



TECHNOLOGY PRODUCTS AGREEMENT BETWEEN BROWARD COUNTY AND GRANT STREET GROUP, LLC, FOR TOURIST DEVELOPMENT TAX SOLUTION (RFP #TRN2130760P1)

This Technology Products Agreement (“Agreement”) is between Broward County, a political subdivision of the State of Florida (“County”), and Grant Street Group, LLC, a Delaware limited liability company (“Contractor”) (each a “Party” and collectively referred to as the “Parties”).

RECITALS

A. County issued a competitive solicitation, Tourist Development Tax Solution System, TRN2130760P1, for a software solution to support the collection, administration, enforcement, reporting, and distribution of County’s tourist development taxes.

B. Contractor was the highest-ranked vendor responding to the solicitation and proceeded to negotiations with County, and the results of those negotiations are set forth in this Agreement.

Now, therefore, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

ARTICLE 1. DEFINITIONS

- 1.1. **Applicable Law** means all applicable laws, codes, advisory circulars, rules, regulations, and ordinances of any federal, state, county, municipal, or other governmental entity, as may be amended.
- 1.2. **Board** means the Board of County Commissioners of Broward County, Florida.
- 1.3. **Business hours** or **business day** means 8 a.m. to 6 p.m. Eastern Time during weekdays that are not County holidays or on which County has not otherwise declared its offices closed.
- 1.4. **Code** means the Broward County Code of Ordinances.
- 1.5. **Contract Administrator** means the Director of Records, Taxes, and Treasury Division, the Assistant Director of Records, Taxes, and Treasury Division, or such other person designated by the Director of Records, Taxes, and Treasury Division in writing.
- 1.6. **County Business Enterprise** or **CBE** means an entity certified as meeting the applicable requirements of the Broward County Business Opportunity Act, Section 1-81, et seq., of the Code.
- 1.7. **Documentation** means all manuals, user documentation, specifications, and other related materials pertaining to the Software that Contractor customarily furnishes to licensees of the Software or purchasers of the services covered by this Agreement.

1.8. **Equipment** means the hardware and other property listed in Exhibit A being provided to County pursuant to this Agreement, including any embedded software and firmware incorporated therein or customarily provided to purchasers of such hardware or other property.

1.9. **License Fee, Subscription Fee, or Support and Maintenance Fee** means the fee associated with use or support of the applicable Products, as outlined in Exhibit B.

1.10. **Notice to Proceed** means a written authorization issued by the Contract Administrator to proceed with a project, phase, or task.

1.11. **Products** means all Software, Subscriptions, Equipment, and Services provided or required to be provided by Contractor, as further specified in Exhibit A.

1.12. **Purchasing Director** means County's Director of Purchasing.

1.13. **Services** means all activities required by Contractor under this Agreement, including any required installation, integration, programming, configuration, customization, operation, and enhancements of the Products, together with necessary and appropriate consulting, training, Support and Maintenance, project management, other services to meet County's ongoing needs in connection with the Products, and any other services as further specified in Exhibit A, as well as any Optional Services procured under this Agreement.

1.14. **Software** means all proprietary or third-party software listed in Exhibit A or other intellectual property rights licensed to County or third-party users pursuant to this Agreement, including the computer programs (in machine readable object code form) and any subsequent updates, upgrades, releases, or enhancements thereto developed during the term of this Agreement.

1.15. **Subcontractor** means any entity or individual, including any subconsultants, that provides Services to County through Contractor, regardless of tier.

1.16. **Subscriptions** means all proprietary or third-party subscriptions listed in Exhibit A provided to County or third-party users pursuant to this Agreement, including all subscription-based services or solutions such as Software as a Service ("SaaS") or Platform as a Service ("PaaS"), and any subsequent updates, upgrades, releases, or enhancements thereto developed during the term of this Agreement.

1.17. **Support and Maintenance** means the support and maintenance required for County to achieve and maintain optimal performance of Products or the System, including as further described in Exhibit D.

1.18. **System** means the complete system provided by Contractor pursuant to this Agreement as part of its Services hereunder, including all Products listed on Exhibit A and any other Products that Contractor will make available to County and third-party users as part of its Services under this Agreement.

ARTICLE 2. EXHIBITS

Exhibit A	Statement of Work
Exhibit B	Payment Schedule
Exhibit C	Security Requirements
Exhibit D	Support and Maintenance Minimum Standards
Exhibit E	Minimum Insurance Coverages
Exhibit F	Work Authorization Form
Exhibit G	Service Level Agreement

ARTICLE 3. SCOPE OF SERVICES & TERMS OF USE

3.1. Scope of Services. Contractor shall perform all Services, including without limitation the work specified in Exhibit A (the "Statement of Work"). The Statement of Work is a description of Contractor's obligations and responsibilities and is deemed to include preliminary considerations and prerequisites, and all labor, materials, equipment, and tasks that are such an inseparable part of the work described that exclusion would render performance by Contractor impractical, illogical, or unconscionable.

3.2. Subscriptions Rights.

3.2.1. Subscription Rights. Contractor grants to County a royalty-free, nonexclusive right to access and use the Subscriptions for the duration of this Agreement, with no geographical limitations, for the number of users stated in Exhibit A (if no number is stated, then for an unlimited number of users), including the right to use any third-party software or technology embedded in or otherwise required to operate or allow access to the Subscriptions and the right to make any temporary files or copies required to utilize the Subscriptions. This right to use is granted solely for County purposes, including on- and off-site access, and for the benefit of and use by all agencies within the County, including the offices of the County constitutional officers if elected by County.

3.2.2. Authorized Users and Additional Licenses. Unless otherwise stated in Exhibit A, County and any of its employees, agents, contractors, suppliers, and other third parties authorized by County may concurrently operate and use the Products for County purposes. If additional licenses or users are requested by County, the Purchasing Director is authorized to execute a Work Authorization (in substantially the same form as Exhibit F), subject to the Purchasing Director's execution authority as stated in Section 3.8, to purchase additional licenses or users for the fee specified in Exhibit B.

3.2.3. Permitted Hardware and Environments. Unless otherwise stated in Exhibit A, County may install, use, and operate the Software and Subscriptions on any hardware. The Subscription is provided on a software-as-a-service basis and County's rights are limited to accessing and using the Subscription through Contractor's hosted environment. Contractor shall be responsible for hosting, backup, disaster recovery, and availability in accordance with Exhibit C, Exhibit D, and Exhibit G.

3.2.4. Prohibited Uses. Except as otherwise provided in this Agreement or required under Applicable Law, County shall not reproduce, publish, or license the Software or Subscriptions to others. County shall not modify, reverse engineer, disassemble, or decompile the Software or Subscriptions, or any portion thereof.

3.3. Hosting. Any costs to County for any hosting provided by Contractor of the Software or Subscriptions are included within the Subscription Fee listed in Exhibit B and will be provided at no additional cost to County, unless otherwise expressly stated in Exhibit B. Contractor, the Software, the Subscriptions, and the System shall comply for the duration of this Agreement with the Service Level Agreement set forth in Exhibit G, unless otherwise expressly approved in writing by the County's Chief Information Officer or their written designee.

3.4. Support and Maintenance. For so long as requested by County and for all Products other than Subscriptions, Contractor shall provide County with Support and Maintenance for the Products and the System as set forth in Exhibit D. Contractor shall provide County with Support and Maintenance for Subscriptions as set forth in Exhibit D, so long as County pays the Subscription Fee stated in Exhibit B. Support and Maintenance shall be invoiced and paid in accordance with the Payment Schedule set forth in Exhibit B, except that for the first year following Final Acceptance, all Support and Maintenance for Software and Equipment is included at no cost to County. County may elect to discontinue or recommence Support and Maintenance for some or all Products upon thirty (30) days prior written notice, and County shall only be obligated to pay for the time periods actually covered by Support and Maintenance at the rates stated in Exhibit B.

3.5. Updates, Upgrades, and Releases. Throughout the Term, Contractor shall promptly provide to County, with advance notice and at no additional cost, any and all software and firmware updates (including error corrections, bug fixes, security updates, and patches), upgrades, and new releases to the Products, including all that Contractor makes available at no additional cost to other licensees of the applicable Products or users of all or part of the System. All such updates, upgrades, and new releases shall remain the sole property of Contractor and shall be deemed to be included within the scope of the licenses and subscriptions for Products granted under this Agreement.

3.6. Compatibility. Throughout the Term, Contractor shall ensure the continued compatibility of the Products with all major releases, updates, or upgrades of any third-party software used by County for access or operation of the System, including without limitation Active Directory (AD) and Geographic Information System Mapping (GIS). If Contractor is not able to support any third-party software update, upgrade, or new release that changes major functionality and is not compatible with the Products, Contractor shall use all reasonable efforts to resolve such issues. If Contractor is unable to resolve such issues consistent with this Agreement due to any third-party software release, update, or upgrade, County shall be entitled to a refund of any Support and Maintenance Fee or Subscription Fee paid for the affected time period and affected Products and may, at County's sole election, terminate the Agreement upon written notice with no further obligation to Contractor.

3.7. Documentation. Contractor shall deliver copies of the Documentation to County concurrently with delivery of the Products, and thereafter shall promptly provide any updated Documentation as it becomes available during the Term of this Agreement. Contractor represents and warrants that the Documentation is sufficiently comprehensive and of sufficient quality to enable a competent user to operate the Products efficiently and in accordance with Exhibit A. County has the right to copy, reproduce, modify, and create derivative works utilizing the Documentation as County deems necessary provided such activities are solely for the purpose of use of the Products as permitted under this Agreement.

3.8. Optional Services. If any Services, or the quantity thereof, are identified as optional ("Optional Services"), County may select the type, amount, and timing of Optional Services pursuant to a work authorization ("Work Authorization") in substantially the form attached as Exhibit F, executed by Contractor and County pursuant to this section. Any Optional Services procured, when combined with the other required Services, shall not result in a payment obligation exceeding the applicable maximum amount stated in Section 5.1. Notwithstanding anything to the contrary in this Agreement, Work Authorizations shall be executed on behalf of County as follows: (a) the Contract Administrator may execute Work Authorizations for which the total aggregate cost to County is less than \$50,000; (b) the Purchasing Director may execute Work Authorizations for which the total aggregate cost to County is within the Purchasing Director's delegated authority; and (c) any Work Authorization above the Purchasing Director's delegated authority requires express approval by the Board. Contractor shall not commence work on any Work Authorization until receipt of a purchase order and a Notice to Proceed issued by the Contract Administrator.

ARTICLE 4. TERM AND TIME OF PERFORMANCE

4.1. Term. This Agreement begins on the date it is fully executed by the Parties ("Effective Date") and expires five (5) years after the Effective Date ("Initial Term"), unless otherwise terminated or extended as provided in this Agreement. The Initial Term, Renewal Term(s), and any Extension, as those terms are defined in this article, are collectively referred to as the "Term."

4.2. Renewals. County may renew this Agreement for up to two (2) additional five (5) year terms (each a "Renewal Term") on the same rates, terms, and conditions stated in this Agreement by sending written notice to Contractor at least thirty (30) days prior to the expiration of the then-current term. The Purchasing Director is authorized to exercise any Renewal Term(s), and notice of same to Contractor by electronic mail alone shall be effective and sufficient.

4.3. Extension. If the Purchasing Director determines, in their sole discretion, that unusual or exceptional circumstances render the exercise of a Renewal Term not practicable, or that no Renewal Term remains available and expiration of this Agreement would result in a gap in necessary Services, then the Purchasing Director may extend this Agreement for one or more periods not to exceed three (3) months in the aggregate ("Extension") on the same rates, terms, and conditions as existed at the end of the then-current term. The Purchasing Director may exercise the Extension by written notice to Contractor at least thirty (30) days prior to the end of

the then-current term stating the duration of the Extension. The Extension must be within the authority of the Purchasing Director or otherwise authorized by the Board.

4.4. Funding. The continuation of this Agreement beyond the end of any County fiscal year (October 1 through September 30) is subject to both the appropriation and the availability of funds pursuant to Chapter 129 and, if applicable, Chapter 212, Florida Statutes. If amounts to be paid by County under this Agreement are budgeted to be funded with transportation surtax proceeds pursuant to Section 212.055(1), Florida Statutes, and such proceeds are not appropriated or available for any reason, County shall have no obligation to use ad valorem funds or any other funding source to make any payment(s) required under this Agreement and County may terminate this Agreement for convenience pursuant to Article 11.

4.5. Timetable. If Contractor fails to achieve Final Acceptance within eight (8) months after the Effective Date, County shall have the option to terminate the Agreement by written notice from its Contract Administrator, in which event all sums paid by County under this Agreement, if any, shall be reimbursed to County by Contractor within fifteen (15) days. For purposes of this section, any delays caused by County prior to Final Acceptance shall extend the Final Acceptance deadline by the same number of days as the delay caused by County.

4.6. Time of the Essence. Time is of the essence for Contractor’s performance of the duties, obligations, and responsibilities required by this Agreement.

ARTICLE 5. COMPENSATION

5.1. Maximum Amounts. For all Products and Services provided under this Agreement, County will pay Contractor up to a maximum amount as follows:

Services/Products	Term	Not-To-Exceed Amount
Implementation and Training Fees	Initial Term	\$100,000
Subscription Fees	Initial Term	\$2,500,000 (total for Initial Term)
Subscription Fees	Renewal Term(s)	\$3,200,000 (total for First Renewal Term) \$3,900,000 (total for Second Renewal Term) (\$7,100,000 for all Renewal Terms)
Optional Services	Duration of Agreement	\$750,000
TOTAL NOT TO EXCEED		\$10,450,000

Except as stated in Exhibit B, payment shall be made only for Services actually performed and completed pursuant to this Agreement as set forth in Exhibit B, which amount shall be accepted by Contractor as full compensation for all such Services. Contractor acknowledges that the amounts provided for in this Agreement are the maximum amounts payable and constitute a

limitation upon County's obligation to compensate Contractor for Products and Services. These maximum amounts, however, do not constitute a limitation of any sort upon Contractor's obligation to perform all Services.

5.2. Method of Billing and Payment.

5.2.1. Unless otherwise stated in Exhibit B, Contractor must submit invoices no more often than once monthly, but only after the Services invoiced have been completed. Invoices are due within fifteen (15) days after the end of the month covered by the invoice, except that the final invoice must be received no later than sixty (60) days after the expiration or earlier termination of this Agreement. Contractor's delayed submission of any invoice by more than sixty (60) days, absent good cause approved in writing by the Contract Administrator, may, at the Contract Administrator's sole discretion, result in a waiver of any right to payment for the invoiced Products and Services. Unless otherwise stated in Exhibit B or the applicable Work Authorization, any Optional Services shall be invoiced in accordance with the existing invoicing schedule for any like goods or services provided under this Agreement, including (if applicable) invoiced pro rata for the initial invoice period. Invoices shall describe the Services performed and, as applicable, the personnel, hours, tasks, or other details as requested by the Contract Administrator. Contractor shall submit a Certification of Payments to Subcontractors and Suppliers (Form 00924, available at <https://www.broward.org/Purchasing/Pages/StandardTerms.aspx>) with each invoice that includes Services performed by a Subcontractor. The certification shall be accompanied by a copy of the notification sent to each unpaid Subcontractor listed on the form, explaining the good cause why payment has not been made to that Subcontractor.

5.2.2. Invoices shall be in the amounts set forth in Exhibit B for the applicable Services, minus any agreed upon retainage as stated in Exhibit B. Retainage amounts shall only be invoiced upon completion of all Services, unless otherwise stated in Exhibit B.

5.2.3. County shall pay Contractor within thirty (30) days after receipt of Contractor's proper invoice in accordance with the "Broward County Prompt Payment Ordinance," Section 1-51.6 of the Code. To be deemed proper, all invoices must: (a) comply with all applicable requirements, whether set forth in this Agreement or the Code; (b) be submitted pursuant to instructions prescribed by the Contract Administrator; and (c) be submitted to both the County's Accounting Division (via email at AccountsPayable@Broward.org) and to the Contract Administrator. Payments shall be sent to Contractor's address in accordance with Article 13, unless otherwise requested by Contractor in writing and approved by the Contract Administrator in writing. Payments may be withheld for failure of Contractor to comply with a term, condition, or requirement of this Agreement. County may set off any amounts Contractor owes to County under this Agreement against any amounts County owes to Contractor under this Agreement.

5.2.4. Contractor must pay Subcontractors and suppliers within fifteen (15) days after receipt of payment from County for such subcontracted work or supplies. If Contractor withholds an amount as retainage from Subcontractors or suppliers, Contractor shall release such retainage and pay same within fifteen (15) days after receipt of payment of retained amounts from County. Failure to pay a Subcontractor or supplier in accordance with this section shall be a material breach of this Agreement, unless Contractor demonstrates to Contract Administrator's satisfaction that such failure to pay results from a bona fide dispute with the Subcontractor or supplier and, further, Contractor promptly pays the applicable amount(s) to the Subcontractor or supplier upon resolution of the dispute. Contractor shall include requirements substantially similar to those set forth in this section in its contracts with Subcontractors and suppliers.

5.3. Reimbursable Expenses. Contractor shall not be reimbursed for any expenses it incurs unless expressly provided for in this Agreement. Reimbursement of any travel costs or travel-related expenses permitted under this Agreement shall be limited to those permitted under Section 112.061, Florida Statutes, except to the extent that Exhibit B expressly provides otherwise. County shall not be liable for any expenses that exceed those allowed by Section 112.061 or that were not approved in writing in advance by the Contract Administrator.

5.4. Subcontractors. Contractor shall invoice Subcontractor fees only in the actual amount paid by Contractor, without markup or other adjustment.

5.5. Withholding by County; Overcharges. Notwithstanding any provision of this Agreement to the contrary, County may withhold payment, in whole or in part, (a) in accordance with Applicable Law, or (b) to the extent necessary to protect itself from loss on account of (i) inadequate or defective work that has not been remedied or resolved in a manner satisfactory to the Contract Administrator, or (ii) Contractor's failure to comply with any provision of this Agreement. The amount withheld shall not be subject to payment of interest by County. In the event of an overcharge by Contractor in any amount, Contractor shall promptly refund to County such overcharged amount. If the overcharge exceeds five percent (5%) of the total amount charged in the invoice where the overcharge occurred, Contractor shall, in addition to refunding the overcharged amount, pay liquidated damages in the amount of ten percent (10%) of the overcharged amount within thirty (30) days after demand by County as just compensation for damages incurred by County due to the overcharge, including, but not limited to, County's administrative costs and loss of potential investment returns (including interest).

5.6. Fixed Pricing. Unless otherwise stated in Exhibit B, prices shall remain firm and fixed throughout the Term, including any extension terms. However, Contractor may offer incentive or volume discounts to County at any time.

ARTICLE 6. DELIVERY, TESTING AND ACCEPTANCE

6.1. Delivery. Unless otherwise stated in Exhibit A, Contractor shall, within seven (7) days after the Effective Date, make the Software and the Subscriptions available electronically to County.

All County license keys, usernames, and passwords shall be authenticated by Contractor and perform according to Exhibit A (Statement of Work).

6.2. Final Acceptance Testing. Section 22.148 of the Broward County Administrative Code requires that all applicable software purchases be inspected and tested by County, including verification by its Enterprise Technology Services Division (“ETS”), prior to final written acceptance of the software and software-related services. Within thirty (30) days after completion of all Services stated in Exhibit A relating to the installation, implementation, and integration of the Products and System provided under this Agreement, County shall conduct testing to determine whether the System: (i) properly functions with any applicable operating software; (ii) provides the capabilities stated in this Agreement and the Documentation; and (iii) if applicable, meets the acceptance criteria stated in the Statement of Work (the criteria referenced in (i), (ii), and (iii) are collectively referred to as the “Final Acceptance Criteria”). In the event of a conflict between the Documentation and the acceptance criteria stated in the Statement of Work, the Statement of Work shall prevail. Final payment shall not be made to Contractor prior to the written confirmation by the County’s Chief Information Officer or their written designee that the Products and System have successfully passed the Final Acceptance Criteria, and such written confirmation shall constitute “Final Acceptance.”

6.2.1. The testing period shall commence on the first business day after Contractor informs County in writing that it has completed the Services required to be performed prior to testing and that the System is ready for testing, and shall continue for a period of up to thirty (30) days. During the testing period, County may notify Contractor in writing of any error or defect in the System so that Contractor may make any needed modifications or repairs. If Contractor so elects in writing, testing will cease until Contractor resubmits for Final Acceptance testing, at which time the testing period shall be reset to that of a first submission for testing.

6.2.2. County shall notify Contractor in writing of its Final Acceptance or rejection of the System, or any part thereof, within fifteen (15) days after the end of the testing period, as same may be extended or reset. If County rejects the System, or any part thereof, County shall provide notice identifying the criteria for Final Acceptance that the System failed to meet. Following such notice, Contractor shall have thirty (30) days to (a) modify, repair, or replace the System or any portion thereof, or (b) otherwise respond to County’s notice. If Contractor modifies, repairs, or replaces the System or portion thereof, the testing period shall re-commence consistent with the procedures set forth above in this Section 6.2.

6.2.3. If Contractor fails to remedy the reason(s) for County’s rejection of the System, or any part thereof, within ninety (90) days after County’s initial notice of rejection, County may elect, in writing, to either accept the System as it then exists or to reject the Software or Subscriptions and terminate the Agreement or applicable Work Authorization. If County elects to reject the System and terminate the Agreement or applicable Work Authorization, all sums paid by County under the Agreement or applicable Work Authorization shall be reimbursed to County by Contractor within fifteen (15) days after such election is made. If County elects to accept the System as it then exists (partial acceptance), Contractor shall continue to use its best efforts to

remedy the items identified in the applicable notice of rejection. If, despite such continuing best efforts, Contractor fails to remedy the issue(s) identified by County within a reasonable time as determined by County, then County shall be entitled to deduct from future sums due under the Agreement the value of the rejected portion of the System as mutually determined by the Parties. If the Parties cannot agree upon such value, County shall have the right to reject the System and terminate the Agreement or applicable Work Authorization on the terms stated above in this section.

ARTICLE 7. CONFIDENTIAL INFORMATION, PROPRIETARY RIGHTS, SECURITY REQUIREMENTS

7.1. Contractor Confidential Information. Contractor represents that the Software and the Subscriptions contain proprietary products and trade secrets of Contractor. Accordingly, to the full extent permissible under Applicable Law, County agrees to treat intellectual property within the Software or the Subscriptions as confidential in accordance with this article. For any other material submitted to County, Contractor must separately submit and conspicuously label as "RESTRICTED MATERIAL – DO NOT PRODUCE" any material (a) that Contractor contends, constitutes, or contains its trade secrets under Chapter 688, Florida Statutes, or (b) for which Contractor asserts a right to withhold from public disclosure as confidential or otherwise exempt from production under Florida public records laws (including Chapter 119, Florida Statutes) (collectively, "Restricted Material"). In addition, Contractor must, simultaneous with the submission of any Restricted Material, provide a sworn declaration or affidavit in a form acceptable to County from a person with personal knowledge attesting that the Restricted Material constitutes trade secrets or is otherwise exempt or confidential under Florida public records laws, including citing the applicable Florida statute and specifying the factual basis for each such claim. Upon request by County, Contractor must promptly identify the specific applicable statutory section that protects any particular document. If a third party submits a request to County for records designated by Contractor as Restricted Material or for trade secret material in the Software or the Subscriptions, County shall refrain from disclosing such material unless otherwise ordered by a court of competent jurisdiction, authorized in writing by Contractor, or the claimed exemption is waived. Any failure by Contractor to strictly comply with the requirements of this section shall constitute Contractor's waiver of County's obligation to treat the records as Restricted Material. Contractor must indemnify and defend County and its employees and agents from any and all claims, causes of action, losses, fines, penalties, damages, judgments, and liabilities of any kind, including attorneys' fees, litigation expenses, and court costs, relating to nondisclosure of Restricted Material or materials relating to the Software or the Subscriptions in response to a third-party request.

7.2. County Confidential Information. All materials, data, transactions of all forms, financial information, documentation, inventions, designs, and methods that Contractor obtains from County in connection with this Agreement, and any deliverables developed by Contractor solely for the benefit of County and not as part of Contractor's general Subscription, platform, or Services, or in which County holds proprietary rights, constitute "County Confidential Information." All County-provided employee information, financial information, and personally

identifiable information for individuals or entities interacting with County (including, without limitation, social security numbers, birth dates, banking and financial information, and other information deemed exempt or confidential under Applicable Law) also constitute "County Confidential Information." Notwithstanding anything to the contrary in this section, County Confidential Information does not include Contractor's pre-existing materials, software, templates, methodologies, know-how, or general improvements to Contractor's products or services developed in the course of providing the Services.

7.2.1. County Confidential Information may not, without the prior written consent of County, or as otherwise required by Applicable Law, be used by Contractor or its employees, agents, Subcontractors, or suppliers for any purpose other than for the benefit of County pursuant to this Agreement. Neither Contractor nor its employees, agents, Subcontractors, or suppliers may sell, transfer, publish, disclose, display, license, or otherwise make available to any other person or entity any County Confidential Information without the prior written consent of County.

7.2.2. Contractor expressly agrees to be bound by and to defend, indemnify, and hold harmless County and its officers and employees from the breach of Applicable Law by Contractor or its employees, agents, Subcontractors, or suppliers regarding the unlawful use or disclosure of County Confidential Information.

7.2.3. Upon expiration or termination of this Agreement, or as otherwise demanded by County, Contractor shall immediately turn over to County all County Confidential Information, in any form, tangible or intangible, possessed by Contractor or its employees, agents, Subcontractors, or suppliers.

7.3. Confidential Information; Generative Artificial Intelligence. Unless expressly authorized in this Agreement or in writing in advance by the Contract Administrator, Contractor is strictly prohibited from disclosing, uploading, or otherwise making available to third parties, directly or indirectly, including but not limited to through utilization of generative artificial intelligence tools, any exempt, confidential, sensitive security, or personal information of County. Contractor must ensure that any use of generative artificial intelligence tools by Contractor or its Subcontractors does not involve the disclosure of exempt, confidential, sensitive security, or personal information, including without limitation for large language model learning or training. Contractor must implement and maintain appropriate technological and operational safeguards to ensure compliance with the obligations of this section.

7.4. Maintenance of Confidential Information. Each Party shall advise its employees, agents, Subcontractors, and suppliers who receive or otherwise have access to the other Party's Confidential Information (as described in Section 7.1 or Section 7.2, as applicable) of their obligation to keep such information confidential, and shall promptly advise the other Party in writing if it learns of any unauthorized use or disclosure of said Confidential Information. In addition, the Parties agree to cooperate fully and provide all reasonable assistance to ensure the confidentiality of the other Party's Confidential Information as described in this article.

7.5. County Proprietary Rights. Contractor acknowledges and agrees that County retains all rights, title, and interest in and to all materials, data, documentation, and copies thereof furnished by County to Contractor under this Agreement, including all copyright and other proprietary rights therein, which Contractor as well as its employees, agents, Subcontractors, and suppliers may use only in connection with the performance of this Agreement.

7.6. Contractor Proprietary Rights. Except for custom work products expressly agreed to in writing by County and Contractor, if any, County acknowledges that all copies of the Software (in any form) and the Subscriptions are the sole property of Contractor. County shall not have any right, title, or interest to any such Software or Subscriptions except as expressly provided in this Agreement and shall take reasonable steps to secure and protect the Software and the Subscriptions consistent with maintenance of Contractor's proprietary rights therein.

7.7. Data and Privacy. Contractor shall comply with all applicable data and privacy laws and regulations, including without limitation Section 501.171, Florida Statutes, and shall ensure that County data processed, transmitted, or stored by Contractor or in the System is not stored outside the United States. Contractor shall not sell, market, publicize, distribute, or otherwise make available to any third party any personal identification information (as defined by Sections 501.171, 817.568, or 817.5685, Florida Statutes) that Contractor may receive or otherwise have access to in connection with this Agreement, unless expressly authorized in advance by County. If applicable and requested by County, Contractor shall ensure that all hard drives or other storage devices and media that contained County data have been wiped in accordance with the then-current best industry practices, including without limitation DOD 5220.22-M, and that an appropriate data wipe certification is provided to the satisfaction of the Contract Administrator.

7.8. Entities of Foreign Concern. The provisions of this section apply only if this Agreement provides access to an individual's personal identifying information. By execution of this Agreement, the undersigned authorized representative of Contractor hereby attests under penalty of perjury as follows: Contractor is not owned by the government of a foreign country of concern, is not organized under the laws of nor has its principal place of business in a foreign country of concern, and the government of a foreign country of concern does not have a controlling interest in Contractor; and the undersigned authorized representative of Contractor declares that they have read the foregoing statement and that the facts stated in it are true. Terms used in this section that are not otherwise defined in this Agreement shall have the meanings ascribed to such terms in Section 287.138, Florida Statutes.

7.9. Security Requirements. Contractor, the Products, and the System must meet or exceed all security requirements set forth in Exhibit C at all times throughout the Term, unless otherwise expressly approved in writing by the County's Chief Information Officer or their designee. Contractor will cooperate with County and provide any and all information that County may reasonably request to determine appropriate security and network access restrictions and verify Contractor compliance with County security requirements, including as stated in this section.

7.10. Injunctive Relief; Survival. The Parties represent and agree that neither damages nor any other legal remedy is adequate to remedy any breach of this article, and that the injured party

shall therefore be entitled to injunctive relief to restrain or remedy any breach or imminent breach. The obligations under this article shall survive the termination of this Agreement or of any license granted under this Agreement.

ARTICLE 8. REPRESENTATIONS AND WARRANTIES

8.1. Ownership. Contractor represents and warrants that it is the owner of all right, title, and interest in and to the Software and the Subscriptions, or that it has the right to grant to County the rights and the licenses granted under this Agreement, and that Contractor has not knowingly granted rights or licenses to any other person or entity that would restrict rights and licenses granted hereunder, except as may be expressly stated herein.

8.2. Limited Warranty. Contractor represents and warrants to County that, throughout the Term, the Products and System will perform substantially as described in the Documentation and in Exhibit A. This warranty does not cover any failure of the Products resulting from: (a) use of the Products in a manner other than that for which they were intended; (b) any modification of the Products by County that is not authorized by Contractor; or (c) County's provision of improperly formatted data to be processed through the System.

8.3. Warranty Regarding Viruses and PCI Compliance. Contractor further represents, warrants, and agrees that the Products are free from currently-known viruses or malicious software (at the time the Products and any subsequent versions thereof are provided to County), and that Contractor has and will continue, for the full Term of this Agreement, to use commercially reasonable security measures to ensure the integrity of the Products from data leaks, hackers, denial of service attacks, and other unauthorized intrusions. If the Services or Products involve the acceptance, processing, transmission, or storage of any credit cardholder data, Contractor represents and warrants that the Services and Products comply with the most recent Security Standards Council's Payment Card Industry ("PCI") Payment Application Data Security Standard ("DSS") and that such compliance will be maintained throughout the Term. Contractor shall also ensure, for the duration of the Agreement, that all electronically printed receipts generated in connection with the Services or Products comply with the Fair and Accurate Credit Transactions Act ("FACTA"), 15 U.S.C. § 1681c(g), as amended, including that card numbers and expiration dates are properly truncated in accordance with the requirements of FACTA.

8.4. ADA Compliance. Contractor represents and warrants that the Products and System are, and for the duration of the Agreement will remain, fully accessible and compliant with the Americans with Disabilities Act, 42 U.S.C. § 12101, Section 504 of the Rehabilitation Act of 1973, and all other Applicable Law. Contractor further represents and warrants that the Products, the System, and all deliverables provided to County for online utilization meet or exceed the World Wide Web Consortium/Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standard or any higher standard as may be adopted by the International Organization for Standardization or required by Applicable Law. Upon request, Contractor will provide County with any accessibility testing results and written documentation verifying accessibility, as well as promptly respond to and resolve accessibility complaints.

8.5. Intellectual Property Warranty. Contractor represents and warrants that at the time of entering into this Agreement, no claims have been asserted against Contractor (whether or not any action or proceeding has been brought) that allege that any part of the Products or System infringes or misappropriates any patent, copyright, mask copyright, or any trade secret or other intellectual or proprietary right of a third party, and that Contractor is unaware of any such potential claim. Contractor also agrees, represents, and warrants that the Products, System, Services, and Support and Maintenance to be provided pursuant to this Agreement will not infringe or misappropriate any patent, copyright, mask copyright, or any trade secret or other intellectual or proprietary right of a third party.

8.6. Representation of Authority. Contractor represents and warrants that this Agreement constitutes the legal, valid, binding, and enforceable obligation of Contractor, and that neither the execution nor performance of this Agreement constitutes a breach of any agreement that Contractor has with any third party or violates Applicable Law. Contractor further represents and warrants that execution of this Agreement is within Contractor's legal powers, and each individual executing this Agreement on behalf of Contractor is duly authorized by all necessary and appropriate action to do so on behalf of Contractor and does so with full legal authority.

8.7. Solicitation Representations. Contractor represents and warrants that all statements and representations made in Contractor's proposal, bid, or other supporting documents submitted to County in connection with the solicitation, negotiation, or award of this Agreement, including during the procurement or evaluation process, were true and correct when made and are true and correct as of the date Contractor executes this Agreement, unless otherwise expressly disclosed in writing by Contractor.

8.8. Contingency Fee. Contractor represents and warrants that it has not employed or retained any person or entity, other than a bona fide employee working solely for Contractor, to solicit or secure this Agreement and that it has not paid or agreed to pay any person or entity, other than a bona fide employee working solely for Contractor, any fee, commission, percentage, gift, or other consideration contingent upon or resulting from the award or making of this Agreement.

8.9. Truth-In-Negotiation Representation. Contractor's compensation under this Agreement is based upon its representations to County, and Contractor certifies that the wage rates, factual unit costs, and other information supplied to substantiate Contractor's compensation, including without limitation those made by Contractor during the negotiation of this Agreement, are accurate, complete, and current as of the date Contractor executes this Agreement. Contractor's compensation may be reduced by County, in its sole discretion, to correct any inaccurate, incomplete, or noncurrent information provided to County as the basis for Contractor's compensation in this Agreement.

8.10. Public Entity Crime Act. Contractor represents that it is familiar with the requirements and prohibitions under the Public Entity Crime Act, Section 287.133, Florida Statutes, and represents that its entry into this Agreement will not violate that statute. Contractor further represents that there has been no determination that it committed a "public entity crime" as

defined by Section 287.133, Florida Statutes, and that it has not been formally charged with committing an act defined as a “public entity crime” regardless of the amount of money involved or whether Contractor has been placed on the convicted vendor list.

8.11. Discriminatory Vendor and Scrutinized Companies Lists; Countries of Concern. Contractor represents that it has not been placed on the “discriminatory vendor list” as provided in Section 287.134, Florida Statutes, and that it has not been identified as a company or other entity subject to scrutiny under Sections 215.473 or 215.4725, Florida Statutes. Contractor represents and certifies that it is not, and throughout the Term will not be, ineligible to contract with County on any of the grounds stated in Section 287.135, Florida Statutes. Contractor represents that it is, and throughout the Term will remain, in compliance with Section 286.101, Florida Statutes.

8.12. Claims Against Contractor. Contractor represents and warrants that there is no action or proceeding, at law or in equity, before any court, mediator, arbitrator, governmental or other board or official, pending or, to the knowledge of Contractor, threatened against or affecting Contractor, the outcome of which may (a) affect the validity or enforceability of this Agreement, (b) materially and adversely affect the authority or ability of Contractor to perform its obligations under this Agreement, or (c) have a material and adverse effect on the consolidated financial condition or results of operations of Contractor or on the ability of Contractor to conduct its business as presently conducted or as proposed or contemplated to be conducted.

8.13. Verification of Employment Eligibility. Contractor represents that Contractor and each Subcontractor have registered with and use the E-Verify system maintained by the United States Department of Homeland Security to verify the work authorization status of all newly hired employees in compliance with the requirements of Section 448.095, Florida Statutes, and that entry into this Agreement will not violate that statute. If Contractor violates this section, County may immediately terminate this Agreement for cause and Contractor shall be liable for all costs incurred by County due to the termination.

8.14. Warranty of Performance. Contractor represents and warrants that it possesses the knowledge, skill, experience, and financial capability required to perform and provide all Services and that each person and entity that will provide Services is duly qualified and, to the extent required, licensed and certified by all appropriate governmental authorities to perform such Services, and is sufficiently experienced and skilled in the area(s) for which such person or entity will render Services. Contractor represents and warrants that the Services shall be performed in a skillful and respectful manner, that it has or will obtain all necessary permits and approvals by applicable regulatory entities to perform the Services unless otherwise expressly stated herein, and that the quality of all Services shall equal or exceed prevailing industry standards for the provision of such Services.

8.15. Prohibited Telecommunications. Contractor represents and certifies that Contractor and all Subcontractors do not use, and throughout the Term will not provide or use, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, as such terms are used in 48 C.F.R. §§ 52.204-24 through 52.204-26.

8.16. Criminal History Screening Practices. If this Agreement is subject to the requirements of Section 26-125(d) of the Code, Contractor represents and certifies that Contractor will comply with Section 26-125(d) of the Code throughout the Term.

8.17. Domestic Partnership Requirement. Unless this Agreement is exempt from the provisions of the "Broward County Domestic Partnership Act," Section 16½-157 of the Code ("Act"), Contractor certifies and represents that it shall at all times comply with the provisions of the Act. The contract language referenced in the Act is deemed incorporated in this Agreement as though fully set forth in this section.

8.18. Breach of Representations. Contractor acknowledges that County is materially relying on the representations, warranties, and certifications of Contractor stated in this article, and County shall be entitled to exercise any or all of the following remedies if any such representation, warranty, or certification is untrue: (a) recovery of damages incurred; (b) termination of this Agreement without any further liability to Contractor; (c) set off from any amounts due Contractor the full amount of any damage incurred; and (d) debarment of Contractor.

ARTICLE 9. INDEMNIFICATION AND LIMITATION OF LIABILITY

9.1. Indemnification. Contractor shall indemnify, hold harmless, and defend County and all of County's current, past, and future officers, agents, and employees (collectively, "Indemnified Party") from and against any and all causes of action, demands, claims, losses, liabilities, and expenditures of any kind, including attorneys' fees, court costs, and expenses, including through the conclusion of any appellate proceedings, raised or asserted by any person or entity not a party to this Agreement, and caused or alleged to be caused, in whole or in part, by any breach of this Agreement by Contractor, or any intentional, reckless, or negligent act or omission of Contractor, its officers, employees, or agents, arising from, relating to, or in connection with this Agreement (collectively, a "Claim"). If any Claim is brought against an Indemnified Party, Contractor shall, upon written notice from County, defend each Indemnified Party with counsel satisfactory to County or, at County's option, pay for an attorney selected by the County Attorney to defend the Indemnified Party. The obligations of this section shall survive the expiration or earlier termination of this Agreement.

9.2. Infringement Remedy. If the Products or any portion thereof are finally adjudged to infringe, or in Contractor's opinion are likely to become the subject of such a Claim, Contractor shall, at County's option, either: (i) procure for County the right to continue using the Products; (ii) modify or replace the Products to make them noninfringing; or (iii) refund to County all fees paid under this Agreement. Contractor shall have no liability regarding any infringement claim caused by any County modification of the Products not specifically authorized in writing by Contractor.

9.3. Limitation of Liability. Neither Contractor nor County shall be liable to the other Party for any damages under this Agreement that exceed the largest of the following amounts: (a) \$100,000; (b) one and one-half times the fees Contractor is paid by County under this Agreement during the twelve (12) month period preceding the event that caused such damage;

or (c) the amount of insurance Contractor is required to provide under Article 10, to the extent available for the applicable claim. Neither Party shall be liable for the other Party's special, indirect, punitive, or consequential damages (including damages resulting from lost data or records other than costs incurred in the recovery thereof), even if the Party has been advised that such damages are possible, or for the other Party's lost profits, lost revenue, or lost institutional operating savings. These limitations of liability shall not apply to (i) any Claim resulting from Contractor's actual or alleged disclosure of County Confidential Information or resulting from an actual or alleged data breach in violation of Applicable Law, (ii) any Claim resulting from an actual or alleged infringement of any interest in any Product, or (iii) any indemnification obligation under this Agreement.

ARTICLE 10. INSURANCE

10.1. Throughout the Term, Contractor shall, at its sole expense, maintain the minimum insurance coverages stated in Exhibit E in accordance with the terms and conditions of this article. Contractor shall maintain insurance coverage against claims relating to any act or omission by Contractor, its agents, representatives, employees, or Subcontractors in connection with this Agreement. County reserves the right at any time to review and adjust the limits and types of coverage required under this article.

10.2. Contractor shall ensure that "Broward County" is listed and endorsed as an additional insured as stated in Exhibit E on all policies required under this article.

10.3. On or before the Effective Date or at least fifteen (15) days prior to commencement of Services, as may be requested by County, Contractor shall provide County with a copy of all Certificates of Insurance or other documentation sufficient to demonstrate the insurance coverage required in this article. If and to the extent requested by County, Contractor shall provide complete, certified copies of all required insurance policies and all required endorsements within thirty (30) days after County's request.

10.4. Contractor shall ensure that all insurance coverages required by this article remain in full force and effect without any lapse in coverage throughout the Term and until all performance required of Contractor has been completed, as determined by Contract Administrator. Contractor or its insurer shall provide notice to County of any cancellation or modification of any required policy at least thirty (30) days prior to the effective date of cancellation or modification, and at least ten (10) days prior to the effective date of any cancellation due to nonpayment, and shall concurrently provide County with a copy of its updated Certificates of Insurance evidencing continuation of the required coverage(s).

10.5. All required insurance policies must be placed with insurers or surplus line carriers authorized to conduct business in the State of Florida with an A.M. Best rating of A- or better and a financial size category class VII or greater, unless otherwise approved by County's Risk Management Division in writing.

10.6. If Contractor maintains broader coverage or higher limits than the insurance requirements stated in Exhibit E, County shall be entitled to all such broader coverages and higher limits. All required insurance coverages shall provide primary coverage and not require contribution from any County insurance, self-insurance, or otherwise, which shall be in excess of and shall not contribute to the required insurance provided by Contractor.

10.7. Contractor shall declare in writing any self-insured retentions or deductibles over the limit(s) prescribed in Exhibit E and submit to County for approval at least fifteen (15) days prior to the Effective Date or commencement of Services. Contractor shall be solely responsible for and shall pay any deductible or self-insured retention applicable to any claim against County. County may, at any time, require Contractor to purchase coverage with a lower retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention. Any deductible or self-insured retention may be satisfied by either the named insured or County, if so elected by County, and Contractor shall obtain same in endorsements to the required policies.

10.8. Unless prohibited by the applicable policy, Contractor waives any right to subrogation that any of Contractor's insurers may acquire against County, and shall obtain same in an endorsement of Contractor's insurance policies.

10.9. Contractor shall require that each Subcontractor maintains insurance coverage that adequately covers the Services provided by that Subcontractor on substantially the same insurance terms and conditions required of Contractor under this article. Contractor shall ensure that all such Subcontractors comply with these requirements and that "Broward County" is named as an additional insured under the Subcontractors' applicable insurance policies. Contractor shall not permit any Subcontractor to provide Services unless and until all applicable requirements of this article are satisfied.

10.10. If Contractor or any Subcontractor fails to maintain the insurance required by this Agreement, County may pay any costs of premiums necessary to maintain the required coverage and deduct such costs from any payment otherwise due to Contractor. If requested by County, Contractor shall provide, within one (1) business day, evidence of each Subcontractor's compliance with this article.

10.11. If any of the policies required under this article provide claims-made coverage: (1) any retroactive date must be prior to the Effective Date; (2) the required coverage must be maintained after termination or expiration of the Agreement for at least the duration stated in Exhibit E; and (3) if coverage is canceled or nonrenewed and is not replaced with another claims-made policy form with a retroactive date prior to the Effective Date, Contractor must obtain and maintain "extended reporting" coverage that applies after termination or expiration of the Agreement for at least the duration stated in Exhibit E.

ARTICLE 11. TERMINATION

11.1. Termination for Cause. This Agreement may be terminated for cause by the aggrieved Party if the Party in breach has not corrected the breach within ten (10) business days after receipt of written notice from the aggrieved Party identifying the breach. This Agreement may be terminated for cause by County for reasons including, but not limited to, any of the following:

11.1.1. Contractor's (a) failure to suitably or continuously perform the Services in a manner calculated to meet or accomplish the objectives in this Agreement or Work Authorization, (b) suspension or debarment by a state or federal governmental entity or by a local governmental entity with a population in excess of one million people, or (c) repeated submission (whether negligent or intentional) for payment of false or incorrect bills or invoices;

11.1.2. By the County Administrator or the Director of Office of Economic and Small Business Development ("OESBD") for fraud, misrepresentation, or material misstatement by Contractor in the award or performance of this Agreement or that violates any applicable requirement of Section 1-81, et seq., of the Code; or

11.1.3. By the Director of OESBD upon the disqualification of Contractor as a CBE if Contractor's status as a CBE was a factor in the award of this Agreement, or upon the disqualification of one or more of Contractor's CBE participants by the Director of OESBD if any such participant's status as a CBE firm was a factor in the award of this Agreement.

Unless otherwise stated in this Agreement, if this Agreement was approved by Board action, termination for cause by County must be by action of the Board or the County Administrator; in any other instance, termination for cause may be by the County Administrator, the County representative expressly authorized under this Agreement, or the County representative (including any successor) who executed the Agreement on behalf of County. If County erroneously, improperly, or unjustifiably terminates this Agreement for cause, such termination shall be deemed a termination for convenience pursuant to Section 11.2 effective thirty (30) days after such notice was provided and Contractor shall be eligible for the compensation provided in Section 11.2 as its sole remedy.

11.2. Termination for Convenience; Other Termination. This Agreement may also be terminated for convenience by the Board with at least thirty (30) days' advance written notice to Contractor. Contractor acknowledges that it has received good, valuable, and sufficient consideration for County's right to terminate this Agreement for convenience including in the form of County's obligation to provide advance written notice to Contractor of such termination in accordance with this section. This Agreement may also be terminated by the County Administrator upon such notice as the County Administrator deems appropriate under the circumstances if the County Administrator determines that termination is necessary to protect the public health, safety, or welfare. If this Agreement is terminated by County pursuant to this section, Contractor shall be paid for any Services properly performed through the termination date specified in the written notice of termination, subject to any right of County to retain any

sums otherwise due and payable, and County shall have no further obligation to pay Contractor for Services under this Agreement.

11.3. Notice of termination shall be provided in accordance with the "Notices" section of this Agreement except that notice of termination by the County Administrator to protect the public health, safety, or welfare may be oral notice that shall be promptly confirmed in writing.

11.4. In addition to any termination rights stated in this Agreement, County shall be entitled to seek any and all available contractual or other remedies available at law or in equity, subject to the limitations and restrictions set forth in this Agreement, including recovery of costs incurred by County due to Contractor's failure to comply with any term(s) of this Agreement.

ARTICLE 12. EQUAL EMPLOYMENT OPPORTUNITY

12.1. Contractor and Subcontractors shall not discriminate on the basis of race, color, sex, religion, national origin, disability, age, marital status, political affiliation, pregnancy, or any other basis prohibited by Applicable Law in the performance of this Agreement. Contractor shall include the foregoing or similar language in its contracts with all Subcontractors, except that any project assisted by U.S. Department of Transportation funds shall comply with the nondiscrimination requirements in 49 C.F.R. Parts 23 and 26.

ARTICLE 13. MISCELLANEOUS

13.1. Contract Administrator Authority. The Contract Administrator is authorized to coordinate and communicate with Contractor to manage and supervise the performance of this Agreement. Contractor acknowledges that the Contract Administrator has no authority to make changes that would increase, decrease, or otherwise materially modify the Statement of Work except as expressly set forth in this Agreement or, to the extent applicable, in the Broward County Procurement Code. Unless expressly stated otherwise in this Agreement or otherwise set forth in the Code or the Broward County Administrative Code, the Contract Administrator may exercise ministerial authority in connection with the day-to-day management of this Agreement. The Contract Administrator may also approve in writing minor modifications to the Statement of Work that do not increase the total cost to County or waive any rights of County.

13.2. Rights in Documents and Work. Any and all reports, photographs, surveys, documents, materials, or other work created by Contractor specifically for County in connection with performing Services, whether finished or unfinished ("Documents and Work"), shall be owned by County, and Contractor hereby transfers to County all right, title, and interest, including any copyright or other intellectual property rights, in or to the Documents and Work, and shall provide any documentation necessary to effectuate such transfer. Unless otherwise expressly stated herein, County has the right to use, reproduce, modify, distribute, and publicly display the Documents and Work, in whole or in part, in any medium and for any purpose, in perpetuity and without restriction. Contractor represents and warrants that it has all necessary legal rights to provide the Documents and Work and to grant County the rights stated in this Agreement. Contractor must deliver the Documents and Work to the Contract Administrator within ten (10)

business days after expiration or termination of this Agreement. Any compensation due to Contractor may be withheld until all Documents and Work are provided as set forth herein. Contractor shall ensure that the requirements of this section are included in all of Contractor's agreements with Subcontractor(s).

13.3. Public Records. Notwithstanding any other provision in this Agreement, any action taken by County in compliance with, or in a good faith attempt to comply with, the requirements of Chapter 119, Florida Statutes, shall not constitute a breach of this Agreement. If Contractor is acting on behalf of County as stated in Section 119.0701, Florida Statutes, Contractor shall:

13.3.1. Keep and maintain public records required by County to perform the Services;

13.3.2. Upon request from County, provide County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time and at a cost that does not exceed that provided in Chapter 119, Florida Statutes, or as otherwise provided by Applicable Law;

13.3.3. Ensure that public records that are exempt or confidential and exempt from public record requirements are not disclosed except as authorized by Applicable Law for the duration of the Term and after completion or termination of this Agreement if the records are not transferred to County; and

13.3.4. Upon expiration or termination of this Agreement, transfer to County, at no cost, all public records in possession of Contractor or keep and maintain public records required by County to perform the Services. If Contractor transfers the records to County, Contractor shall destroy any duplicate public records that are exempt or confidential and exempt. If Contractor keeps and maintains the public records, Contractor shall meet all requirements of Applicable Law for retaining public records. All records stored electronically must be provided to County upon request in a format that is compatible with the information technology systems of County.

If Contractor receives a request for public records regarding this Agreement or the Services, Contractor must immediately notify the Contract Administrator in writing and provide all requested records to County to enable County to timely respond to the public records request. County will respond to all such public records requests.

IF CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT 954-357-9734, LBAILEY@BROWARD.ORG, 115 SOUTH ANDREWS AVENUE, ROOM 120, FORT LAUDERDALE, FL 33301.

13.4. Audit Rights and Retention of Records. County shall have the right to audit the books, records, and accounts of Contractor and all Subcontractors that are related to this Agreement.

Contractor and all Subcontractors shall keep such books, records, and accounts as may be necessary to record complete and correct entries related to this Agreement and performance under this Agreement. All such books, records, and accounts shall be kept in written form or in a form capable of conversion into written form within a reasonable time; upon request by County, Contractor and all Subcontractors shall make same available to County in written form at no cost and allow County to make copies. Contractor shall provide County with reasonable access to Contractor's facilities, and County shall be allowed to interview appropriate Contractor personnel, as mutually agreed by the Parties, to discuss matters pertinent to the performance of this Agreement.

Contractor and all Subcontractors shall preserve and make available, at reasonable times within Broward County, Florida, for examination and audit, all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for at least three (3) years after expiration or termination of this Agreement or until resolution of any audit findings, whichever is longer. This section shall survive any dispute or litigation between the Parties, and Contractor expressly acknowledges and agrees to be bound by this section throughout the course of any dispute or litigation with County. Any audit or inspection pursuant to this section may be performed by any County representative (including any outside representative engaged by County). Contractor hereby grants County the right to conduct such audit or review at Contractor's place of business, if deemed appropriate by County, with seventy-two (72) hours' advance notice. Contractor shall make all such records and documents available electronically, in common file formats, and/or via remote access, if and to the extent requested by County.

Any incomplete or incorrect entry in such books, records, and accounts shall be a basis for County's disallowance and recovery of any payment based upon such entry. Contractor shall refund to County any overcharged amount identified as a result of an audit, regardless of the amount of the overcharge. If the overcharge exceeds five percent (5%) of the total contract charges audited by County, Contractor shall, in addition to refunding the overcharged amount, pay liquidated damages in the amount of ten percent (10%) of the overcharged amount as just compensation for damages incurred by County due to the overcharge, including, but not limited to, County's administrative costs and loss of potential investment returns (including interest). Any adjustments or payments due as a result of such audit must be made within thirty (30) days after presentation of County's findings to Contractor.

Contractor shall ensure that the requirements of this section are included in all agreements with all Subcontractor(s).

13.5. Independent Contractor. Contractor is an independent contractor of County, and nothing in this Agreement shall constitute or create a partnership, joint venture, or any other relationship between the Parties. In providing Services, neither Contractor nor its agents shall act as officers, employees, or agents of County. Contractor shall not have the right to bind County to any obligation not expressly undertaken by County under this Agreement.

13.6. Regulatory Capacity. Notwithstanding the fact that County is a political subdivision with certain regulatory authority, County's performance under this Agreement is as a Party to this

Agreement and not in its regulatory capacity. If County exercises its regulatory authority, the exercise of such authority and the enforcement of Applicable Law shall have occurred pursuant to County's regulatory authority as a governmental body separate and apart from this Agreement, and shall not be attributable in any manner to County as a Party to this Agreement.

13.7. Sovereign Immunity. Except to the extent sovereign immunity may be deemed waived by entering into this Agreement, nothing herein is intended to serve as a waiver of sovereign immunity by County nor shall anything included herein be construed as consent by County to be sued by third parties in any matter arising out of this Agreement.

13.8. Third-Party Beneficiaries. Neither Contractor nor County intends to primarily or directly benefit a third party by this Agreement. Therefore, the Parties acknowledge that there are no third-party beneficiaries to this Agreement and that no third party shall be entitled to assert a right or claim against either of them based upon this Agreement.

13.9. Notices. Unless otherwise stated herein, for notice to a Party to be effective under this Agreement, notice must be sent via U.S. first-class mail, hand delivery, or commercial overnight delivery, each with a contemporaneous copy via email, to the addresses listed below and shall be effective upon mailing or hand delivery (provided the contemporaneous email is also sent). A Party may change its notice address by giving notice of such change in accordance with this section.

FOR COUNTY:

Broward County Records, Taxes, and Treasury Division
Attn: Lisa M. Bailey, Director
115 South Andrews Avenue, Room 120, Fort Lauderdale, Florida 33301
Email address: lbailey@broward.org

FOR CONTRACTOR:

Grant Street Group, LLC
Attn: Jennifer Johnson, Chief Revenue Officer
210 Sixth Avenue, Suite 3650, Pittsburgh, Pennsylvania 15222
Email address: Jennifer.johnson@grantstreet.com

13.10. Subcontracting; Assignment; Change of Control. All Subcontractors must be expressly identified in this Agreement or otherwise approved in advance and in writing by County's Contract Administrator. Except for approved subcontracting, neither this Agreement nor any right or interest in it may be assigned, transferred, subcontracted, or encumbered by Contractor without the prior written consent of County. Any assignment, transfer, encumbrance, or subcontract in violation of this section shall be void and ineffective, constitute a breach of this Agreement, and permit County to immediately terminate this Agreement, in addition to any other remedies available to County at law or in equity. County reserves the right to condition its approval of any assignment, transfer, encumbrance, or subcontract upon further due diligence and an additional fee paid to County to reasonably compensate it for the performance of any such due diligence.

Notwithstanding the foregoing, Contractor may, upon written notice to County, assign this Agreement without County's consent in connection with (i) Contractor's merger, reorganization, or corporate conversion, or (ii) the sale of all or substantially all of Contractor's business or assets, provided that the surviving or successor entity assumes all obligations under this Agreement and is not a direct competitor of Contractor.

13.11. Conflicts. Neither Contractor nor its employees shall have or hold any continuing or frequently recurring employment or contractual relationship that is substantially antagonistic or incompatible with Contractor's loyal and conscientious exercise of judgment and care related to its performance under this Agreement. During the Term, none of Contractor's officers or employees shall serve as an expert witness against County in any legal or administrative proceeding in which they or Contractor is not a party, unless compelled by legal process. Further, such persons shall not give sworn testimony or issue a report or writing as an expression of such person's expert opinion that is adverse or prejudicial to the interests of County in connection with any such pending or threatened legal or administrative proceeding unless compelled by legal process. The limitations of this section shall not preclude Contractor or any persons in any way from representing themselves, including giving expert testimony in support of such representation, in any action or in any administrative or legal proceeding. If Contractor is permitted pursuant to this Agreement to utilize Subcontractors to perform Services, Contractor shall require such Subcontractors, by written contract, to comply with the provisions of this section to the same extent as Contractor.

13.12. Materiality and Waiver of Breach. Each requirement, duty, and obligation set forth in this Agreement was bargained for at arm's-length and is agreed to by the Parties. Each requirement, duty, and obligation set forth in this Agreement is substantial and important to the formation of this Agreement, and each is, therefore, a material term. County's failure to enforce any provision of this Agreement shall not be deemed a waiver of such provision or modification of this Agreement. A waiver of any breach shall not be deemed a waiver of any subsequent breach and shall not be construed to be a modification of this Agreement. To be effective, any waiver must be in writing signed by an authorized signatory of the Party granting the waiver.

13.13. Compliance with Laws. Contractor, the Products, the System, and the Services must comply with all Applicable Law, including, without limitation, the Americans with Disabilities Act, 42 U.S.C. § 12101, Section 504 of the Rehabilitation Act of 1973, and the requirements of any applicable grant agreements.

13.14. Severability. If any part of this Agreement is found to be unenforceable by any court of competent jurisdiction or contrary to Applicable Law, that part shall be deemed severed from this Agreement and the balance of this Agreement shall remain in full force and effect.

13.15. Joint Preparation. This Agreement has been jointly prepared by the Parties and shall not be construed more strictly against either Party.

13.16. Interpretation. The titles and headings contained in this Agreement are for reference purposes only and shall not in any way affect the meaning or interpretation of this Agreement.

All personal pronouns used in this Agreement shall include any other gender, and the singular shall include the plural, and vice versa, unless the context otherwise requires. Terms such as "herein" refer to this Agreement as a whole and not to any particular sentence, paragraph, or section where they appear, unless the context otherwise requires. Whenever reference is made to a section or article of this Agreement, such reference is to the section or article as a whole, including all subsections thereof, unless the reference is made to a particular subsection or subparagraph of such section or article. Any reference to "days" means calendar days, unless otherwise expressly stated. Any reference to approval by County shall require approval in writing, unless otherwise expressly stated.

13.17. Priority of Provisions. If there is a conflict or inconsistency between any term, statement, requirement, or provision of any document or exhibit attached to, referenced by, or incorporated in this Agreement and any provision within an article or section of this Agreement, the article or section shall prevail and be given effect.

13.18. Law, Jurisdiction, Venue, Waiver of Jury Trial. This Agreement shall be interpreted and construed in accordance with and governed by the laws of the State of Florida. The exclusive venue for any lawsuit arising from, related to, or in connection with this Agreement shall be in the state courts of the Seventeenth Judicial Circuit in and for Broward County, Florida. If any claim arising from, related to, or in connection with this Agreement must be litigated in federal court, the exclusive venue for any such lawsuit shall be in the United States District Court or United States Bankruptcy Court for the Southern District of Florida. **EACH PARTY HEREBY EXPRESSLY WAIVES ANY RIGHTS IT MAY HAVE TO A TRIAL BY JURY OF ANY CIVIL LITIGATION RELATED TO THIS AGREEMENT.**

13.19. Amendments. Unless expressly authorized herein, no modification, amendment, or alteration of any portion of this Agreement is effective unless contained in a written document executed with the same or similar formality as this Agreement and by duly authorized representatives of County and Contractor.

13.20. Prior Agreements. This Agreement represents the final and complete understanding of the Parties regarding the subject matter of this Agreement and supersedes all prior and contemporaneous negotiations and discussions regarding same. All commitments, agreements, and understandings of the Parties concerning the subject matter of this Agreement are contained herein.

13.21. HIPAA Compliance. County has access to protected health information ("PHI") that is subject to the requirements of 45 C.F.R. Parts 160, 162, and 164 and related regulations. If Contractor is considered by County to be a covered entity or business associate or is required to comply with the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") or the Health Information Technology for Economic and Clinical Health Act ("HITECH"), Contractor shall: (a) fully protect individually identifiable health information as required by HIPAA and/or HITECH; and (b) comply with the Business Associate Agreement attached hereto, if any, or, if such agreement is not attached hereto and if requested by County, execute a Business Associate Agreement in the form set forth at www.broward.org/Purchasing/Pages/StandardTerms.aspx.

The County Administrator is authorized to execute a Business Associate Agreement on behalf of County. Where required, Contractor shall handle and secure such PHI in compliance with HIPAA, HITECH, and related regulations and, if required by HIPAA, HITECH, or other Applicable Law, include in its "Notice of Privacy Practices" notice of Contractor's and County's uses of client's PHI. The requirement to comply with this provision, HIPAA, and HITECH shall survive the expiration or earlier termination of this Agreement. Contractor shall ensure that the requirements of this section are included in all agreements with Subcontractors.

13.22. Payable Interest.

13.22.1. Payment of Interest. Unless prohibited by Applicable Law, County shall not be liable for interest to Contractor for any reason, whether as prejudgment interest or for any other purpose, and Contractor waives, rejects, disclaims, and surrenders any and all entitlement to interest in connection with a dispute or claim arising from, related to, or in connection with this Agreement.

13.22.2. Rate of Interest. If the preceding subsection is inapplicable or is determined to be invalid or unenforceable by a court of competent jurisdiction, the annual rate of interest payable by County under this Agreement, whether as prejudgment interest or for any other purpose, shall be, to the full extent permissible under Applicable Law, one quarter of one percent (0.25%) simple interest (uncompounded).

13.23. Incorporation by Reference. Any and all Recital clauses stated above are true and correct and are incorporated in this Agreement by reference. The attached Exhibits are incorporated into and made a part of this Agreement.

13.24. Multiple Originals and Counterparts. This Agreement may be executed in multiple originals or in counterparts, whether signed physically or electronically; each of which shall be deemed to be an original, and all of which, taken together, shall constitute one and the same agreement.

13.25. Use of County Name or Logo. Contractor shall not use County's name or logo in marketing or publicity materials without prior written consent from the Contract Administrator. Contractor is authorized to include County's logo on its website to represent that County is a client.

13.26. Polystyrene Food Service Articles. Contractor shall not sell or provide for use on County property expanded polystyrene products or food service articles (e.g., Styrofoam), unencapsulated expanded polystyrene products, or single-use plastic straws or stirrers, as set forth in more detail in Section 27.172, Broward County Administrative Code.

13.27. Anti-Human Trafficking. By execution of this Agreement by the undersigned authorized representative of Contractor, Contractor hereby attests under penalty of perjury that Contractor does not use coercion for labor or services, as such terms are defined in Section 787.06, Florida Statutes; under penalties of perjury, the undersigned authorized representative of Contractor declares that they have read the foregoing statement and that the facts stated in it are true.

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 26 day of March, 2026; and Contractor, 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 March, 2026

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 Sara Cohen
Digitally signed by Sara Cohen
Reason: Approved as to form
Location: Broward County
Attorney's Office
Date: 2026.03.04 17:16:56 -05'00'
Sara F. Cohen (Date)
Assistant County Attorney

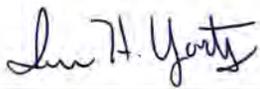
By 
René D. Harrod
cn=René D. Harrod, ou=Broward County
Attorney's Office,
email=rharrod@broward.org, c=US
Approved as to form
2026.03.04 17:19:04 -05'00'
René D. Harrod (Date)
Chief Deputy County Attorney

SC
Grant Street Group LLC
02/19/2026
#1218129

**TECHNOLOGY PRODUCTS AGREEMENT BETWEEN BROWARD COUNTY AND GRANT STREET
GROUP, LLC, FOR TOURIST DEVELOPMENT TAX SOLUTION (RFP #TRN2130760P1)**

CONTRACTOR

Grant Street Group, LLC

By: 
Authorized Signer

Ian H. Yorty, Chief Strategy Officer
Print Name and Title

4th day of March, 2026

Exhibit A Statement of Work

Contractor shall provide the following Services:

1. Project Request

Contractor will provide County's Records, Taxes, and Treasury Division ("RTT") a software solution to manage the collection, administration, enforcement, reporting, and distribution of County's Tourist Development Tax ("TDT"). Contractor will work closely with designated County personnel to deliver, install, implement, train, and support Contractor's TaxSys Tourist Development Tax ("TaxSys TDT") module and online registration and online payment application ("TouristExpress"), collectively referred to as the "System."

The TaxSys TDT module shall process and report aggregated data received according to the city and/or zip code for accounts reporting revenue from multiple properties such as vacation rental platforms and other transient rental dealers.

2. Services Description

The System shall contain the following core functionalities:

- a. The System shall function as the system of record and remittance processing for all TDT collection.
- b. Initial data conversion and migration will be performed from Contractor's existing system of TaxSys TDT module that County is using.
- c. The System shall calculate revenue split between the six (6) County TDT funds.
- d. The System will allow for Automated Clearing House (ACH) with Contractor's payment processing through the County's Depository Bank.
- e. The System will allow for credit card payments with Contractor's payment processing through Contractor's subcontractor, Worldpay. Contractor will be the Merchant of Record unless otherwise approved by County in advance in writing.
- f. The System will allow for manual back-office entry for mailed in checks/cash payments.
- g. The System will provide other options and services for TDT collections, including an integrated payment acceptance system.
- h. The System will per County to perform data-informed outreach to County customers regarding their tax remittance obligations/delinquent notices letters for delinquent accounts.
- i. The System shall have the ability to send and receive official documents with e-signature abilities.
- j. The System shall perform tax rate changes as necessary, from information provided by County to Contractor to update the System.
- k. The System will generate taxpayer compliance letters.
- l. The System shall integrate with the Florida Department of Revenue (FDOR) for the Registration Information Sharing and Exchange (RISE) Program.

- m. The System shall interface key revenue functions with programs such as the County's PeopleSoft ERP and the Florida Department of Revenue system. The System will generate emails for taxpayers and County staff that are delivered to and viewable within their inboxes, such as Outlook.
- n. The System will have the capability to interface with County's PeopleSoft ERP for import and export of general ledger entries as they pertain to TDT fund collections and distribution.

Contractor represents that the System, Products, and Services provided under the Agreement will provide the functionality and solution stated herein.

A. **Subscription.** Contractor shall provide the following Subscription:

Software Suite, Version & Module	Quantity & Type of License <i>(e.g., Enterprise, User)</i>	Purpose, Functionality & Expected Operation of Software
TaxSys Tourist Development Tax module, including TouristExpress online application.	Enterprise	SaaS solution for the collection, administration, enforcement and distribution of County's TDT.

B. **Equipment.** Contractor shall provide the following Equipment:

Quantity	Equipment <i>(identify by model number or other specific identification)</i>	Comments
2	PIN Pad (Lane 3600 or a current equivalent device), inclusive of software for PIN Pad integration with TouristExpress.	Point-of-sale card reader - To process debit/credit card transactions.

At a minimum, the Subscription shall provide the following functionalities:

- a. **Tax Return Processing:** Allows taxpayers to file, amend, and when authorized, delete returns. Tax, penalties, and interest are calculated automatically, and filings are posted in real time.
- b. **Cashiering:** Supports posting and voiding payments, daily balancing, high-speed and lockbox processing, cancelling payments, advance deposits, cashier reporting, and non-sufficient Funds (NSF) processing. Enforcement workflows include standard checkout and post-payment validation steps.
- c. **Validate Payments:** Includes explicit validation of the tax return and payment and printing after checkout.
- d. **Batch Closing:** Permits daily balancing and includes ability for users to close out a till at any time; once closed, no further activity is allowed on that till.
- e. **Account Administration:** Provides authorized County users to manage accounts with comprehensive views of owner data, properties, history, System notes, and attachments.

Account access and new applications are controlled via approval workflows. System shall not allow County to view taxpayer's cardholder data.

- f. **Reporting:** TouristExpress enables secure online filing and payment with access controlled by an approval workflow and real time synchronization with TaxSys TDT. Users can use saved payment information (e.g., banking/credit card information) and the System includes e-check and credit/debit card options. Payments can be made in real time, and scheduled payments are supported for future-due returns.
- g. **Enforcement:** Supports enforcement actions for bank freezes and warrants, including notice generation, payment posting, and release workflows.
- h. **Banking:** Tracks tender types, including check, cash, EFT/wire, credit/debit card information, e-check, and remittance processing; receipt numbering supports business rules.

3. Technical Approach

A. Implementation

The Services will be delivered in the following phases. County shall issue a single Notice to Proceed for all work under the Agreement. At the discretion of County, phases may proceed simultaneously or be reordered. County may extend the deadline for any phase, in County's reasonable discretion.

Contractor will be responsible for the following parts of System implementation:

- a. Prior to implementation, Contractor will conduct a review and analysis of the County's current processes and plans for automated systems and services.
- b. Planning for conversion of and loading of County's database of records.
- c. The designation of a specific Contractor employee to serve as the Contractor's Project Manager for implementation of the System. Contractor's Project Manager shall be responsible for phone conferences with County staff, and as many on-site visits to the County as deemed necessary by County.
- d. The System will include data designated by County from existing TDT applications, including approximately 3,500 active accounts and 2,500 inactive accounts. Contractor will perform data migration of County's existing TDT database into the System. Contractor will work in conjunction with County's Enterprise Technology Services (ETS) and TDT management to extract and verify that the data from the current systems are migrated into the System. Contractor will provide a testing method to verify that data has been successfully migrated to the solution.

Phase I: Project Initiation and Planning

Duration/Deadline: Completed within seven (7) calendar days after Notice to Proceed.

- 2. Project Kickoff, Communications Tools Training, and Initial Planning:
 - a. Project kickoff will commence via either in-person meeting or Teams meetings, as determined by County. Communications will occur via email,

- phone calls, Teams meetings, and/or in-person meetings. The kickoff meeting will be attended by Contractor's Project Manager and the County's managers and others, as requested by Contractor and the County.
- b. Specific training dates will be determined by the Parties.
 - c. Contractor shall prepare and provide County, for review and approval, a written project plan and schedule for installation, data migration, testing, and transition of the current agency users within seven (7) days prior to the project kickoff meeting. Project plan must include technical and operational support to extend beyond Final Acceptance. Contractor will provide future upgrades to ensure the System remains current with evolving technologies. The System shall fulfill the necessary functionality criteria outlined in the Final Acceptance Test Plan, Section 5, below.
3. Contractor will perform initial data conversion of existing Tourist Development Tax data from the existing Tax Collector-shared instance of TaxSys into a new separate instance of TaxSys. Contractor will convert historical account, transaction, and accounting data for all accounts.
 4. Deliverables:
 - a. Project Management Plan, approach documentation, and a data conversion plan.
 - b. Contractor will deliver bi-weekly updates and updated project plans on the project status.

Phase II: System Implementation and Project Management

Duration/Deadline: Completed within sixty-three (63) calendar days after Notice to Proceed.

1. Delivery/installation and configuration iterations focused on business processes, configuration (including integration requirements for System integration with County's SSO system), development (as needed), integration, and data conversion. This will include Role Based Access Controls, Role Permissions, User Activity Logs, settings for tax, penalty and interest rates, grace periods, and other specific business configurations such as customized reports.
2. Additions to the Project Management Plan to support downstream activities.
 - a. Testing plan and training plan preparations.
 - b. Go-Live Plan and Support Plan established prior to rehearsal and cutover. The Go-Live Plan will include a description of the access approvals for the various roles and related tasks associated with each role. The Support Plan will include a description of technical support and contingencies for System interruption. Go-Live Plans and Support plans will be prepared within sixty-three (63) days after Notice to Proceed.

3. Acceptance of Data Migration procedures: Contractor will create data migration procedures to be reviewed and approved by County. Data Migration Validation: Contractor will perform a test migration to the Contractor's non-production environment. County will be provided fifteen (15) business days to test/validate data migration and perform testing of the data migration prior to migration into the production environment.
4. Deliverables:
 - a. Create a new County-specific instance of TaxSys.
 - b. Contractor will migrate all TDT data from the instance of TaxSys currently being used by County to the new System and develop Go-Live plan.
 - c. Contractor will test and validate data and complete Go-Live rehearsal using the TaxSys Demo environment.

Phase III: Implementation of Conclusion and Delivery

Duration/Deadline: Completed within 126 calendar days from Notice to Proceed.

1. Production Go-Live of TaxSys and TouristExpress.
2. After successful Go-Live, County shall conduct Final Acceptance Testing in accordance with the Final Acceptance Test Criteria listed in Section 5.

Deliverables:

- a. Go-Live of the new County instance of TaxSys.
- b. Contractor works to purge TDT data from the current instance of TaxSys being used by County.
- c. Go-live of TouristExpress.
- d. TDT data is fully purged from the current instance of TaxSys used by County.

B. Interfaces

At a minimum, Contractor will ensure the System integrates and interfaces with the third-party solutions as described herein. Contractor shall fully support the interfaces for the duration of the Agreement. The System integrates with Florida Department of Revenue ("FDOR") RISE for import and export of new tourist tax accounts with the FDOR and with the Broward County Tax Collector. The System will provide a standard FDOR report that summarizes Tourist Development Tax collections and related activity for a specified period. This report will meet the then-current requirements of the Florida Department of Revenue.

C. Roles/Access Limitations

Contractor will set up different County roles, for example, with different levels of access to System operations, and the ability to increase or decrease roles as needed to maintain TDT operations. The anticipated roles, which are subject to County approval, are as follows:

1. TDT Administrator
2. TDT Manager
3. TDT Auditor
4. TDT Cashier

D. Training

Contractor will provide an on-site training program to sufficiently train County users. Such training shall not exceed five (5) business days, which will be conducted during normal working hours, currently between 8:30am – 5:00pm, for up to ten (10) attendees, as determined by County. Minimum training hours are 40 hours during regular County business hours. The minimum training hours can be waived by the County Contract Administrator.

Training must include, at a minimum:

1. Training for Administrative staff: Contractor will provide training on all features of the System including but not limited to use, safety, security, troubleshooting, setup, tax collection, and reporting.
2. Provide training support and train TDT section staff on operating, troubleshooting, and processing software, if needed, during the first year after implementation.
3. A comprehensive role-based training for administrative staff, operational workflows, or specific job function training at the Contract Administrator's request.

E. Managerial Approach

Contractor will ensure that the persons responsible for Contractor's performance of the Services and, to the extent applicable, identified below (collectively "Key Personnel") are appropriately trained and experienced and have adequate time and resources to perform the Services in accordance with the terms of this Agreement. In order to make a change to the composition of the Key Personnel, Contractor must provide County with thirty (30) days' advance written notice (or as much advance notice as is possible if thirty (30) days' notice is not possible) regarding such proposed changes and the management plan associated with such proposed changes. County shall have the right, in its reasonable discretion, to approve or reject any proposed changes to Key Personnel. County shall not be responsible for any additional costs associated with a change in Key Personnel.

The Key Personnel shall be as follows:

Contractor Participants:	Role	Email	Address/Phone
Jonathan Tullis	Project Manager	jonathan.tullis@grantstreet.com	904-537-4438
Karsten Lagerquist	TaxSys Product Manager	karsten.lagerquist@grantstreet.com	412-897-5254
Rob Muth	Data Conversion Project Lead	robert.muth@grantstreet.com	412-818-4367

F. Communication & Reports

Contractor and the County will conduct, at a minimum, bi-weekly progress meetings, and at other times as requested by the County. Contractor will have a representative at each progress meeting attending via online or by teleconference, unless otherwise requested by the County. These meetings will maintain coordination of efforts including any needed discussions in scheduling and resolve other problems and issues that may develop. At the time of the meeting, Contractor’s Project Manager will provide a written project status report outlining the project’s progress, current state, and any issues which may impact the project schedule or outcome.

Within thirty (30) days after the Effective Date, Contractor will work with County to prepare and approve a Responsible Accountable Consulted and Informed (RACI) matrix to state the roles and responsibilities of each party involved in payment card processing services. The Parties shall comply with the allocations of roles and responsibilities set forth in the approved RACI matrix, including as may be modified from time to time upon written approval of both Parties with County acting through its Contract Administrator.

G. Meetings/Communication

Contractor and County shall adhere to the following communication and reporting schedule unless otherwise agreed in writing by the Parties:

The Parties may communicate by phone or other means; however, project updates, deliverables and final acceptance must be documented in writing and confirmed via email.

H. Required Reporting

After the Notice to Proceed, Contractor will provide the County’s Project Manager with a project status report bi-weekly. The project status report will include an updated schedule and a narrative identifying project progress and the next steps. The narrative will also identify any issues and their impact on the schedule.

4. Deliverable Products and Services

Contractor shall provide the following Deliverables, which shall be considered preliminarily accepted by County only upon written notice by the Contract Administrator indicating that the Deliverable meets the applicable Requirements or Preliminary Acceptance Criteria.

No.	Description	Requirements or Preliminary Acceptance Criteria	Deadline
1.	Detailed Written Plan for System Implementation	Provide a detailed written project plan for System implementation detailing steps in chronological order with timeframes for each step.	7 days after Notice to Proceed
2.	Project Status	Deliver bi-weekly updates and updated project plans to TDT managers on the project status.	7 days after Notice to Proceed
3.	County TaxSys instance	Create a new County-specific instance of TaxSys.	7 days after completion of Deliverable Nos. 1 and 2
4.	Data Migration & Go-Live Plan	Migrate TDT data from the current instance of TaxSys used by County to the new County instance and develop Go-Live plan.	49 days after completion of Deliverable No. 3
5.	Testing and Validation	Test and validate data and complete Go-Live rehearsal.	21 days after completion of Deliverable No. 4
6.	Go-Live of TouristExpress and TaxSys.	Written confirmation by County of successful completion of Final Acceptance Test Plan.	14 days after completion of Deliverable No. 5
7.	Data Purged	TDT data is fully purged from the current instance of TaxSys used by County.	28 days after completion of Deliverable No. 6

5. Final Acceptance Test Plan

Upon successful Go-Live and notification from Contractor that the System and all related Services are ready for Final Acceptance Testing, County shall commence testing. Final Acceptance of the System will be based on all Final Acceptance Test Criteria listed below. Function failures or defects found during testing will be documented, including screenshots, where applicable. Unresolved failures or defects will be reported to Contractor within three (3) business days of the test and Contractor will correct the defect and notify County so that County can perform re-testing of the defect or failure. County's Contract Administrator will provide written Final Acceptance only upon successful completion of all the Final Acceptance Test Criteria stated below:

No.	Final Acceptance Test Criteria	Pass/Fail
1.	County to verify on-line processing of templated tax returns via e-check, credit card, debit card.	
2.	County to confirm allocation of collected taxes by percentages in accordance with the six (6) TDT funds.	
3.	County to confirm System ability to track overpayments and underpayments of account.	
4.	County to confirm System ability to process single payment with multiple properties.	
5.	County to confirm System ability to search registered property list from database.	
6.	County to confirm System can provide demo environment for training purpose.	
7.	County to confirm System ability to adjust semi-annual interest rate according to the State rate.	
8.	County to verify System can process refunds from balance overpaid.	
9.	County to confirm System can provide TDT staff self-service to reset passwords.	
10.	County to confirm System can setup different roles e.g. TDT administrator, TDT manager, TDT auditor, & TDT cashier with related different level of access to System operations.	
11.	County to confirm System can keep track of filing and payment history per account.	
12.	County to verify System identifies NSF or ACH debit item, timely notifies TDT staff. System permits reverse payment and reverse allocations.	
13.	County to confirm System stores all notes and scanned documents.	
14.	County to confirm System can print blank returns for account.	
15.	County to verify System provides a view of balances due by future date in ledger.	
16.	County to confirm System allows a minimum of 15 concurrent users with ability to scale.	
17.	County to confirm System ability to add additional ledger item e.g. Bank fee and print ledger.	
18.	County to verify System's computer hardware requirements including memory, hard drive, and graphics.	
19.	County to confirm System allows multiple users to access/view accounts and print returns simultaneously.	
20.	County to confirm System permits users to create account with assigned account number, Sales Tax Number, rental start date, filing frequency, application received date, bank information, custom flags	

No.	Final Acceptance Test Criteria	Pass/Fail
	selection, related parties name/address, billing address, property address, city, zip code, rental type, number of units and owner's name/address per registration form.	
21.	System can set up rental types.	
22.	System can set up city codes.	
23.	System can set up billing cycles.	
24.	Users can edit/update account information.	
25.	Users can add/remove multiple property addresses.	
26.	Users can view/print multiple property addresses.	
27.	Users can view/edit filing expectations.	
28.	System can inactivate and reactivate account.	
29.	Users can upload documents directly to specific account to support transactions.	
30.	Users can view and enter notes.	
31.	Users can create custom flags.	
32.	System generates TDT blank paper returns in bulk.	
33.	System can issue/print checks for refunds.	
34.	System has ability to open batch by individual cashier.	
35.	Users can file returns by entering gross receipts, exempt receipts and auto-calculate taxable receipts, penalty, and interest if required.	
36.	County to verify acceptance of multiple returns in different accounts in one cashiering batch.	
37.	System can process payments by check, credit card, debit card or wire transfer received via in-person or mail.	
38.	County to confirm System ability to check accuracy of taxable receipts entered by cashier on filed returns.	
39.	County to confirm System ability to auto-calculate 2.5% collection allowance or \$30.00 as maximum allowance.	
40.	County to confirm System can enter postmarked date according to USPS post stamped date.	
41.	County to verify System ability to modify or cancel returns with no posted payments.	
42.	County to confirm System can apply credits of same account or transfer credit between different accounts.	
43.	County to verify System ability to calculate overpayments or underpayments when applicable.	
44.	County to confirm System ability to auto-calculate penalties, interest and Bank/NSF fees (if applicable) for late returns.	

No.	Final Acceptance Test Criteria	Pass/Fail
45.	County to confirm System ability to reverse payment for returned E-check by assigned role.	
46.	County to confirm System ability to keep original filed postmarked date when amending returns.	
47.	County to confirm System ability to amend return to generate credits for refund or generate balance due for underpayment by assigned role.	
48.	County to confirm System ability to cancel return and undo cancel.	
49.	County to confirm System ability to re-validate payment by using canceled amount.	
50.	County to confirm System ability to print filed and paid returns.	
51.	County to confirm ability System ability to setup margins for overpayments/underpayments.	
52.	County to confirm grant collection allowance when original return paid online.	
53.	County to confirm System ability to abate late tax penalties and interest by assigned role.	
54.	County to confirm System ability to accept partial payment.	
55.	County to confirm System ability to post payments by applying cash, cashier's check, bank check, wire transfer or advance deposit.	
56.	County to confirm System ability to enter check number, payee name and paid amount when posting payment.	
57.	County to confirm System ability to make available a pop-up window for overpayment or underpayment prior to check-out.	
58.	County to confirm System ability to void payment before batch closing.	
59.	County to confirm System ability to waive/override penalties and interest before validating payment.	
60.	County to confirm System ability to view/print/re-print check endorsement.	
61.	County to confirm System ability to process payments by multiple checks to one return or one check to multiple returns.	
62.	County to confirm System ability to enter individual checks to reconcile processed checks.	
63.	County to confirm ability to view transactions in a batch.	
64.	County to confirm System ability to print daily deposit slip.	
65.	County to confirm System ability to print daily transaction summary.	
66.	County to confirm System ability to print daily tender summary with credits information.	
67.	County to confirm System ability to print overpayment or underpayment statement for mailing.	

No.	Final Acceptance Test Criteria	Pass/Fail
68.	County to confirm System ability to batch closed by assigned role.	
69.	County to confirm print daily agency allocation report after batch closing.	
70.	County to confirm System ability to print returns as filed or calculated.	
71.	County to confirm System ability to generate collection period and reporting period revenue reports by City Code in the following categories: revenue/penalty/interest, total revenues and number of filed returns (transaction counts).	
72.	County to confirm System ability to generate revenue reports according to reporting period and collection period by the summary of revenue/penalty/interest and total.	
73.	County to confirm System ability to generate revenue reports of reporting period according to rental type.	
74.	Demonstrate ability to generate revenue reports for reporting period according to city and zip code.	
75.	County to confirm System ability to keep track of current number of active accounts according to number of units, rental type, city and zip code.	
76.	County to confirm System ability to keep track of monthly new accounts.	
77.	County to confirm System ability to generate transactions detail reports by day or by month.	
78.	County to confirm System generates FDOR reports with gross receipts, exempt receipts, taxable rental receipts, total tax collected, collection allowance, penalties, interest and total amount remitted for reporting period.	
79.	County to confirm System makes reports available in Excel, text and PDF file formats.	
80.	County to verify System ability to generate annual revenue reports by accounts according to the filing frequency, city and zip code.	
81.	County to confirm System ability to keep track of delinquent and underpaid accounts and generate reports.	
82.	County to confirm System ability to allow 30 days grace periods for underpaid returns.	
83.	County to confirm TDT solution ability to generate Delinquent Notice/Notice of Intent to Lien with delinquent months.	
84.	County to confirm System ability to setup and subscribe reports in bulk e.g. deadline reminders, delinquent notices, delinquent final notices and account (balance due) statements.	
85.	County to confirm System allows users create new usernames with taxpayer's personalized profile.	

No.	Final Acceptance Test Criteria	Pass/Fail
86.	County to confirm System ability to request established account to add into individual username login and make available for TDT approval.	
87.	County to confirm System ability to create new account application which mirrors the paper application form and make available for TDT approval.	
88.	County to confirm System ability to view registered properties under username.	
89.	County to confirm System ability to view payment history.	
90.	County to confirm System provides taxpayers self-service for resetting passwords.	
91.	County to confirm System has a mobile phone friendly website.	
92.	County to confirm System ability to file current returns.	
93.	County to confirm System ability to file late returns with auto-calculated penalties, interest and bank/NSF fees (if applicable).	
94.	County to confirm System processes E-check payments and accepts credit/debit cards (AMEX, Mastercard, Visa card) payments.	
95.	County to confirm ability to schedule payment to be paid on or before deadline.	
96.	County to confirm System ability to save/track payee's bank name/account, credit/debit cards number (payment warehousing) and confirm that System shall not allow County employees to view in any instance cardholder data or bank account data.	
97.	County to confirm System ability to comply with PCI requirements and provide County with documentation that the System enables County to be PCI compliant.	
98.	County to confirm System ability to sync live online payments to internal processing system.	
99.	County to confirm System ability to allow/disallow automatic penalty waivers.	
100.	County to confirm ability to generate reports of credit card type and paid amounts by day and by month.	
101.	County to confirm System notifies TDT staff daily for any returned E-check/Credit/Debit card payments.	
102.	County to confirm ability to merge city revenues paid by the four Internet-based platforms to all other accounts for reporting period and collection period.	
103.	County to confirm ability to estimate lien amounts based on payment history.	
104.	County to confirm automatic address formatting consistent with standardized USPS format.	
105.	County to confirm ability to calculate payoff amount for lien release.	

No.	Final Acceptance Test Criteria	Pass/Fail
106	County to confirm ability to print payment rejection notice with multiple reasons.	
107	County to confirm ability to generate comparison report of one month to the same month of prior year.	
108	County to confirm ability to generate returned E-check email/letter.	
109	County to confirm ability to generate final tax notice with delinquent months and due amounts.	
110	County to confirm ability to generate consolidated report for credits used/overpaid of a month.	
111	County to confirm System has the ability to cancel payment before batch closing.	
112	County to confirm System has simple instructions to guide new users (customers).	
113	County to confirm System removes unpaid returns from user shopping carts when voided by TDT staff.	

Optional Services:

A. Transition & Disentanglement Services

The Parties acknowledge and agree that upon the expiration or termination of this Agreement, the good faith efforts of Contractor to facilitate the smooth, efficient, and secure transition of data and services to another provider (or to County, to the extent applicable) without any unnecessary interruption or adverse impact on County operations (“Disentanglement”) is a critical objective of the Parties and a material obligation of Contractor under this Agreement. All obligations of Contractor under this Agreement shall be construed consistent with this objective.

At request of County, Contractor shall provide prompt, good faith, and reasonable assistance to County in disentangling County data, business, and operations from the Products and/or System and, to the extent applicable, transitioning to a new software, system, or provider.

B. Additional Products and Support and Maintenance

County may from time-to-time purchase from Contractor any additional products, including without limitation software licenses or subscriptions, firmware, equipment, modules, and/or support and maintenance. If and to the extent the County so elects to purchase such Optional Services via a purchase order or a Work Authorization (with an accompanying Statement of Work, if applicable), as County determines appropriate, the Optional Services shall be subject to any applicable not-to-exceed amounts otherwise set forth in this Agreement.

C. Professional Services

County may from time-to-time purchase from Contractor any professional services (such as consulting, professional services, training, or other hourly services). If and to the extent the County so elects to purchase additional services via a purchase order or a Work Authorization

(with an accompanying Statement of Work, if applicable), as County determines appropriate, the additional services shall be subject to any applicable not-to-exceed amounts otherwise set forth in this Agreement.

**Exhibit B
Payment Schedule**

The rates specified below shall be in effect throughout the Term, unless otherwise expressly stated below. Any work, goods, or services required under this Agreement for which no specific fee or cost is expressly stated in this Payment Schedule shall be deemed to be included, at no extra cost, within the costs and fees expressly provided for in this Exhibit B.

Implementation and Training Cost (One Time Fees)

Description	Invoicing	Fee
Phase 1: Project Initiation and Planning	Upon County's written acceptance of Phase 1	\$25,000
Final Acceptance	Upon County's issuance of Final Acceptance	\$75,000
Total		\$100,000

Subscription Fees – Initial Term

Description	Term	Invoicing	Annual Fee
Year 1 - Subscription Fee	Annual	Annually in advance, commencing upon Final Acceptance	\$450,000
Year 2 - Subscription Fee	Annual	Annually in advance	\$472,500
Year 3 - Subscription Fee	Annual	Annually in advance	\$496,125
Year 4 - Subscription Fee	Annual	Annually in advance	\$520,931
Year 5 - Subscription Fee	Annual	Annually in advance	\$546,978

Subscription Fees – First Renewal Term

Description	Term	Invoicing	Annual Fee
Year 6 - Subscription Fee	Annual	Annually in advance	\$574,327
Year 7 - Subscription Fee	Annual	Annually in advance	\$603,043
Year 8 - Subscription Fee	Annual	Annually in advance	\$633,195
Year 9 - Subscription Fee	Annual	Annually in advance	\$664,855
Year 10 - Subscription Fee	Annual	Annually in advance	\$698,098

Subscription Fees – Second Renewal Term (Years 11- 15)

All prices for the Initial Term and First Renewal Term are fixed in accordance with the pricing stated above. Beginning with Year 11 (i.e., the first year of the Second Renewal Term), Contractor

may increase the annual Subscription Fees no more than once annually. Any such price increase shall be calculated based on the annual Subscription Fee for the immediately preceding year and shall not exceed the lesser of three percent (3%) per annum or the percentage increase in the Consumer Price Index ("CPI"), as defined below. Contractor must provide written notice to County of any such increase not less than sixty (60) calendar days prior to the first day of the applicable annual period.

The CPI data will be obtained from the U.S. Bureau of Labor Statistics' table for CPI for All Urban Consumers, All Items, Miami-Fort Lauderdale-West Palm Beach, FL, all urban consumers, not seasonally adjusted, or as amended or replaced by the agency. If no such index is published, the Contract Administrator will designate a reasonably similar index.

The CPI price adjustment percentage is calculated as follows: the CPI current period minus the CPI previous period, divided by the CPI previous period, multiplied by 100. The CPI current period means the most recently published monthly index prior to the annual anniversary of the Agreement. The CPI previous period means for the same month of the prior year.

Any travel expenses or fees incurred by Contractor under this Agreement shall be the sole responsibility of Contractor, unless otherwise expressly stated in this Agreement or applicable Work Authorization.

Transaction Fees

The Subscription Fees stated above are inclusive of any per-transaction fees charged for payment processing Services to County. The aggregate total of all transaction fees, convenience fees, service fees, or other payment processing amounts charged to customers utilizing the System, including amounts charged by Contractor, Worldpay, or any other subcontractor, shall not exceed the greater of \$2.95 per transaction or 2.95% of the transaction amount for credit and debit card, PayPal, Venmo, Apple Pay, and Google Pay transactions without prior written approval by County. E-checks shall have a cost of \$1.50 paid by the customer (alternatively, during the Term, County may elect to absorb e-check at a cost of \$0.95 per e-check upon written notice to Contractor and subject to the not-to-exceed amounts of this Agreement). No additional markups, rebates, incentives, or revenue sharing arrangements related to payment processing shall be retained by Contractor or any subcontractor without County's express written approval.

Exhibit C Security Requirements

1. Definitions

1.1. County Confidential Information means any County Data that includes employee information, financial information, protected health information, or personally identifiable information for individuals or entities interacting with County (including, without limitation, social security numbers, an individual's biometrics and geolocation, birth dates, banking and financial information, and other information deemed exempt or confidential under state or federal law or applicable regulatory body, including without limitation Section 501.171, Florida Statutes).

1.2. County Data means the data and information (including text, pictures, sound, graphics, video and other data) relating to County or its employees or subcontractors and any third parties, or made available or provided by County or its subcontractors and any third parties to Contractor, for or in the performance of this Agreement, whether or not electronically retained, and regardless of the retention media. Notwithstanding the foregoing, County Data does not include Aggregated and De-Identified Data (as defined below). "Aggregated and De-Identified Data" means data derived from County Data that has been anonymized and aggregated such that it does not identify any individual or any third party, and cannot reasonably be re-identified. Contractor may use Aggregated and De-Identified Data for internal business purposes, including analytics, service improvement, and development of Contractor's products and services.

All other capitalized terms not expressly defined within this exhibit shall retain the meaning ascribed to such terms in the Agreement (and if not so defined, then the plain language meaning appropriate to the context in which it is used).

2. County Network Access

2.1. County Network Access. If Contractor will have access to any aspect of County's network via an Active Directory account, onsite access, remote access, or otherwise, Contractor must:

2.1.1. comply at all times with all applicable County access and security standards, regulatory requirements, policies, and procedures related to County's network, as well as any other or additional restrictions or standards for which County provides written notice to Contractor;

2.1.2. provide any and all information that County may reasonably request in order to determine appropriate security and network access restrictions and verify Contractor's compliance with County security standards;

2.1.3. provide privacy and cybersecurity training to its employees with access to County's network upon hire and at least once annually; and

2.1.4. notify County of any terminations or separations of Contractor's employees who had access to County's network.

In addition, for any remote access to County's network, Contractor must:

2.1.5. utilize secure, strictly-controlled industry standards for encryption (e.g., Virtual Private Networks, Multi-Factor Authentication (MFA), passphrases), and safeguard County Data that resides in or transits through Contractor's internal network from unauthorized access and disclosure;

2.1.6. utilize only connections that are under Contractor's complete control or under the complete control of a person or entity authorized in advance by County in writing; unencrypted third-party public WiFi networks are not permitted to be used to connect to County's network;

2.1.7. utilize only equipment that contains antivirus protection software with current signatures, a currently supported and fully patched operating system, firmware, and third-party applications that are configured for least privileged access;

2.1.8. utilize, at a minimum, industry standard security measures, as determined in County's sole discretion, to safeguard County Data that resides in or transits through Contractor's internal network from unauthorized access and disclosure; and

2.1.9. activate remote access from Contractor and its approved Subcontractors into the County network only to the extent necessary to perform Services under this Agreement, deactivating such access immediately after use.

If at any point in time County, in the sole discretion of its Chief Information Officer (CIO), determines that Contractor's access to any aspect of County's network presents an unacceptable security risk, or if Contractor exceeds the scope of access required to perform the required Services under the Agreement, County may immediately suspend or terminate Contractor's access and, if the risk is not promptly resolved to the reasonable satisfaction of the County's CIO, may terminate this Agreement or any applicable Work Authorization upon ten (10) business days' notice (including, without limitation, without restoring any access to County network to Contractor).

3. Data and Privacy

Data and Privacy. To the extent applicable to the Services being provided by Contractor under the Agreement, Contractor shall comply with all applicable data and privacy laws and regulations, including without limitation Florida Statutes Section 501.171 and Chapter 119, and shall ensure that County Data processed, transmitted, or stored by Contractor or in Contractor's system is not stored outside the United States. Contractor shall not sell, market, publicize, distribute, or otherwise make available to any third party any personal identification or cybersecurity incident information (as defined by Florida Statutes Sections 501.171, 817.568, or 817.5685, or Chapter

119, as amended) that Contractor may receive or otherwise have access to in connection with this Agreement, unless expressly authorized in advance by County. If applicable and requested by County, Contractor shall ensure that all hard drives or other storage devices and media that contained County Data have been wiped in accordance with the then-current best industry practices, including without limitation DOD 5220.22-M, and that an appropriate data wipe certification is provided to the satisfaction of the Contract Administrator.

4. Cybersecurity Incidents

Cybersecurity Incidents. Contractor shall report any cybersecurity incident or ransomware incident (as those terms are defined in Section 282.0041, Florida Statutes) impacting or relating to County Data (including but not limited to servers or fail-over servers) to County, including the details required by Section 282.3185(5)(a), in sufficient time to reasonably permit County to timely comply with any required reporting under Section 282.3185(b) and no later than twenty-four (24) hours after becoming aware of such breach (or such shorter time period as may be required under applicable law), unless an extension is granted by County's CIO. Contractor shall provide County with a detailed incident report within five (5) days after becoming aware of the breach, including remedial measures instituted and any law enforcement involvement. Contractor shall fully cooperate with County on incident response, forensics, and investigations into Contractor's infrastructure as it relates to any County Data or County applications.

5. Managed or Professional Services

5.1. Managed or Professional Services. To the extent applicable to the Services being provided by Contractor under the Agreement:

Contractor shall ensure adequate background checks have been performed on any personnel having access to County Confidential Information. Contractor shall not knowingly allow convicted felons or other persons deemed by Contractor to be a security risk to access County Confidential Data. Contractor shall immediately notify County in the event of any terminations of Contractor's employees who performed Services under the Agreement and who had access to County Confidential Information or the County network if the termination was due to (i) a felony involving dishonesty, fraud, or moral turpitude, or (ii) a confirmed security incident or unauthorized access involving such personnel.

Contractor shall not release County Data or copies of County Data without the advance written consent of County. If Contractor will be transmitting County Data, Contractor agrees that it will only transmit or exchange County Data via a secure method, including HTTPS, SFTP, or another method approved by County's CIO.

Contractor shall ensure the use of any open source or third-party software or hardware does not undermine the security posture of the Contractor or County.

6. System and Organization Controls (SOC) Report

System and Organization Controls (SOC) Report. If requested by County, Contractor must provide County with a copy of a current unqualified System and Organization Controls (SOC) 2 Type II Report for Contractor and for any third party that provides the applicable services comprising the system, inclusive of all five Trust Service Principles (Security, Availability, Processing Integrity, Confidentiality, and Privacy), or a sworn declaration certifying Contractor has obtained the referenced SOC 2 Type II Report and listing all complementary user entity controls (CEUCs) identified therein, prior to commencement of the Agreement and on an annual basis during the Agreement, unless this requirement is waived or substitute documentation is accepted in writing by the County's CIO or designee.

7. Software Installed in County's Network

Software Installed in County's Network. To the extent Contractor provides any Software to be installed in County's network, Contractor must:

- 7.1.1. advise County of all versions of any third-party software (e.g., Java, Adobe Reader) to be installed and support updates for critical and high-risk vulnerabilities discovered in applicable third-party or open source software;
- 7.1.2. ensure that the Software is developed based on industry standards and best practices, including following secure programming techniques and incorporating security throughout the Software-development life cycle;
- 7.1.3. develop and maintain the Software to operate on County-supported and approved operating systems and firmware versions;
- 7.1.4. mitigate critical and high-risk vulnerabilities (as defined by Common Vulnerability and Exposures (CVE) scoring system) to the Software or Contractor platform within 30 days after patch release, and medium-risk vulnerabilities within 60 days after patch release, notifying County of proposed mitigation steps to be taken and timeline for resolution if Contractor is unable to apply a patch to remedy the vulnerability;
- 7.1.5. ensure the Software provides for role-based access controls and runs with least privilege access, enables auditing by default for any privileged access or changes, and supports electronic delivery of digitally signed upgrades from Contractor's or the third-party licensor's website;
- 7.1.6. ensure software connectivity to database systems can be configured to integrate with Active Directory (AD);
- 7.1.7. ensure the Software is not within three (3) years from its end-of-life date and provide County with end-of-life-schedules for all applicable Software;

7.1.8. support encryption using at a minimum Advanced Encryption Standard 256-bit encryption keys (“AES-256”) or current industry security standards, whichever is higher, for County Confidential Data at rest and use transport layer security (TLS) 1.2 or current industry standards, whichever is higher, for data in motion; and

7.1.9. upon request by County, provide an attestation letter identifying date of the most recent security vulnerability testing performed and any vulnerabilities identified and mitigated (must be dated within six (6) months after any major release).

8. Equipment Leased or Purchased from Contractor

8.1. Equipment Leased or Purchased from Contractor. To the extent Contractor is the Original Equipment Manufacturer (OEM) or an authorized reseller for the OEM for any Equipment provided under this Agreement, Contractor must:

8.1.1. ensure that physical security features to prevent tampering are included in any Equipment provided to County and ensure, at a minimum, industry-standard security measures are followed during the manufacture of the Equipment;

8.1.2. ensure any Equipment provided does not contain any embedded remote-control features unless approved in writing by County’s Contract Administrator, and disclose any default accounts or backdoors that exist for access to County’s network;

8.1.3. shall supply a patch, firmware update, or workaround approved in writing by County’s Contract Administrator within thirty (30) days after identification of a new critical or high risk vulnerability, and within sixty (60) days after identification of a medium risk vulnerability and notify County of proposed mitigation steps taken;

8.1.4. develop and maintain Equipment to interface with County-supported and approved operating systems and firmware versions;

8.1.5. upon request by County, make available any required certifications as may be applicable per compliance and regulatory requirements (e.g., Common Criteria, Federal Information Processing Standard 140);

8.1.6. ensure the Equipment is not within three (3) years from its end-of-life date at the time of delivery and provide County with end-of-life-schedules for all applicable Equipment;

8.1.7. (for OEMs only) support electronic delivery of digitally signed upgrades of any applicable Equipment firmware from Contractor’s or the OEM’s website; and

8.1.8. (for OEMs only) upon request by County, provide an attestation letter identifying date of the most recent security vulnerability testing performed and any vulnerabilities identified and mitigated (must be dated within six (6) months after any major release).

9. Payment Card Industry (PCI) Compliance

9.1. Payment Card Industry (PCI) Compliance. If and to the extent at any point during the Agreement the Software accepts, transmits, or stores any cardholder data or is reasonably determined by County to potentially impact the security of County's cardholder data environment ("CDE"), Contractor must:

9.1.1. comply with the most recent version of VISA Cardholder Information Security Program ("CISP") Payment Application Best Practices and Audit Procedures including Security Standards Council's Payment Card Industry ("PCI") Data Security Standard ("DSS"), including the functions relating to storing, processing, and transmitting of the cardholder data;

9.1.2. maintain PCI DSS compliance for the duration of the Agreement;

9.1.3. prior to commencement of the Agreement (or at such time the Software will process cardholder data), prior to Final Acceptance (if applicable), after any significant change to the CDE, and annually, provide to County: (i) a copy of Contractor's Annual PCI DSS Attestation of Compliance ("AOC"); and (ii) a written acknowledgement of responsibility for the security of cardholder data Contractor possesses or otherwise stores, processes, or transmits and for any service Contractor provides that could impact the security of County's CDE (if Contractor subcontracts or in any way outsources the credit card processing, or provides an API that redirects or transmits cardholder to a payment gateway, Contractor is responsible for maintaining PCI compliance for the API and providing the AOC for the subcontractor or payment gateway to County);

9.1.4. maintain and provide to County a PCI DSS responsibility matrix that outlines the exact PCI DSS controls that are the responsibility of either party and the PCI DSS controls that are the shared responsibility of Contractor and County;

9.1.5. follow Open Web Application Security Project (OWASP) for secure coding and transmission of cardholder data only to the extent Contractor provides a payment application;

9.1.6. immediately notify County if Contractor learns or suspects that Contractor, its Software, or its platform is no longer PCI DSS compliant and provide County the steps being taken to remediate the noncompliant status no later than seven (7) calendar days after Contractor learns or suspects it is no longer PCI DSS compliant;

9.1.7. activate remote access from Contractor and its approved Subcontractors into County's network only to the extent necessary to perform Services under this Agreement, deactivating such access immediately after use; and

9.1.8. maintain all inbound and outbound connections to County's CDE using Transport Layer Security (TLS) 1.2 or current industry standard, whichever is higher.

10. HIPAA Compliance

HIPAA Compliance. County has access to protected health information (“PHI”) that is subject to the requirements of 45 C.F.R. Parts 160, 162, and 164 and related regulations. If Contractor is considered by County to be a covered entity or business associate or is required to comply with the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) or the Health Information Technology for Economic and Clinical Health Act (“HITECH”), Contractor shall fully protect individually identifiable health information as required by HIPAA or HITECH and, if requested by County, shall execute a Business Associate Agreement in the form set forth at www.broward.org/Purchasing/Pages/StandardTerms.aspx. The County Administrator is authorized to execute a Business Associate Agreement on behalf of County. Where required, Contractor shall handle and secure such PHI in compliance with HIPAA, HITECH, and related regulations and, if required by HIPAA, HITECH, or other Applicable Law, include in its “Notice of Privacy Practices” notice of Contractor’s and County’s uses of client’s PHI. The requirement to comply with this provision, HIPAA, and HITECH shall survive the expiration or earlier termination of this Agreement. Contractor shall ensure that the requirements of this section are included in all agreements with Subcontractors.

11. Application Development Services

Application Development Services. To the extent applicable to the Services being provided by Contractor under the Agreement, Contractor shall develop, implement, and comply with industry-standard secure coding best practices as outlined by the County’s Service Provider Application Secure Coding Standard. In addition, if application development services are performed by Contractor augmented staff on behalf of County, staff must strictly follow and adhere to the County’s established application development policies, process, procedures, practices and standards. Upon request by County, Contractor shall provide an attestation letter to certify that security testing as specified above was performed along with security scan test results and tests performed. Any exceptions must be documented with the delivery of the attestation letter for acceptance by the County.

Exhibit D

Support and Maintenance Minimum Standards

Contractor shall provide County with Support and Maintenance so as to ensure and maintain optimal performance of the Products and System consistent with the Statement of Work and the Documentation, which service shall include the following:

- Timely response and resolution of any errors, defects, malfunctions, or other issues affecting the use or performance of the Products or System (collectively, “Events”) in keeping with the Required Response Times stated below;
- Providing and facilitating the installation of updates, upgrades, and releases as they are made available to Contractor’s other clients;
- Notifying County of patches and updates affecting security, and applying, testing, and validating the appropriate patches and updates and/or workarounds on a test version of the application before distribution;
- On-call availability via telephone and e-mail during Business hours to receive and respond to inquiries or questions from County regarding use, operation, or functionality of the Products or System;
- Emergency availability via telephone and e-mail after hours to receive and respond to specific technical problems and questions relating to the operation or functionality of the Products or System;
- Use of ongoing best efforts to maintain the optimal functioning of the Products and System, to correct programming and coding errors, and to provide solutions to known errors affecting the operation of the Software; and
- Routine notification to County as it becomes available of new or updated information pertaining to the Products, System, or the Documentation.

Support and Maintenance shall be provided via telephone, electronic communication, on-site, or as otherwise appropriate to address the issue. Any update, upgrades, releases, or other modifications to the Software shall be provided via electronic communication and for download via the Internet, if practicable. To the extent necessary to resolve an Event or other support request, Contractor shall provide support on-site at any office or location of a Broward County agency, as requested by County. Contractor agrees that its personnel shall be suitably trained in the operation, support and maintenance of the Software. If in the reasonable opinion of County, the personnel provided are not acceptable, Contractor agrees to provide suitable replacements.

Required Response Times. Upon notice by County of an Event, Contractor shall address and resolve the Event consistent with the following priority, response, and resolution levels:

Priority Description	Definition	Response Time After Notice	Resolution Time after Notice
Critical	Event that renders the Products, System, and/or interfaces inoperable or allows unauthorized access.	1 hour during Business hours; or within 1 hour of beginning of next business day if outside of Business hours	Work until corrected or until priority is reduced to Minor
Severe	Event that results in a significant impairment of performance of the Products or System or impairs essential operations or allows unauthorized access.	1 hour during Business hours; or within 1 hour of beginning of next business day if outside of Business hours	Work until corrected during Business hours or until priority is reduced to Minor
Minor	Event that has minor impact to County's business and that does not impact normal operation of the Products or System.	4 hours during Business hours; or next business day if outside of Business hours	Future patch or release
Minimal	Event that has minimal impact or no impact on County's business.	8 hours during Business hours; or next business day if outside of Business hours	Future release

Notwithstanding the above-stated schedule, Contractor shall use its continuing best efforts to correct the Event as expeditiously as it can. The Priority Description for each error or issue shall be reasonably determined by the Contract Administrator.

Records and Reports. Unless otherwise approved by the Contract Administrator, Contractor will maintain records of all Support and Maintenance requested and/or provided, and provide County with online access to an Event ticketing system, which shall include at least the following:

- a) Date, time, and name of contact for each Event;
- b) Date and time of response by Contractor;
- c) Description of Event and analysis of error, defect, or other issue causing Event;
- d) All steps and actions taken to resolve the Event;
- e) Date and time of resolution and County representative notified of resolution; and

At the request of County, Contractor shall provide quarterly reports of the foregoing records as well as statistics of Contractor's average quarterly compliance with the Required Response Times.

Failure to Meet Required Response Times. If Contractor fails to meet the Required Response Times, County may offset against any sums due Contractor by \$1,000 for each Event that Contractor failed to meet the Required Response Time, which amount the Parties agree is a fair

and reasonable approximation of County's negative financial impact caused by the delay in Contractor's response.

(Remainder of page left intentionally blank)

Exhibit E Minimum Insurance Requirements

Project: Tourist Development Tax Solution
Agency: Records, Taxes and Treasury Division

TYPE OF INSURANCE	APPL. FROM	APPL. TO	MINIMUM LIABILITY LIMITS		
				Each Occurrence	Aggregate
GENERAL LIABILITY - Broad form <input checked="" type="checkbox"/> Commercial General Liability <input checked="" type="checkbox"/> Premises-Operations <input type="checkbox"/> XCU Explosion/Collapse/Underground <input checked="" type="checkbox"/> Products/Completed Operations Hazard <input checked="" type="checkbox"/> Contractual Insurance <input checked="" type="checkbox"/> Broad Form Property Damage <input checked="" type="checkbox"/> Independent Contractors <input checked="" type="checkbox"/> Personal Injury Per Occurrence or Claims-Made: <input checked="" type="checkbox"/> Per Occurrence <input type="checkbox"/> Claims-Made Gen'l Aggregate Limit Applies per: <input type="checkbox"/> Project <input type="checkbox"/> Policy <input type="checkbox"/> Loc. <input type="checkbox"/> Other _____	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Bodily Injury		
			Property Damage		
			Combined Bodily Injury and Property Damage	\$1,000,000	\$2,000,000
			Personal Injury		
			Products & Completed Operations		
AUTO LIABILITY <input checked="" type="checkbox"/> Comprehensive Form <input checked="" type="checkbox"/> Owned <input checked="" type="checkbox"/> Hired <input checked="" type="checkbox"/> Non-owned <input checked="" type="checkbox"/> Any Auto, if applicable <i>Note: May be waived if no driving will be done in performance of services/project.</i>			Bodily Injury (each person)		
			Bodily Injury (each accident)		
			Property Damage		
			Combined Bodily Injury and Property Damage	\$500,000	
<input type="checkbox"/> EXCESS LIABILITY / UMBRELLA Per Occurrence or Claims-Made: <input checked="" type="checkbox"/> Per Occurrence <input type="checkbox"/> Claims-Made <i>Note: May be used to supplement minimum liability coverage requirements.</i>					
<input checked="" type="checkbox"/> WORKER'S COMPENSATION <i>Required only if the vendor comes on site to perform services.</i>	N/A	<input checked="" type="checkbox"/>	Each Accident	STATUTORY LIMITS	
<input checked="" type="checkbox"/> EMPLOYER'S LIABILITY			Each Accident	\$100,000	
<input checked="" type="checkbox"/> CYBER LIABILITY	N/A		Each Claim:	\$2,000,000	\$4,000,000
			*Maximum Deductible:	\$100,000	
<input checked="" type="checkbox"/> PROFESSIONAL LIABILITY (ERRORS & OMISSIONS) / TECHNOLOGY ERRORS & OMISSIONS	N/A		Each Claim:	\$2,000,000	\$4,000,000
			*Maximum Deductible:	\$100,000	
Description of Operations: Broward County is additional insured for liability. Insured's insurance shall provide primary coverage and shall not require contribution from the County, self-insurance or otherwise. Waiver of subrogation applies in favor of Broward County. For Claims-Made policies insurance must be maintained and evidence of insurance must be provided for at least three (3) years after completion of the contract of work.					

CERTIFICATE HOLDER:
Broward County
111 South Andrews Avenue
Fort Lauderdale, Florida 33301

Digitally signed by
Colleen Pounall
COLLEEN POUNALL
Date: 2025.06.18
17:58:36 -0400
Risk Management Division

**Exhibit F
Work Authorization**

Agreement: [Title, Date, Contract Number]

Work Authorization No. _____

This Work Authorization is between Broward County and Contractor pursuant to the Agreement. Contractor affirms that the representations and warranties in the Agreement are true and correct as of the date this Work Authorization is executed by Contractor. In the event of any inconsistency between this Work Authorization and the Agreement, the provisions of the Agreement shall govern and control.

The time period for this Work Authorization will be from the date of County's Notice to Proceed until [____ (____)] days after the Notice to Proceed, unless otherwise extended or terminated by the Contract Administrator.

Services to be provided:

[COMPOSE SIMPLE SUMMARY]

See Exhibit A for additional detail.

The applicable not-to-exceed amount stated in the Agreement for the Optional Services at issue is \$[_____].

The total fee for goods and services under this Work Authorization is \$[_____] ("Total Fee").

The Total Fee shall be invoiced by Contractor upon written acceptance by County of all goods and services required to be provided under this Work Authorization.

(Signatures appear on the following page.)

IN WITNESS WHEREOF, the Parties hereto have made and executed this Work Authorization No. ____, effective as of the date the last party signs this Work Authorization No. ____.

County

Broward County, by and through
its _____

By: _____
Title

____ day of _____, 202__

Contract Administrator

By: _____
(Date)

Project Manager

By: _____
(Date)

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 _____
Attorney's Name (Date)
Senior/Assistant County Attorney

Contractor

By: _____
Authorized Signer

Print Name and Title

____ day of _____, 20__

Exhibit G Service Level Agreement

In connection with all Services provided to County under the applicable contract (the "Agreement"), Contractor shall, at no additional cost to County, meet or exceed the requirements set forth in this Service Level Agreement ("SLA") for the duration of the Agreement. The standards set forth herein are intended to reflect the current industry best practices for the Contractor Platform provided by Contractor under this Agreement. Contractor shall promptly notify County in writing of any material change to its compliance with these standards. Any approval required by County under this SLA may be issued in writing by the Contract Administrator or the Broward County Chief Information Officer ("CIO").

Sections 1-5 of this SLA apply to all aspects of the Contractor Platform. In addition, Sections 6 and 7 of this SLA apply to any Software as a Service ("SaaS") or web hosting services provided to County under the Contractor Platform.

1. Definitions

1.1. Contractor Platform means any and all SaaS or web hosting to be provided by Contractor under the Agreement, including any system or other solution that stores, hosts, or transmits County Data. Contractor shall maintain the same standards set forth herein for its data centers and facilities that store or host County Data.

1.2. County Data means the same as in Section 1.2 of Exhibit C.

Any other capitalized terms not defined herein refer to those terms as defined in the Agreement, if so defined; if not defined in the Agreement, any other capitalized terms shall have their plain language meaning as used in the applicable context.

2. Security

2.1. General

Contractor will ensure that County can use its existing SSO provider to authenticate County user access to the System . Upon request, Contractor shall restrict access to County Data to a specific source static IP address. Contractor shall ensure that separation of duties and least privilege access are enforced for privileged or administrative access to County Data and the Contractor Platform. Contractor's procedures for the following must be documented and made available upon request by County, including:

2.1.1.1. Evaluating security alerts and vulnerabilities;

2.1.1.2. Installing security patches and service packs;

2.1.1.3. Intrusion detection, incident response, and incident escalation/investigation;

- 2.1.1.4. Access and authorization procedures and resetting access controls (e.g., password policy);
- 2.1.1.5. Risk analysis and assessment procedures;
- 2.1.1.6. User access and termination procedures;
- 2.1.1.7. Security log review;
- 2.1.1.8. Physical facility access controls; and
- 2.1.1.9. Change control procedures.

Contractor shall ensure that its service providers, Subcontractors, and any third parties, including any data hosting providers, performing any Services related to this Agreement shall comply with all terms and conditions specified in this SLA unless County, in writing, excuses specific compliance with any such term or condition. Contractor shall provide County with a list of any such service providers, Subcontractors or other third parties on an annual basis, upon County's request, and promptly upon a material change in the composition of such entities.

If a new or unanticipated vulnerability to the Contractor Platform is discovered by either County or Contractor, or if existing technical controls have ceased to function properly, the discovering party shall immediately notify the other party.

When technically feasible, for all software used, furnished, or supported under the Agreement, Contractor shall review such software to find and remediate security vulnerabilities during initial implementation and upon any significant modifications and updates to same.

Contractor must mitigate critical or high-risk vulnerabilities (as defined by Common Vulnerability and Exposures scoring system) to the Contractor Platform within 30 days after patch release. If Contractor is unable to apply a patch to remedy the vulnerability, Contractor must promptly notify County of proposed mitigation steps to be taken and develop and implement an appropriate timeline for resolution.

2.2. Controls

2.2.1. Prior to the Effective Date of the Agreement, and at least once annually and upon request for the duration of this Agreement, Contractor shall provide County with a copy of a current unqualified System and Organization Controls (SOC) 2 Type II, Report for Contractor's Organization or application, as well as any third party that provide hosting, SaaS, or data storage services for the Contractor Platform, inclusive of all five Trust Service Principles (Security, Availability, Processing Integrity, Confidentiality, and Privacy), unless the County's Chief Information Officer in their sole discretion approves other documentation of appropriate security controls implemented by Contractor. If the audit opinion in the SOC 2, Type II report is qualified in any way, Contractor shall provide sufficient documentation to demonstrate

remediation of the issue(s) to the satisfaction of the County's Chief Information Officer.

2.2.2. Contractor shall maintain industry best practices for data privacy, security, and recovery measures, including, but not limited to, disaster recovery programs, physical facilities security, server firewalls, virus scanning software, current security patches, user authentication, and intrusion detection and prevention. Upon request by County, Contractor shall provide documentation of such procedures and practices to County. Contractor shall utilize industry standard security measures to safeguard against unauthorized access to the Contractor Platform.

2.2.3. Contractor shall utilize antivirus protection software, updated and currently supported operating systems, firmware, third party and open source application patches, and firewalls to protect against unauthorized access to the Contractor Platform. Contractor shall conduct penetration testing internally and externally at least annually and after any material infrastructure or application upgrade or modification to the Contractor Platform. Upon request, provide a letter attesting that Contractor performed the penetration testing and findings, if any, were remediated.

2.3. Network Architecture/Security

2.3.1. Contractor shall protect any Internet interfaces or web services provided under this Agreement using a security certificate from a certification authority ("CA") that meets or exceeds the CA/Browser Forum's latest Secure Sockets Layer ("SSL") baseline requirements and network and certificate systems security requirements. Contractor will support encryption using at a minimum Advanced Encryption Standard 256-bit encryption keys ("AES-256") or current industry security standards, whichever is higher, for the connection between any user or County network to the Contractor Platform.

2.4. Physical Architecture/Security

2.4.1. Contractor shall ensure the facilities that house the network infrastructure for the Contractor Platform are physically secure against threats such as unauthorized access and natural and environmental hazards, and entry controls are in place to limit and monitor physical access to the Contractor Platform. Contractor shall ensure adequate background checks are routinely performed on any personnel with access to County Data. Contractor shall not knowingly allow convicted felons or other persons deemed by Contractor to be a security risk to access County Data. Contractor shall provide privacy and cybersecurity training to its employees upon hire and at least once annually.

2.5. Incident Response

2.5.1. Contractor shall report any cybersecurity incident or random incident (as those terms are defined in Section 282.0041, Florida Statutes) impacting or relating to County Data (including but not limited to servers or fail-over servers) to County, including the details required by Section 282.3185(5)(a), in sufficient time to reasonably permit County to timely comply with any required reporting under Section 282.3185(b) and no later than twenty-four (24) hours after becoming aware of such breach (or such shorter time period as may be required under applicable law), unless an extension is granted by County's CIO. Contractor shall provide County with a detailed incident report within five (5) days after becoming aware of the breach, including remedial measures instituted and any law enforcement involvement. Contractor shall fully cooperate with County on incident response, forensics, and investigations into Contractor's infrastructure as it relates to any County Data or County applications.

2.5.2. Prior to the Effective Date of this Agreement, Contractor shall provide County with the names and contact information for a security point of contact and a backup security point of contact to assist County with cybersecurity incidents. Upon request by County, Contractor shall deliver to County in electronic form the website application activity such as logs of visits and user logins and logoffs by or on behalf of County on the Contractor Platform. County may, at its sole discretion, terminate all access to the Contractor Platform.

2.6. County Data

2.6.1. Contractor shall maintain controls that ensure logical separation of County Data from non-County data. Contractor agrees to provide at a minimum Advanced Encryption Standard 256-bit encryption ("AES-256") or current industry security standards (or whichever is higher) for all County Data that includes employee information, financial information, social security numbers, bank account numbers, username with passwords or security questions, cardholder data, or any other protected data such as Protected Health Information ("PHI") and Personally Identifiable Information ("PII"), and any other data as may be directed by County, and on all copies of such data stored, transmitted, or processed, at no additional charge to County, and shall classify such data internally at its highest confidentiality level. Contractor shall also ensure that the encryption key(s) are not stored with the encrypted data and are secured by a Hardware Security Module ("HSM"). Contractor shall immediately notify County of any compromise of any encryption key. Contractor shall provide a copy of County's encryption key(s) at County's request. Contractor shall prohibit the use of unencrypted protocols such as FTP and Telnet for the data identified in this paragraph.

2.6.2. Upon termination or expiration of this Agreement or end of serviceable life of any media used in connection with this Agreement, and upon written notification from County that the applicable County Data is currently maintained by County or otherwise

securely stored, Contractor shall, at County's option, (a) securely destroy all media (including media used for backups) containing any County Data on all decommissioned hard drives or storage media to National Institute of Standards and Technology ("NIST") standards and provide to County a signed certificate of destruction within ten (10) business days, or (b) return to County all County Data and provide a signed certification within two (2) business days thereafter documenting that no County Data is retained by Contractor in any format or media.

2.6.3. County shall have the right to use the Products and Services and the Contractor Platform to provide public access to County Data as County deems appropriate or as otherwise required by law. County Data is the property solely of County and may not be reproduced or used by Contractor without County's prior written consent. Contractor and its Subcontractors will not publish, transmit, release, sell, or disclose any County Data to any third party without County's prior written consent. Contractor shall not modify or alter County Data (other than modifications strictly necessary to upload County Data to the Contractor Platform) without County's prior written consent. In the event of any impermissible disclosure, loss, or destruction of County Data caused in whole or in part by any action or omission of Contractor, Contractor must immediately notify County and take all reasonable and necessary steps to mitigate any potential harm, further disclosure, loss, and destruction.

3. Compliance

3.1. Contractor shall cooperate and provide any information requested by County relating to compliance and regulatory requirements, and will, upon request:

3.1.1. Provide a letter attesting that the Contractor performed vulnerability scans of authenticated and unauthenticated operating systems/networks, web applications, database applications, and the Contractor Platform;

3.1.2. Provide Contractor's architecture documents, cybersecurity policies and procedures (redacted, if necessary), and general network security controls documentation such as firewalls, Intrusion Detection System ("IDS"); and

3.1.3. Permit County to conduct a physical inspection of Contractor's facilities, but only to the extent such inspection is related to the security of and access to County Data or the Contractor Platform.

3.2. Contractor shall provide County with the ability to generate: account reports consisting of the account holder's name and application access rights; account management reports showing new users, access rights changes, and account termination with the associated time stamp information; and time-stamped user and administrator access (login/logout) and a list of activities performed by administrators, privileged users, or third-party contractors while using the System. Upon request by County, Contractor shall promptly provide County with access to time-stamped data transfer logs (including the

account, a description of the data transferred and its size, and the user and account names for forensic purposes), time-stamped application and platform environment change control logs, and time-stamped data backup logs indicating the backup type (e.g., full, incremental, etc.).

- 3.3. 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: HIPAA compliance; Contractor's latest compliance reports (e.g., PCI Compliance report, SSAE 16 report; and any other proof of compliance as may be required from time to time.

4. Infrastructure Management

Contractor shall ensure that an unlimited number of transactions may be processed to the County production database. Subject to County approval, Contractor may recommend that non-routine reports and queries be limited to certain timeframes, quantities, or other specifications, if Contractor determines that such reports and queries cause degradation to response times affecting performance levels established in this SLA. Contractor shall routinely apply upgrades, new releases, and enhancements to the Contractor Platform as they become available and shall ensure that these changes will not adversely affect the Contractor Platform or County Data. A development and test system, which shall mirror the production system, shall be made available for use by County for testing or training purposes, including without limitation, for County's testing of application upgrades and fixes prior to installation in the production environment. County may control data that is populated on the demonstration and training system by requesting that Contractor perform any or all of the following: periodically refresh data from production; perform an ad-hoc refresh of data from production; not refresh data from production until further notice from County; or refresh data on an ad hoc basis with training data supplied by County.

5. Transition/Disentanglement

- 5.1. 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.

Specifically, and without limiting the foregoing, Contractor shall:

5.1.1. Promptly provide the Transferee with all nonproprietary information needed to perform the Disentanglement, including, without limitation, data conversions, interface specifications, data about related professional services, and complete documentation of all relevant software and equipment configurations;

5.1.2. Promptly and orderly conclude all work in progress or provide documentation of work in progress to Transferee, as County may direct;

5.1.3. Refrain, without County's prior written consent, from transferring, reassigning, or otherwise redeploying any of Contractor's personnel during the Disentanglement period to the extent such action would impede performance of Contractor's obligations under the Agreement;

5.1.4. If applicable, with reasonable prior written notice to County, remove its assets and equipment from County facilities;

5.1.5. If County requests, and to the extent permitted under the applicable agreements, assign to the Transferee (or use its best efforts to obtain consent to such assignment where required) all contracts including third-party licenses and maintenance and support agreements, used by Contractor exclusively in connection with the Services or Support and Maintenance.

5.1.6. Deliver to Transferee all current, nonproprietary documentation and data related to County-owned assets and infrastructure; and

6. Network Architecture/Security

6.1. Network Architecture

6.1.1. The Contractor Platform shall be protected behind a layer of firewalls utilizing a high-availability (HA) design. At County's request, Contractor shall submit a network architecture diagram of County's stored and transmitted data, including the location of the data center and details of connectivity for all third parties who have access to County Data. 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. Contractor shall restrict inbound and outbound traffic to County's network to "deny all, permit by exception" configuration.

6.1.2. 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.

6.2. Disaster Recovery

6.2.1. 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 eight (8) hours and a Recovery Point Objective (“RPO”) of a maximum of four (4) 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. In addition, Contractor shall conduct a disaster recovery test specific to County in accordance with a documented procedure (runbook), including testing County Data and all elements of the Contractor Platform, in coordination with County at least once per year; the timing and duration of the County-specific test is subject to the approval of County.

6.3. County Data.

6.3.1. 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.

7. Service Availability

7.1. System Availability

7.1.1. 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.

7.1.2. Contractor guarantees that the Network Uptime (as defined herein) will be 99.5% of Prime Time (defined as County business days from 8 a.m. – 6 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 and operational, and requires proper functioning of all network infrastructure, including 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 is 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.

7.1.3. Contractor will refund to County three percent (3%) of the monthly fees (or monthly pro rata equivalent, if recurring fees under the Agreement are charged other than monthly) under the Agreement for each thirty (30) minutes of Network Downtime in excess of that permitted under the Network Uptime Guarantee (up to 100% of County's monthly or pro rata fee), measured on a calendar month basis. Such refunds will be paid within ten (10) days after the applicable monthly report or, at County's option, may be credited against amounts due under any unpaid invoice or future invoice. If the Agreement provides for other credit or compensation due to County for an event that also constitutes Network Downtime, the greater of the two amounts shall apply.

7.1.4. 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 and with at least five (5) business days' advance written notice to County. Contractor may conduct Scheduled Maintenance at other times without advance notice only with written consent from County, which consent will not be unreasonably withheld. 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. All changes that are expected to take more than four (4) hours to implement or are likely to impact user workflow require County's prior written approval, which will not be unreasonably withheld.

7.1.5. At the request of County, Contractor, shall provide quarterly reports to County 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) = __%).

7.2. Infrastructure Management

7.2.1. 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.

7.2.2. 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.

7.2.3. 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.

7.2.4. 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).

7.3. Performance Monitoring and Hosting Capacity Increases

7.3.1. 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.

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.