

ITEM #14-A

(Revised Summary/Explanation memo and replacement of six Exhibit Pages)

**ADDITIONAL MATERIAL
REGULAR MEETING**

OCTOBER 21, 2025

**SUBMITTED AT THE REQUEST OF
FINANCE AND ADMINISTRATIVE
SERVICES DEPARTMENT**



Finance and Administrative Services Department
PURCHASING DIVISION

115 S. Andrews Avenue, Room 212 • Fort Lauderdale, Florida 33301 • 954-357-6066 • FAX 954-357-8535

MEMORANDUM

DATE: October 16, 2025

TO: Board of County Commissioners

THRU: Stephen Farmer, Deputy Chief Financial Officer for S. Farmer

FROM: Robert E. Gleason, Director **Robert Gleason** Digitally signed by
Robert Gleason
Date: 2025.10.16
15:09:11 -04'00'
Purchasing Division

SUBJECT: October 21, 2025 – Commission Meeting – Agenda Item No. 14
Motion to Approve Agreement between Broward County and Standard Insurance Company,
for Group Long Term Disability Insurance, Request for Proposals (RFP) No.
GEN2129113P1, for the Human Resources Division

Summary Explanation/Background:

The following information is modified in the Summary Explanation/Background for above referenced agenda item: (~~strikethrough removed~~; **bold underlined** added):

The Agreement contains certain non-standard terms for disclosure to the Board regarding exceptions to Enterprise Technology Services Security Requirements; **1) System and Organization Controls (SOC) 2 Type II Report, which requires five Trust Service Principles. Standard has agreed to provide the SOC 2 Type II Report Trust Service Principle for only one principal (Security). Additionally, Standard holds the Information Security Management System ("Information Security Program") ISO 27001:2013 accreditation, which includes a documented and approved Information Security policy with an associated standard and certified by an accredited auditor; 2) Security Log Capabilities; and 3) Data and Privacy requirements. Standard agreed to provide security logs upon request in the event of a breach, and disclosed that County data may be accessed outside the United States.** HR has accepted ~~this~~ **these** disclosures. (Exhibit 1)

Exhibit 1, pages 21 – 22 and 36 – 39, are replaced in their entirety by the attached Exhibit 1, Revised Pages 21 – 22 and 36 - 39.

Attachments

REG/dce/dl

- c: Monica Cepero, County Administrator
 Kevin Kelleher, Deputy County Administrator
 Andrew J. Meyers, County Attorney
 Robert Melton, County Auditor
 Allen Wilson, Director, Human Resources Division
 Constance Mangan, Assistant Director, Purchasing Division

IN WITNESS WHEREOF, the Parties hereto have made and executed this Agreement: Broward County, through its Board of County Commissioners, signing by and through its Mayor or Vice-Mayor, authorized to execute same by Board action on the ____ day of _____, 20__; and Provider, signing by and through its duly authorized representative.

COUNTY

ATTEST:

Broward County, by and through
its Board of County Commissioners

By: _____
Broward County Administrator, as
ex officio Clerk of the Broward County
Board of County Commissioners

By: _____
Mayor
____ day of _____, 2025

Approved as to form by
Andrew J. Meyers
Broward County Attorney
115 South Andrews Avenue, Suite 423
Fort Lauderdale, Florida 33301
Telephone: (954) 357-7600

By: **SANDY STEED**  Digitally signed by SANDY STEED
Date: 2025.10.13 14:24:15 -04'00'
Sandy Steed (Date)
Assistant County Attorney

By: **Danielle W. French**  Digitally signed by Danielle W. French
Date: 2025.10.13 14:50:41 -04'00'
Danielle W. French (Date)
Deputy County Attorney

SS
Group Long Term Disability Insurance Agreement
10/08/2025
1176779.6

**AGREEMENT BETWEEN BROWARD COUNTY AND STANDARD INSURANCE COMPANY
FOR GROUP LONG TERM DISABILITY INSURANCE (RFP # GEN2129113P1)**

PROVIDER

Standard Insurance Company

By: Rob.Erickson Digitally signed by
Rob.Erickson
Date: 2025.10.13 09:24:54
-07'00'
Authorized Signer

Rob Erickson, EVP and Chief Financial Officer
Print Name and Title

13th day of October, 2025

3.2. Upon County's request, Contractor shall make available to County proof of Contractor's compliance with all applicable federal, state, and local laws, codes, ordinances, rules, and regulations in performing under this Agreement, including but not limited to: Contractor's latest compliance reports (e.g., SSAE 16 report, International Organization for Standardization 27001 (ISO 27001) certification); and any other proof of compliance as may be required from time to time.

4. Transition/Disentanglement

Contractor will complete the transition of any terminated Services or Support and Maintenance to County and any replacement provider(s) that County designates (collectively, the "Transferee"), without causing any unnecessary interruption of, or adverse impact on, the Services, County Data, or the ongoing business operation of County ("Disentanglement"). Contractor will work in good faith (including, upon request, with the Transferee) at no additional cost to County to develop an orderly Disentanglement plan that documents the tasks required to accomplish an orderly transition with minimal business interruption or expense for County. Upon request by County, Contractor shall cooperate, take any necessary additional action, and perform such additional tasks that County may reasonably request to ensure timely and orderly Disentanglement, which shall be provided at the rate(s) specified in the Agreement or, if no applicable rate is specified, at a reasonable additional fee upon written approval by County.

5. Network Architecture/Security

5.1. Network Architecture

5.1.1. The Contractor Platform shall be protected behind a layer of firewalls utilizing a high-availability (HA) design. Any network security changes implemented by Contractor must not compromise the security of County Data. Using a tiered design, Contractor shall ensure that all database servers are protected behind a second set of internal firewalls.

5.1.2. Contractor's wireless networks connected to the Contractor Platform shall at a minimum, be configured for Wi-Fi Protected Access 2 (WPA2)-Enterprise using Advanced Encryption Standard (AES) and Protected Extensible Authentication Protocol (PEAP), or current industry security standards (whichever is higher) to secure and protect County data.

5.2. Disaster Recovery

5.2.1. Contractor shall maintain a disaster recovery plan for the Contractor Platform with mirrored sites geographically separated by at least 250 miles, with a Recovery Time Objective ("RTO") of a maximum of forty-eight (48) hours from the incident. Contractor shall conduct a disaster recovery test of the hosted or SaaS system that is utilized by or comprises the Contractor Platform on at least an annual basis, and shall

notify County at least ten (10) days in advance of each such test.

5.3. County Data.

5.3.1. Contractor shall make any County Data available to County upon request within one (1) business day and in any format reasonably requested by County, including, without limitation, Extensible Markup Language (“XML”) and Structured Query Language (“SQL”), or in another format as may be mutually agreed by County and Contractor.

6. Service Availability

6.1. System Availability

6.1.1. Contractor shall connect its hosting site for the Contractor Platform through at least two (2) independent Internet Service Contractors (“ISPs”) with different Internet points of presence.

6.1.2. Contractor guarantees that the Network Uptime (as defined herein) will be 99.99% of Prime Time (defined as County business days from 7 a.m. – 7 p.m. Eastern Time) and 98.00% of non-Prime Time for each calendar month during the term of the Agreement, excluding Scheduled Maintenance as defined herein (collectively, the “Network Uptime Guarantee”). Network Uptime is the time that the Contractor Platform and System are functioning optimally and fully operational, and requires proper functioning of all network infrastructure, including firewalls, routers, switches, and cabling, affecting a user’s ability to reliably transmit or receive data; Network Downtime is the remainder of time that is not included in Network Uptime, and is measured from the time the trouble ticket is opened to the time the Contractor Platform and System are fully restored. As long as the System is available over the Internet to at least two other comparable non-County customers (i.e., the System is functioning properly and there are no technical issues with Contractor or the Contractor Platform), any inability on the part of County to access the System as a result of a general documented Internet outage will not be counted toward Network Downtime. System unavailability for the purpose of building redundancy or other recovery systems that is approved by County in advance shall not be charged as downtime in computing the Network Downtime. Contractor Platform or System unavailability due to Contractor’s equipment failure constitutes Network Downtime.

6.1.3. Normal availability of the Contractor Platform and System shall be twenty-four (24) hours per day, seven (7) days per week. Planned downtime (i.e., taking the System offline such that it is not accessible to County) (“Scheduled Maintenance”) shall occur during non-Prime Time. During non-Prime Time, Contractor may perform routine maintenance operations that do not require the Contractor Platform or System to be taken offline but may have immaterial effects on performance and response time without any notice to County. Such immaterial degradation in

performance and response time shall not be deemed Network Downtime.

6.1.4. By the tenth day of each calendar month, Contractor shall provide County a report detailing Contractor's performance under this SLA for the prior calendar month. To the extent the performance fails to meet the Network Uptime Guarantee, the report shall calculate: the total number of minutes of uptime for each of Prime Time and non-Prime Time; the total number of minutes for each of Prime Time and non-Prime Time minus any applicable Scheduled Maintenance, respectively; and the percentage of uptime versus total time minus Scheduled Maintenance for each (e.g., monthly minutes of non-Prime Time network uptime / (Total minutes of non-Prime Time – Minutes of Scheduled Maintenance) = __%).

6.2. Infrastructure Management

6.2.1. During Prime Time, Contractor shall ensure packet loss of less than one percent (1%) and less than sixty (60) milliseconds domestic latency within the Contractor Platform. Contractor shall maintain sufficient bandwidth to the Contractor Platform and ensure the average response time of the platform from the server remains between 200 millisecond and one second. County and Contractor recognize that end user response times are dependent on intermittent ISP network connectivity, and in the case of County's users, dependent on County's internal network health.

6.2.2. To the extent the Contractor Platform provides or supports public access to users in Broward County or through the County's web pages, the Contractor Platform shall support up to 500,000 site hits per calendar day and capture the number of site hits by page for performance to standards reporting. Contractor will retain all County-related database records regardless of number or size.

6.2.3. To the extent the Contractor Platform includes an ad-hoc reporting tool or standard reports, Contractor agrees to provide unlimited access to such functionality to County. Contractor agrees to support an unlimited number of queries and reports against County Data. County agrees that Contractor may put reasonable size limits on queries and reports to maintain System performance, provided such limits do not materially impact County's regular business operations.

6.2.4. Contractor shall conduct full, encrypted backups (including System and user data) weekly and shall conduct incremental, encrypted backups daily. Encrypted backups will be written to a backup device with sufficient capacity to handle the data. Contractor shall retain a complete current set of encrypted backups for County's System, including County Data, with a retention period of at least 30 days, at a remote, off-site "hardened" facility from which data can be retrieved within one (1) business day at any point in time. Full System restoration performed as a recovery procedure after a natural disaster is included as part of the required performance by Contractor under this Agreement. Upon County's request, Contractor shall also provide restoration of individual file(s).

6.3. Performance Monitoring and Hosting Capacity Increases

6.3.1. If requested by County, Contractor shall provide standard reporting metrics of the Contractor Platform to County on a monthly basis which shall include: traffic patterns by user and by time; server load, including central processing unit load, virtual memory, disk and input/output channel utilization; transmission control protocol load for each server allocated in part or in full to County System; and system errors in the System, database, operating system, and each server allocated in part or in full to the System.

6.3.2. If County anticipates an increase in transaction volume or seeks to expand capacity beyond the limitations, if any, provided under the Agreement, Contractor will provide timeline and cost estimates to upgrade existing servers or deploy additional servers dedicated to County's System within fifteen (15) calendar days after written notice by County.

(The remainder of this page is intentionally left blank.)