No Variance	\$100.00
Business Analysis and Planning	7500	Director, Enterprise Architecture	No Variance	\$150.00
	7600	Manager, IT Business Planning	1. Team Leader	\$95.00
			2. Manager	\$125.00
			3. Sr. Manager	\$135.00
	7610	Enterprise Architect	No Variance	\$135.00
	7620	Business Process Consultant	A. Entry	\$40.00
			B. Intermediate	\$65.00
			C. Advanced	\$100.00
	7630	IT Business Consultant	A. Entry	\$40.00
			B. Intermediate	\$65.00
			C. Advanced	\$95.00
	7640	Business Analyst	A. Entry	\$35.00
			B. Intermediate	\$65.00
			C. Advanced	\$90.00
	7700	Director, Business Relationships	No Variance	\$150.00
	7800	Manager, Customer Relations	No Variance	\$110.00
Release Management	8000	Configuration Management Analyst	A. Entry	\$30.00
			B. Intermediate	\$70.00
			C. Advanced	\$85.00
	8010	Release/Build Engineer	No Variance	\$90.00
Program Management	8200	Director, Program Management	No Variance	\$150.00
	8210	Program Manager	1. Team Leader	\$85.00
			2. Manager	\$105.00
			3. Sr. Manager	\$125.00
	8220	Project Manager	1. Team Leader	\$85.00
			2. Manager	\$100.00
			3. Sr. Manager	\$115.00
	8230	Project Leader	A. Entry	\$40.00
			B. Intermediate	\$95.00
			C. Advanced	\$115.00
	8235	Project Management Specialist	No Variance	\$75.00
	8240	Resource Manager	No Variance	\$105.00
Customer Service Hotline	8400	Manager, Customer Service Hotline	No Variance	\$65.00
	8410	Customer Service Hotline Representative	A. Entry	\$30.00
			B. Intermediate	\$40.00
			C. Advanced	\$50.00
Technical Product Support	8600	Manager, Technical Product Support	1. Team Leader	\$65.00
			2. Manager	\$75.00
			3. Sr. Manager	\$95.00
	8610	Technical Product Support Analyst	No Variance	\$60.00
	8620	Technical Product Support Specialist	A. Entry	\$30.00
			B. Intermediate	\$45.00
			C. Advanced	\$60.00

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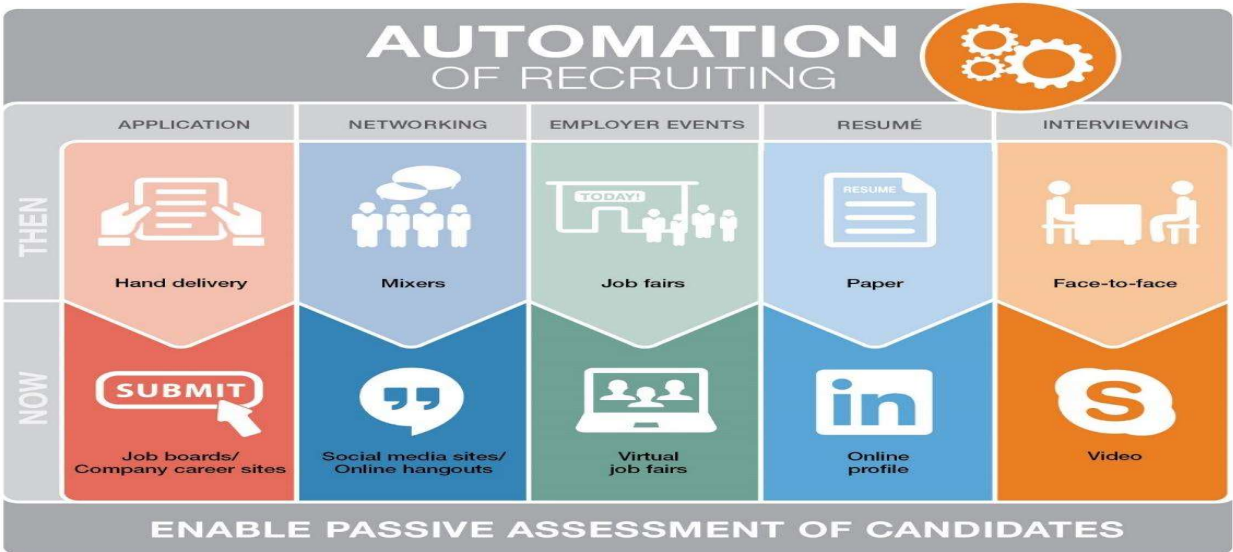
Contract Exhibit E
Staffing Resource Management Plan

A1. Plan to provide staff for IT Staff Augmentation Services

innoSoul, Inc. has been providing temporary IT staff to various state agencies for the last 15 years. We understand that successful projects need an adequate utilization of tools and technologies by professionals who have in-depth knowledge and expertise to carry through projects from commencement to completion. A large team of specially trained and experienced recruiters constantly identify personnel and evaluate them not only with their skill sets but also their communication capabilities, proven success record, behavioral pattern, time management capabilities, integrity and diligence.

With around 15 years of IT Staffing experience we have developed experience and trained internal staff who can handle huge volumes of staffing needs. We also developed a vast network of subcontractors who can help us in peak times. With the strength of internal staff and subcontractors we are confident of handling this contract successfully. **For example:** We were one of few hundred vendors for NC state staffing contract and were managing the contract with mostly internal resources. At one point, NC state decided to reduce the number of vendors to 10 and we were one of the vendors selected. With short notice period, we enhanced our subcontracting network to meet the demand. We created an email group to distribute demands and trained internal team to validate/qualify incoming profiles. We have done similar exercise in the past to meet varying demand from other state clients.

We use technology to the max in sourcing resources. We have state-of-the-art technology solution deployed on our website. All our requirements are posted on our website automatically without any manual intervention. We use “wordpress-post by email” feature to post job requirements along with required attachments directly on our website. The same is automatically syndicated to various locations that include LinkedIn, Facebook, Twitter, Tumblr, Google+, Flickr, Pinterest, Instagram, Reddit etc. Our website allows prospective candidates and vendors to subscribe to job posts so that they can respond to our jobs when they see a match.



In addition, our CEIPAL Applicant Tracking Systems (ATS) maintains database of candidates that can be matched to each requirement and can be sent to suitable candidates. Each job is also posted in various job portals where interested candidates will respond to suitable jobs. Our team of recruiters will

also search for suitable candidates within minutes of a new job posting. With all above strategies, we are aiming to reach to all potential candidates out there in record time to improve our performance.

We maintain a pool of resources called physical and virtual bench, who are available readily for a project. It becomes very easy to meet client expectations in terms of delivery with such candidates. In such cases, it is not a problem to enroll candidates within client expected deadlines. We also prefer to work with candidates who are willing join us on our payroll to avoid complications and delays due to a subcontractor layer. It also helps us to make sure candidate is committed to client without any payment issues. In addition, we also work with consultants whose projects are ending soon or ongoing. In such cases, we keep candidate expectation in line with client timelines from beginning. We offer relocation benefits to candidates so that there are no issues or financial burden for the candidate to join the project on time. We have a clause in our agreement that explains the process and responsibilities expected of candidates for whom we will be reimbursing relocation costs.

If a subcontractor candidate is submitted for an open position, we will keep the employer and candidate informed about various timelines expected from client like interview date, joining date, etc. If a candidate is selected for an assignment, there won't be any surprises and the candidate will join the project smoothly without delays. We expect the candidate to give a required notice period to match the client's expected joining date as the process will be made transparent with the candidate and candidate employer. In cases where candidate is not able to give required notice period due to shorter joining date, we provide compensation to buy-in remaining notice period. Our account manager will be in constant touch with the authorized user on each requirement progress. We will communicate on candidate status, notice period and joining expectations at regular intervals so that client is well informed on progress

A2. Employment Screening Processes

A21. Employment Standards:

Once identified as a candidate for a client position, every innoSoul technical professional is screened by a recruiter; a technical assessment is carried; and three recent, relevant, and supervisory references are checked before being presented to a customer. innoSoul will gladly share the results of these evaluations with hiring managers to explain exactly why we feel our candidates are right for their job requirements. Since we want to be known for the quality of our people, you can count on us to provide only the top IT talent in the market.

innoSoul has a recruitment process of attracting, screening and selecting a qualified person for a position. innoSoul retains an in-house recruiting staff managed by our Human resource department. Our professional recruiters have the ability to read and screen resumes, talk to potential candidates, technically screen candidates, and deliver a selective group of candidates in a timely manner. We also handle recruitment websites, Job Boards, Search Engines, and social networking sites to gather as many candidates as possible by advertising our open positions. We believe that the final placement of a candidate is directly related to the quality of the resume that we submit, which is dependent on the capability of the technical recruiter. In order that our technical recruiters are knowledgeable with the latest trends in recruiting and technologies, we conduct training classes for our recruiters.

InnoSoul, Inc. maintains a staff of senior and junior IT recruiters and forged alliances with other highly qualified solution providers to offer IT Staffing services to our clients. We screen and select the most qualified candidates for our clients using a structured process. This process starts with a well-defined job description. The job description may be supplied by the customer or prepared by our team with inputs from the client. This will help us tailor interview questions to candidates.

A22. Education Evaluation

innoSoul staff validates candidate's resume credential in two ways:

Requesting certificates/transcripts to verify stated education is in fact correct and/or

Florida Department of Management Services
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Conduct education evaluation using an agency or in-house tools and techniques

A23. Staff Fit - Resume Validation

Through our breadth of service offering and depth of specializations, we understand the critical importance of targeting specific candidate markets. To ensure that candidate reach and sustainable supply of high-quality candidates is attained, we use a multifaceted approach to candidate attraction and many of our recruitment campaigns are successful through the use of a combination of candidate sourcing strategies. These include:

<ul style="list-style-type: none">• Database search of active candidates• Internet job board advertising• Print media advertising• Social Media• SMS and email marketing• Referral schemes• Networking	<ul style="list-style-type: none">• Open days• Event marketing and expo / seminar attendance• Online attraction strategies• Alignment with educational facilities• Utilization of satellite offices• Sub-Contractor network sourcing
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Matching candidates to the right fit – whether it is a temporary contract or a permanent position, ensuring quality of service to our clients and candidates is our top priority. Having the most qualified person for the job for our clients each and every time is always paramount in our matching process. This is equally important for temporary IT consultants, to ensure they have the best fit for their skills and experience so they can deliver an outstanding level of service to our clients on behalf of InnoSoul, Inc. Matching candidates to positions requires attention and knowledge of both the client’s needs and the candidate’s skills and experience. Our recruitment process allows us to understand the capabilities of our temporary IT consultants. Our service level to our clients ensures we understand their needs and can match candidates to these needs accordingly.



Matching for skills is done when a resume comes into our database. Each resume is thoroughly examined and tags are attached to each resume, that identify major skill set(s), years of experience and any other relevant information. This is done to facilitate easier search and organization of resumes. Next, a recruiter is assigned to the resume whose duty is to meet personally or use skype or any other video chat software and talk to the candidate to check his communication skills, personality and assess his eagerness in joining new projects. Depending on the discussion the recruiter scores the candidate and based on the score assigned by the recruiter we arrange for either a web based technical test (BrainBench.com or ExpertRating.com) or a test over skype/any other video chat software by one of our own IT consultants who are specialists in the same skill as that of the consultant. In situations wherein, we cannot go through the above process of testing the candidate, our recruiters rely upon standard set of questions that we have in our database for each technology, to evaluate the candidates and assign the score based on the answers provided by the candidates. The candidates are then added to our active database along with the score as assessed through our testing mechanisms.

innoSoul prepares a skill matrix for each client requirement based on criteria for selection. The skill matrix is posted along with the job and shared with prospective candidates to be filled and submitted along with the resume. The skill matrix tries to capture all required and desired skills from the criteria. Once received, the matrix is evaluated for match and scored. Candidate with most match/score are shortlisted for the next level of matching and screening. The matrix is wetted against reference checks, certification copies, interviews etc.

Today's business systems or applications are often built using multiple technologies and platforms. With our Staffing Model, we are well-equipped to provide with quality Professionals for virtually any technology that you require. Whether it involves the cutting-edge development or modernization of

legacy tools, custom software or commercial applications, our resources can help you implement solutions involving a wide range of technologies.

Within our staffing offering, we provide temporary, temporary-to-hire, direct placement services for individuals as well as full team placements. Our intimate knowledge of our customer's local labor markets, businesses, IT initiatives, and company cultures set the foundation for our commitment to making quality placements. Our international reach, referral-based sourcing strategy, and intense screening process enables us to separate the most qualified candidates from the crowd.

As a result, we have deep knowledge of specific skill sets and know where to find those technical professionals in high demand. innoSoul's staffing resource management process includes:

- Assess candidates for readiness and suitability for a position
- Unbiased approach to selecting the best candidate
- Conduct interviews before submitting
- Continuous review of candidates for stated performance

A24. Resume Self-Certification Form Implementation

InnoSoul already uses various standard templates for each client to validate and assure candidate claims are correct and the submission is truthful. The template expected from FL State is similar to the one we already use for various other clients. Sample FL/other clients:



FLORIDA DEPARTMENT OF MANAGEMENT SERVICES

state purchasing

We serve those who serve Florida

**Information Technology Staff Augmentation Services
Contract No. 80101507-SA-15-1**

**Exhibit B
Resume Self-Certification Form**

Print Full Legal Name of Candidate

Candidate's Signature

Date

Candidate's Form of Identification Presented

Identification number

Contractor's Witness Signature One

Date

Contractor's Witness Signature Two

Date

Print Name Contractor's Witness One

Print Name Contractor's Witness Two

innoSoul, Inc.**RIGHT TO REPRESENT**

December 8, 2017

- 1) I, _____, Consultant ID _____ (last 4 digits of SS#) do hereby give exclusive authorization to innoSoul, Inc. to submit my resume/profile and represent me at WA Department of Health for their .Net Developer position under Job ID#: 23245. I have not and will not give any entity, firm and /or agency the right to submit my qualification or represent me in any way for this specified position. I understand any duplicate submission will result in disqualification of INNOSOUL response and my candidature.

Understand, Agree, Signed by:

Consultant:	Employer: innoSoul, Inc.
Ink Signature	Ink Signature
Name:	Name:
email:	email:
phone number:	phone number:

Current Address	Attach Photo ID here

We make sure that all required documents are received from shortlisted candidates for submission and validate the same before submitting to the client. We have been working with FL state for last few years and we have successfully implemented resume self-certification form in the past. We make sure that the candidate signs the form manually and sends along with his/her driver's license number filled in. Once received, two executives from our company review and validate the same before sharing the client.

A25. Interviewing

Candidates whose technical score is higher are put in the short-listed candidates list and then each one of the candidates is called. Information regarding specific requirements are provided to candidates. Information is also requested from candidates for the specific client requirement. We always validate certification details and skill set forms as requested by the client. A formal interview is conducted by our technical and/or recruiting consultants. Based on client requirement, an interview questionnaire is prepared based on our existing templates. We incorporate all the requirements of client into the questionnaire to capture all details. Once the candidate is interviewed for both technical and personal, skills scores are allotted for each category. The overall score is calculated based on interviews/information provided and resumes with best overall scores are submitted to the client.

A26. Reference Check and Background Verification

We use mycsrc.com as universal background verification partner. We conduct criminal background checks for all our candidates at various levels. We also conduct drug screening, reference checks, education evaluation and past experience verification. We take no chance when it comes to security and trust. We use following templates to capture candidate references/feedback and one of our staff members will call and evaluate rating of candidate.

PROPOSED CANDIDATE REFERENCES
Please ensure to use this format for the references.
Candidates to submit ONE reference for each PROJECT.
Three recent work references are required.

Reference # 1

Name of Company Address of Company	Contact Name Title/Role	Phone # Email:
Job Description: 		

Reference # 2

Name of Company Address of Company	Contact Name Title/Role	Phone # Email:
Job Description: 		

Exhibit H - Staff-Customer Reference Form**Staff**

Staff Name: _____

**Reference**

Company Name: _____	Address: _____
Contact Person and job title: _____	Contact Phone: _____ Contact E-Mail: _____

Please consider your interactions with the Vendor's company when answering the following questions.

On a scale from 0 to 5, where 0 is completely dissatisfied and 5 is completely satisfied:	Dissatisfied-----Satisfied					
	0	1	2	3	4	5
How would you rate your satisfaction with the skills of the individual?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate your satisfaction with the communication between the individual and your staff?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate your satisfaction with the ability of the individual to accept direction?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

On a scale from 0 to 5, where 0 is completely unlikely and 5 is very likely:	Unlikely-----Likely					
	0	1	2	3	4	5
Would you be likely to engage this individual again?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about this individual, the project they worked on and their role on that project:	
Click here to enter text.	

A27. Candidate Experience Validation/Demonstration

In today's world, competitive edge depends on how well one combines the latest technology with the most equipped and talented professionals available. innoSoul offers the best possible technical staffing solutions for its clients. We value expertise and integrity in our industry and strive to be your most trusted advisor in securing your company's success. We understand that successful projects need an adequate appropriate utilization of tools and technologies by professionals who have in-depth knowledge and expertise to carry through projects from commencement to completion. and help attain business objectives as desired. A large team of specially trained and experienced recruiters constantly

identify personnel and evaluate them not only with respect to their skill sets but also their communication capabilities, proven success record, behavioral pattern, time management capabilities, integrity and diligence.

innoSoul, Inc. comprises of a flat organizational structure with the president and VP supervising whole operations and all the other employees helping with the organizational activities. The team is cross-functional and each member handles multiple responsibilities in addition to their primary responsibility. It helps the organization respond to any emergencies regarding customer needs. We intend to reserve an account manager, six senior recruiters, ten recruiters and two support staff to work exclusively on the contract arising from this RFP. We will be able to staff a position within five business days using either in-house or sub-contract/independent consultants.

Recruitment Sources:

We use technology to the max in sourcing resources. We have a state-of-the-art technology solution deployed on our website which posts requirements automatically on our website without any manual intervention. We use the “wordpress-post by email” feature to post job requirements along with required attachments directly onto our website. The same is automatically shared to various platforms that include LinkedIn, Facebook, Twitter, Tumblr, Google+, Flickr, Pinterest, Instagram, Reddit etc. Our website allows prospective candidates and vendors to subscribe to job posts so that they can respond to our jobs when they see a match. The features is installed on our website hotjobs page as seen below:



We have subscription to various job portals to help source from varied sources: Dice Monster CareerBuilder TechFetch Techejobs LinkedIn	We also use an Applicant Tracking System, Ceipal, that enables us to source candidates from various other sources that include: Indeed Beyond.com Ladders Glassdoor ZipRecruiter
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Networks:

We use our social media platforms, traditional job portals, and subcontractor networks to source right candidates. With vast amount of exposure to our job posting, subcontractor network and availability of resume portals, we will be in a better position to source required candidates for various agencies.

Tools:

We use the following industry standard tools and creative ideas in sourcing right candidate:

Job Portals: Dice, Monster, Career Builder, TechFetch, Techejobs, Indeed, Ladders etc.

Applicant Tracking System (ATS): CEIPAL and CATS (internal db)

Social Media: LinkedIn, Facebook, Twitter, Google+ etc.

Content Management System (CMS): Wordpress CMS

Outreach:

Each new job is posted to our website automatically using “wordpress post-by-email” feature and the same is syndicated by the CMS system to various social media networks and subscribers. Job will reach maximum audience in minutes of posting.

ATS:

In addition, our CEIPAL Applicant Tracking Systems (ATS) maintains a database of candidates that can be matched and then requirements can be sent to suitable candidates. Each job is also posted through various job portals where interested candidates will respond to suitable jobs. Our team of recruiters will also search for suitable candidates within minutes of a new job posting. With all above strategies, we are aiming to reach to all potential candidates out there in record time to improve our performance.

Process for matching candidates:

We, at InnoSoul, follow a Staffing model that is simple, easy to understand and goal-oriented.



Position Review - The objective of this process is to understand the client requirements and general demands of the market. Under this process, we review and understand every point of the requirement (technical or non-technical) which helps us in the next process.

Candidate Filtering - After the position is reviewed and the requirement is understood, the next process is creating a list of suitable candidates based on the position. This process usually involves a selection of 10 (for every position) best suited professionals for the desired position. We make sure that all the selected professionals in this process are suitable for the available task. The following template is used to collect all required information from candidates:

PROPOSED CANDIDATE INFORMATION SHEET

• Candidate Name: First Name, Last Name (as in passport or drivers license)	
• SS # (last 4 digits)	
• Visa Status: H1B/EAD/TN/Green Card/US Citizen	
H1B visa Valid Till (date)	
• How long worked in US?	
• Current Location?	
• Education	
Degree	
Name of College/University	
Year of Graduation	
• Certifications, if any	
• Contact Phone #:	
• Contact Email:	
• Availability:	

ENDOR DETAILS – Company holding Candidate's H1B Visa

• Name of Company holding your H1B visa	
• Company Address in the US	
• Contact Person Name – Manager/Executive/CEO* Not Recruiter - this person has to be in the US	
• Title:	
• Phone #:	
• Email:	
• Mobile:	

inoSoul staff to speak with this person to validate details, seek candidate assurances, and coordinate interview process

Screening - After selecting the best suited candidates, we go ahead with their in-house screening and interview sessions with respect to the required job. This process involves rigorous interview sessions which prepare them for interviews that are usually taken by industry-proven Project Managers, Business Analysts and technology experts. At the end, screening process involves Selection of the Best Talent from the list of earlier selected Professionals.

Delivery - Once the right Talent for the job is identified and selected, we submit them to the Client or Stakeholders for their process.

Employment Standards

inoSoul maintains high standards in sourcing candidates for our clients. We make sure that following criteria is checked for each candidate before matching and sourcing a candidate:

Continuous Employment: Selects candidates with a continuous track record and no major gaps in employment or relevant employment

Education: look for education from reputable colleges in US or abroad based on verifiable data

Certifications: look for relevant industry certifications like PMP, Java, Scrum, Microsoft, etc.

References: look for professional references for recent projects/employment

All above controls ensures a candidate is matched for client specific requirement, experiences is validated and background verified.

A3. Staffing Availability

We believe hiring employees and consultants is just the start to creating a strong team. High employee turnover costs in time and productivity. We employ the following strategies to retain employees. We offer a competitive benefits package that fits our employees' needs. We provide health insurance, life insurance, and a retirement-savings plan. We provide some small perks like free coffee and parties during festivals. Employees appreciate it and are more likely to stick around. We use contests and incentives to help keep workers motivated and feeling rewarded. These kinds of programs keep our employees focused and excited about their jobs.

In addition to performing exit interviews to learn why employees are leaving, we ask longer-tenured employees why they stay by conducting stay-interviews by asking questions such as: Why did you come to work here? Why have you stayed? What would make you leave? And what are your nonnegotiable issues? What about your managers? What would you change or improve? Then we use that information to strengthen our employee-retention strategies.

We provide employees a clear path of advancement. Employees are motivated as they see a clear future for themselves at our company. We foster employee development by training to learn a new job skill and provide tuition reimbursement to further help our employee's education. We create open communication channels between employees and management. We conduct regular meetings in which employees can offer ideas and ask questions. We have an open-door policy that encourages employees to speak frankly with their managers without fear of repercussions. We get our managers involved to spend time coaching employees, helping good performers move to new positions and minimizing poor performance.

We communicate our business's mission that makes employees feel connected to the organization's goals. This is one way to keep employees mentally and emotionally tied to our company. We offer financial rewards too for employees who meet performance goals and stay for three years. We provide annual raises based on performance. We have a bonus structure where employees can earn an annual bonus if they meet pre-specified performance goals. We make sure employees know what we expect of them. If they don't know exactly what their jobs entail and what we need from them, they can't perform up to the satisfactory standard, and morale can begin to dip.

We have a human-resources manager to oversee and streamline our employee structure and processes. Putting one person in charge of managing employee benefits, perks, reviews and related tasks takes a huge load off of team and makes sure employees are treated fairly. Not only our employees but even subcontractors and their employees are treated in similar way. We make sure subcontractor employees are paid on time and if not, we keep an option to pay them from subcontractor payments or transfer them to our payroll.

We pay employees and subcontractors bonus in cash or in gift for people who are at the top of our evaluation process which is based on performance and customer feedback. We also send out period appreciation emails to employees and subcontractors who are being appreciated by their clients. We have a way of recognizing top talent in our employees and subcontractors by listing their names in our notice board who are top performers for the month. We recognize other social skills and kind acts by employees and subcontractors by sending out details to all employees and subcontractors.

A4. Staff Turnover and Performance Issues

Employee performance/turnover has many reasons: Rudeness, assigning blame, backbiting, playing favorites and retaliations are among reasons that aggravate employee turnover. Work-life imbalance causes frustration among employees. If the job does not meet expectations people tend to leave. If an employee's job is misaligned or feels undervalued, it can cause turnover. Lack of coaching and feedback can be another reason. Lack of decision-making ability in management can cause attrition. Inadequate people skills, organizational instability are other reasons for turnover. Frozen salaries or hikes or promotions, shaken confidence in the organization and lacking growth opportunities are some other reasons of turnover.

Reducing employee turnover and improving performance is dependent on the total work environment. Employees thrive when the work environment supports them in attaining their goals and dreams. Following plans are in place at innoSoul to tackle these issues:

We select the right people through behavior-based testing and competency screening. We provide job enrichment and promotions. We provide an attractive, competitive, comprehensive benefits package with components such as life insurance, disability insurance and health insurance. We provide opportunities for people to share their knowledge on-the-job via training sessions, presentations, mentoring others and team assignments. We demonstrate respect for employees at all times. Listen to them deeply; use their ideas; never ridicule or shame them. We offer performance feedback and praise good efforts and results to reduce employee turnover. We involve employees in decisions that affect their jobs and the overall direction of the company whenever possible. We recognize excellent

performance, and especially, link pay to performance to reduce employee turnover. We nurture and celebrate organization traditions by having costume party every Halloween, running a food collection drive every November, have annual company dinner at holidays. We provide opportunities within the company for cross-training and career progression. We provide opportunities for career and personal growth through training and education, challenging assignments and more responsibility.

We try to minimize disruption to authorized users by reducing turnover and replacing candidates quickly in an inadvertent situation where someone has to leave the project. We communicate and keep the authorized user informed about such situations. We provide adequate notice and time to train replacement candidates. innoSoul puts emphasis on training internal and external resources that are deployed on client sites. Training and mentoring are part of the innoSoul work culture. Our senior resources attend periodic training programs and become T3 (train-the-trainer) trainers. They continue the process of training other resources in-house and also equipped to train the client team during the assignment. We believe, the training and mentoring process is a continuous one and just not a formality. Our people believe in the same doctrine and help clients with continuous training and mentoring process that will help client resources to better equipped to handle projects once our candidates leave the project.

Termination

innoSoul believes in continuous monitoring of resources working on client assignment through periodic interventions. The process looks for any issues or scope for any issues and tries to address them immediately through counseling. Our staff is experienced in identifying and resolving any issues. If situations arise where a consultant need to be terminated for a cause or no cause, we have experienced staff who handle such situations delicately so that there are no issues at client site. We have standard procedures in place along with templates to communicate with various people involved in handling a termination. With our experience working with various state agencies we have established standard procedures that help unforeseen situations where a consultant needs to be terminated and replaced with a suitable candidate.

innoSoul follows standard methodologies that could be tailored to meet the specific organizational needs of clients. innoSoul ensures planned, result-oriented and end-to-end staffing solution which emphasizes on planning, account management and change management with consistent monitoring and tracking of resources resulting in a substantial reduction of implementation related risks and disruptions.

innoSoul keeps a database of quality resources and has been enhanced year after year. In an adverse situation where the candidate fails to perform per the customer's expectations are need to leave for reasons out of organization's control, the candidate is replaced with no disruption in service. Our database of quality candidates comes in handy in a quick replacement in adverse situations.

Training

innoSoul puts emphasis on training internal and external resources that are deployed on client sites. Training and mentoring are part and parcel of innoSoul work culture. Our senior resources attend periodic training programs and become T3 (train-the-trainer) trainers. They continue the process of training other resources in-house and are also equipped to train the client team during the assignment. We believe, the training and mentoring process is a continuous process and isn't just a formality. Our people believe in the same doctrine and help clients with continuous training and mentoring process that will help client resources to better equipped to handle projects once our candidates leave the project.

We establish a training plan for each resource at the beginning of employment or contract with our company. Based on technology and experience, training is planned. We also plan training for candidates, recruiters and companies on communication policies, business protocol, contract

management, etc. We expect each candidate to undergo at least one training every year at the minimum. We provide web based and classroom training opportunities for our employees and contractors. We also encourage candidates to go for at least one certification every year whenever possible. We reimburse candidates for one certification every year. We believe in continuous improvement and ensure all our resources are up-to-date on technological changes.

Training Plan

During the implementation of our client projects, our IT employees are sent for new training. Our employees are reimbursed in full for any successful professional certifications that they take. Our senior employees are reimbursed in kind for mentoring our junior employees/sub-contractor consultants. innoSoul also provides incentives like profit sharing, bonus, training/certification reimbursement etc. that makes our people to stay with us longer.

Knowledge Transfer

innoSoul puts emphasis on training internal and external resources that are deployed on client sites. Training and mentoring is a part of the innoSoul work culture. Our senior resources attend periodic training programs and become T3 (train-the-trainer) trainers. They continue the process of training other resources in-house and also equipped to train the client team during the assignment. We believe, the training and mentoring process is a continuous one and just not a formality. Our people believe in the same doctrine and help clients with continuous training and mentoring process that will help client resources to better equipped to handle projects once our candidates leave the project. We have used online (web conferencing), in-person (on the job), and classroom (KT sessions) with various clients in the past to transfer knowledge where a candidate left the project or an assignment was successfully completed. We have provided continuous support to clients even after the engagement is complete.

Replacement

There may be situations where client terminates a resource or resource has to leave the project before completion. innoSoul keeps a database of quality resources and the database has being enhanced every year. In an adverse situation where the candidate fails to perform per the customer's expectations or need to leave for reasons out of organization's control, the candidate is replaced with no disruption in service. Our database of quality candidates comes in handy in a quick replacement in adverse situations like this. When interacting with our client, we provide replacement consultant ahead of time so that they can have knowledge transfer from the consultant who is leaving. innoSoul believes in continuous monitoring of resources working on client assignment through periodic interventions. The process looks for any issues and tries to address them immediately through counseling. Our staff is experienced in identifying and resolving any issues.

Procedures for corrective action:

We take utmost care in the selection process so that there won't be a situation where we have to replace a candidate. But it is quite possible that a candidate may have to be replaced at the request of client or candidate may leave for other reasons. Over a period of time, we have developed a huge database of candidates and subcontractors who can help quickly in replacing a candidate in rate circumstance like this. We take immediate corrective action by replacing the candidate with suitable profiles from our database/subcontractors. We coordinate with the client in providing suitable profiles and arrange interviews. Once selected, we work with the client in transitioning the new candidate by providing knowledge transfer sessions.

Procedures for mitigation:

Selected candidates are unable to perform in some cases where the candidate overstates capabilities leading to costly replacements for both client and vendor. We mitigate such risks by implementing a robust selection process where a candidate is verified for all aspects relevant for the job. During the selection process, candidate education, experience, immigration and references are verified with utmost care. We conduct in-person or online interviews of candidates to make sure there is no

impersonation. We utilize our background verification company to check candidate criminal history and education/experience profile. Our team shares a standard template for references check to make sure all the information provided is true. Only after thorough verification a candidate is submitted to the client thus mitigating the risk of replacing the candidate after selection.

Response times:

We have a process and infrastructure in place to meet SLAs of replacing a candidate who does not meet client expectations. We provide replacement profiles within 2 days and onboard a replacement candidate in 2 weeks.

Service Delivery

innoSoul has a proven service delivery model in place where the staff follows predefined processes in delivering results to customers. The process is well documented and the staff is trained to follow the instructions to achieve best results. The system helps in delivering quality resources to the customer.

Quality Assurance

The candidate post-selection process is streamlined over a 15-year period and candidates are reviewed for their past and current performance. In addition, candidates are verified for their work performed by periodic reviews. This ensures quality resources are working all the time.

Contract Processing

innoSoul uses cloud-based technologies for its clients and also for its own internal use. We use Web 2.0 based technologies to manage client requirements and candidates. Once a candidate is placed and till the assignment is fulfilled, we use in-house tools and technologies to make sure the customer is services efficiently and effectively. We use Word Press Content Management System (CMS) to capture customer requirements correctly and distribute it to internal staff.

Internal staff uses collaborative online tool called “Slack” to discuss and work on client requirements. Our standard recruitment “process” is followed to source, match and select candidates for our customers. Each step of the way, new technologies and tools are used to make the process more efficient and less prone to errors with self-healing software techniques.



Account managers interact with client representatives for interviews and onboarding; for feedback after onboarding. Once a candidate is placed, invoicing and timesheet collection process is triggered which also uses cloud-based technologies to make the process faster. We use quickbooks accounting software to invoice and track candidate work and billing. Interaction will be limited to authorized users from client side and all accepted protocols are used to maintain confidentiality and integrity of the system.

Problem Management

innoSoul believes in continuous monitoring of resources working on client assignment through periodic interventions. The process looks for any issues and tries to address them immediately through counseling. Our staff is experienced in identifying and resolving any issues.

Corrective Actions

innoSoul keeps a database of quality resources and it has been enhanced year after year. In an adverse situation where the candidate fail to perform per the customer's expectations are need to leave for reasons out of organization's control, the candidate is replaced with no disruption in service. Our database of quality candidates comes in handy in a quick replacement in adverse situations

Customer Interaction

innoSoul's interaction with the customer is limited to what is agreed upon in the contract. Our preferred mode of communication is either emails or phone calls. We make sure that the staff that is authorized to discuss on any issue is only contacted with required information. Wherever required, we participate in dialogue and/or training required to enhance our delivery and customer satisfaction.

Status Reporting

innoSoul believes in continuous improvement of our service levels and customer satisfaction. It is not possible to improve something that is not measured. We believe in maintaining all required status reports on our work with each customer and review them periodically. It helps in understanding the level of service we are providing to our customers and at the same time helps improve our performance.

A5. Confidentiality

innoSoul has a written policy for confidentiality, information security, non-discrimination, code of conduct, code of ethics, employee safety, etc. Our recruiting staff working in-house and technical staff deployed on client sites are required to review and sign such documents that protects client confidential information. We also maintain a high level of insurance coverage for unforeseen events that will safeguard us and our clients. We conduct periodic session and/or communicate about our policies and policy changes that influence client confidentiality. In more than a decade service to various government agencies we did not have a single incident of breach of confidentiality.

A6: Timely Accommodation of Critical Jobs (requiring background screening)

We at InnoSoul, Inc., maintain a database of candidates who are actively looking for jobs, the resumes of whom we source through various ways. These are the first people whom we speak to whenever a requirement is given to us by our clients. InnoSoul, Inc. has subscription to various job portals/boards. We use them to source resumes and advertise our open positions. We follow internal Service Level Agreements (SLAs) for our sourcing process to better serve our clients. We strive to meet below timelines and review performance to improve the same:

Job review, Job Description preparation and posting: 15 minutes Sourcing relevant profiles from various sources: 2 hours Shortlisting most suitable profiles: 4 hours	Interviewing shortlisted candidates: 1 day Submitting final candidates to client: 1 days Client interview schedule: 1 days Candidate onboarding: 3 days
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With above tools, strategies and expertise we source candidates for critical jobs that require security clearance, background verifications, drug screens etc. in short interval of time.

B. Staff

Contract roles: President: oversees contract Vice President: assists and manages the contract Manager (Subcontracting): manages and enhances subcontracting network Support Staff (Two): helps manage the contract and coordinate with the client	Placement roles: President: oversees placements Vice President: manages clients and staff Manager (HR): hires and places staff at client site Sr. Recruiters (Six): core recruiting for clients Recruiters (Ten): core recruiting for clients Support Staff (Two): coordinates with client and staff
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Personnel

Name	Education	Role	IT Exp	Title	Past Contracts	Govt Exp
Rashi Shamshabad	BS-Computers	Account Manager	18 years	President	NC SC MD WA MN CT AR NY	15 years
Shashi Kanth	BS MS	Account Manager	12 years	Vice President	PA VA MI NY MS MN MT NY	10 years

Rashi Shasmahabd Profile:

Ms. Rashi offers **over 15 years** of experience in the computer industry including 13 years in the specialized areas of Human Resources Development and Marketing. She is an experienced Manager and people person to implement Business Solutions. She is known as a leader around many facets of Business Circles. From a strong family business background and working as a Marketing Executive for various companies at the early stage of her career, Rashi was exposed to and began providing solutions with a confidence.

Ms. Rashi provides real life experience in providing Business Solutions to add value to her clients. She focuses on reducing developmental cost through efficient outsourcing. Her soft skills are keys in her efforts to reproduce herself within client's resources pool. For years she has led projects through the full life cycle and support perspectives. Ms. Rashi is the President who works to enable clients to become self-sufficient in the use of technology solutions. Ms. Rashi has led many initiatives that involve a variety of outsourcing projects. Among the many such projects, Ms. Rashi has hands on experience in dealing with partners and negotiating effectively. She is a well-known negotiator when it comes to finalizing deals. She is also very proficient at using business productivity applications like Microsoft Office and internet tools that include social networking sites. Services provided by Ms. Rashi have consistently met and exceeded the expectations of her clients. She has received numerous recognition and appreciations for outstanding performance in the IT and outsourcing field.

Ms. Rashi has performed in leadership roles for more than 10 years. In addition to leading multiple teams of technical professionals, she has been a leader in the application of soft skills and in managing the organizational changes necessary to get results. Currently, she leads inoSoul, Inc. at the difficult economic conditions prevailed all over the world. She also involves with local social and technical groups in a leadership role.

Shashi Kanth Profile:

Mr. Shashi offers over 10 years of experience in the computer industry including 8 years in the specialized areas of Services Oriented Architecture (SOA), Enterprise Applications Integration (EAI) and Business Process Management (BPM). He is an experienced Architect and implementer of Java, J2EE, Swing and SOA to implement ESB Solutions. He is known as an SME around many facets of SOA and holds IBM Certifications in WebSphere Business Integration Products (WAS, WPS/BPM, MQ, MQSI/WMB/IIB and ESB). From a strong Integration background and working as a SOA Architect for NY State Agencies, Shashi was exposed to and began providing solutions with WPS/BPM/ ESB/WMB/IIB/ WID/IID/ Modeler/Monitor. He recently rolled off services engagement for multiple NY State agencies that required heavy SOA integration.

Mr. Shashi provides real life experience in providing Business Integration solutions to add value to his clients. He focuses on reducing developmental cost through the design and building of reusable integration components and artifacts. His soft consultant skills are keys in his efforts to reproduce himself within client's technical resources poll. For years he has led projects through the design, development, testing, deployment, rollout, documentation, training and support perspectives. Mr. Shashi is a WebSphere Business Integration Specialist who works to enable clients to become self-sufficient in the use of IBM's WebSphere Business Integration solutions.

- Strong project management and team leadership abilities. Focused on client, team, and overall business success. Solid track record of goal-focused and value-add solutions.
- Excellent decision-making, problem analysis, and presentation skills. Outstanding multi-tasking ability, combining client and project tasks, managerial activities and business development efforts.
- Ability to combine leading-edge technologies with proven approaches for project deployment in creating custom methodologies for client success. Exceptional communication and relationship building skills.

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

CONTRACT EXHIBIT A

STATEMENT OF WORK

Section 1. Contract Deliverables

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

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

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

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

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

Section 2. Ongoing Performance Measures

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

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CONTRACT EXHIBIT C

SPECIAL CONTRACT CONDITIONS

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

SECTION 1. DEFINITION.

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

1.1 Customer.

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

SECTION 2. CONTRACT TERM AND TERMINATION.

2.1 Term.

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

2.2 Renewal.

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

2.3 Suspension of Work and Termination.

2.3.1 Suspension of Work.

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

2.3.2 Termination for Convenience.

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

2.3.3 Termination for Cause.

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

SECTION 3. PAYMENT AND FEES.

3.1 Pricing.

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

3.2 Price Decreases.

The following price decrease terms will apply to the Contract:

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

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

3.3 Payment Invoicing.

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

3.4 Purchase Order.

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

3.5 Travel.

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

3.6 Annual Appropriation.

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

3.7 Transaction Fees.

The State of Florida, through the Department of Management Services, has instituted MyFloridaMarketPlace, a statewide eProcurement system pursuant to section 287.057(22), F.S. All

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

3.8 Taxes.

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

3.9 Return of Funds.

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

SECTION 4. CONTRACT MANAGEMENT.

4.1 Composition and Priority.

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

4.2 Notices.

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

4.3 Department's Contract Manager.

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

Jane Doe
Address
Telephone #
Email

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

4.4 Contractor's Contract Manager.

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

Jane Doe
Florida Department of Management Services
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<Insert Contractor name>
<Insert Contractor's physical address>
Telephone: (XXX) 555-XXXX
Email: jane.doe@business.gmail.com

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

4.5 Diversity Reporting.

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

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

4.6 RESPECT.

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

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

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

4.7 PRIDE.

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

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

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

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

SECTION 5. COMPLIANCE WITH LAWS.

5.1 Conduct of Business.

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

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

5.2 Dispute Resolution, Governing Law, and Venue.

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

5.3 Department of State Registration.

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

5.4 Suspended, Convicted and Discriminatory Vendor Lists.

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

5.5 Contractor Certification.

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

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

5.6 Cooperation with Inspector General and Records Retention.

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

5.7 Inspection.

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

SECTION 6. MISCELLANEOUS.

6.1 Subcontractors.

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

6.2 Assignment.

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

6.3 Independent Contractor.

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

6.4 Risk of Loss.

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

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

6.5 Safety Standards.

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

6.6 Ombudsman.

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

6.7 Time is of the Essence.

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

6.8 Waiver.

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

6.9 Modification and Severability.

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

6.10 Cooperative Purchasing.

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

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

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

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

7.1 Workers' Compensation Insurance.

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

7.2 General Liability Insurance.

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

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

7.3 Indemnification.

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

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

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

8.1 Public Records.

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

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

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

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

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

8.2 Protection of Trade Secrets or Confidential Information.

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

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

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

8.3 Document Management.

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

8.4 Intellectual Property.

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

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

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

SECTION 9. DATA SECURITY AND SERVICES.

9.1 Duty to Provide Secure Data.

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

9.2 Warranty of Security.

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

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

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

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

9.3 Remedial Measures.

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

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

9.4 Indemnification (Breach of Warranty of Security).

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

9.5 Annual Certification.

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

SECTION 10. GRATUITIES, LOBBYING, AND COMMUNICATIONS.

10.1 Gratuities.

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

10.2 Lobbying.

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

10.3 Communications.

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

SECTION 11. CONTRACT MONITORING.

11.1 Performance Standards.

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

11.2 Performance Deficiencies and Financial Consequences of Non-Performance.

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

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

11.3 Liquidated Damages.

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

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

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

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

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

SECTION 12. CONTRACT AUDITS.

12.1 Performance or Compliance Audits.

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

12.2 Payment Audit.

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

SECTION 13. BACKGROUND SCREENING AND SECURITY.

13.1 Background Check.

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

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13.2 E-Verify.

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

13.3 Disqualifying Offenses.

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

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

13.4 Confidentiality.

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

SECTION 14. INFORMATION TECHNOLOGY.

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

14.1 Limitation of Liability.

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

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

14.2 Information Technology Standards.

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

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CONTRACT EXHIBIT D

ADDITIONAL SPECIAL CONTRACT CONDITIONS

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1. Electronic Invoicing (eInvoicing)

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

1.1 Commerce eXtensible Markup Language (cXML)

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

1.2 Electronic Data Interchange (EDI)

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

1.3 Purchase Order Flip via Ariba Network (AN)

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

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

2. Purchasing Card (P-card) Program

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

3. Subcontracts

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

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

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

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

4. Business Review Meetings

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

5. Ethical Business Practices

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

6. Delays and Complaints

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

7. Insurance, Loss Deductible

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

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

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

9. Performance and Payment Bonds

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

10. Contract Revisions

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

Revisions by the Contractor:

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

Revisions by the Department:

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

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

11. Contractor Employee Conduct

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

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

12. Contractor Security Clearance

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

13. Request for Quotes

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

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

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

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

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

14. Resume Acknowledgement Form

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

15. Quarterly Contractor Performance Reporting

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

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

16. Quarterly Sales Reports

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

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

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

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

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

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

17. Quarterly Reporting Timeframes

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

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

18. Purchase Order Duration

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

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

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

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

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

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

19. Background Check

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

20. E-Verify

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

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

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

**Information Technology Staff Augmentation Services
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CONTRACT EXHIBIT G

RESUME ACKNOWLEDGEMENT FORM

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

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

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

Print Full Legal Name of Staff Augmentation Employee

Staff Augmentation Employee's Signature

Date

Information Technology Staff Augmentation Services
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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.

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

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

Contract 80101507-SA-19-01
Contractor

Reporting period:

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

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

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